Grimsby Auditorium Access Info Guide

1. **Introduction**

The Grimsby Auditorium and all the staff’s aim are for everybody to be able to attend the venue. We are committed to making your visit as enjoyable and comfortable as possible. Please advise us of your access requirements at the time of booking and we will do everything we can to meet them.

1. **Contact Details**

For access related enquiries please contact one of our Box Office team using one of the below contacts. We aim to respond to any queries within 5 days.

Phone: 0300 300 0036

Email: grimsbyboxoffice@lincsinspire.com

Post: Access Enquiries

 Grimsby Auditorium

 Cromwell Road

 Grimsby

 DN31 2BH

1. **Downloadable Link for access info**
2. **Venue Description**

The venue has level access, lifts and adapted toilets. On standing events the venue has a viewing platform with a ramp for up to 6 wheelchair users or disabled customers. Assistance Dogs are welcome at the venue, you can take your dog in the Auditorium or if you prefer we can offer a dog sitting service. Bowls of water can be provided. Please advise us of your needs when booking.

For seated events the venue has twelve wheelchair spaces available. They are located on ground level, either on the back row of the stalls or front row of the circle. There is lift access to all levels of the venue.

We offer an infra-red sound amplification system to relay sound to customers with hearing impairments. Induction loop necklaces are available, free of charge from the Box Office.

The venue guide or ‘social story’ is available. The social story is a visual resource for those visiting the theatre and is intended to help prepare visitors for a new experience and to become familiar with the surroundings. Customers and their companions are welcome to visit the Venue prior to attending a performance to familiarise themselves with the venues layout. These visits can be arranged through our Box Office.

Adjacent to the venue is a 300 capacity free car park for our visitors which include 18 blue badge bays.

1. **Bookable Access Facilities and How To Apply**

In order to improve our service to you we are recording on our Box Office system customer’s access requirements to ensure we are able to find the best available seats for you quickly and easily. Having this information on file will also save time when you book in the future. You can easily register your access requirement with us by contacting the Box Office either in person, over the phone, on email or by post.

On certain performances there may be discounts available such as Over 65s, Registered Unwaged, and Student, these discounts are subject to status and availability. Please contact the Box Office on 0300 3000 036 or [www.grimsbyauditorium.org.uk](http://www.grimsbyauditorium.org.uk) for more information.

Personal assistants (carer/companion)

If you require the support of a personal assistant or companion you may be eligible to benefit from a reduced price on their ticket too.

A free ticket for a personal assistant is available for any deaf or disabled person who has purchased a ticket to an event or performance and would be unable to attend without the help of their personal assistant.

The personal assistant must be able to assist the deaf or disabled person to access the theatre and its facilities, remaining with them to ensure their wellbeing and comfort. In the event of an emergency the personal assistant must be able physically to assist the person they are with to leave the building.

A complimentary personal assistant ticket is available at the venue’s discretion to those who need assistance from another person in order to move around safely within The Grimsby Auditorium. For those requiring a complimentary Personal Assistant ticket we require proof of eligibility. If you wish to scan and email your proof of eligibility then please send it to

grimsbyboxoffice@lincsinspire.com

If you wish to post your proof of eligibility please ensure that you send photocopies only as all documentation will be securely destroyed once processed.

Please feel free to blackout any information related to amount of benefit paid or health conditions etc. that might be on any documents submitted.

Proof of Eligibility

The following forms of evidence make an individual automatically eligible for a free Personal Assistant ticket in addition to their ticket:

* Front page of DLA (Medium or Higher rate)
* Front page of Attendance Allowance letter (no specific rate required)
* Front page of PIP (no specific rate required)
* Evidence that registered severely sight impaired (blind)
* Recognised Assistance DOG ID card
* CredAbility Access Card (with +1 icon)

We recognise that the evidence above may not include everyone that has an access requirement. If you do not have the above but wish to apply for a free personal assistant ticket, please contact us and it will be assessed on a case-by-case basis.

1. **Travel Guide**

**Driving / Parking**

The venue GPS postcode is DN31 2BH. There are two free car parks at the venue with 350 spaces across them. One small one directly opposite with 5 parking spaces for Blue Badge holders and the second larger with 13 parking spaces for Blue Badge holders.

From the smaller car park the venue is accessed across a forecourt and is approximately 60 yards from the entrance.

From the larger car park the venue is accessed across a road and is approximately 80 yards from the entrance.

 A lay-by to the side of the Auditorium main building can be used for arrival and collection of customers.

**Public Transport to and from Grimsby Town train Station**

*Train*

Grimsby Town train station is situated in the Town Centre and is approximately a five minute taxi ride away or a 10 minute bus ride. Direct rail links lead to the town from Lincoln, Doncaster, Manchester and Sheffield. We recommend booking a taxi in advance for travel after an event or performance.

*Bus*

From Grimsby Town Station to Auditorium

Grimsby Town Station → Walk 120 yards (approx. 2 minutes) to Old Market Place → Take Stagecoach 5 Bus (approx. 8 minute journey) → Get off at Grimsby Leisure Centre on Cromwell Road → Walk 170 yards (approx. 3 minutes) → Arrive at Auditorium

Auditorium → Walk 170 yards (approx. 2 minutes) to Bus Stop opposite Grimsby Leisure Centre → Take Stagecoach 5 Bus (approx. 8 minute journey) → Get off at Old Market Place → Walk 120 yards (approx. 3 minutes) → Arrive at Grimsby Town Station

*Walk*

From Grimsby Town Station to the Auditorium is 1.3 miles and will take an estimated 30 minutes to walk.

1. **Arrival Guide**

The venue Box Office is open 12pm to 6pm, Monday to Saturday and is closed on bank holidays unless there is a show. On show days the Box Office is open up to 15 minutes after the show has begun. If there is a show on a Sunday or Bank Holiday then the Box Office is open one hour prior to the start of the show and closes 15 minutes after the show has begun.

The Box Office is directly in front of the main entrance doors, approximately 15 yards. If you already have your tickets then you do not need to go to the box office. If you are collecting tickets then you will need the card you paid for them with and be able to confirm your name and address. If you have organised any specific access requirements in advance i.e. a wheelchair space, then this should already be in place for you before arrival, however if there are any issues please speak with a member of staff immediately who will rectify this.

Your tickets will show the actual start time of the show, unless stated otherwise i.e. for a standing gig tickets may say ‘Doors 7pm’.

When you arrive at the venue you will enter through the main doors. There is usually a member of staff on the doors greeting customers. If the auditorium doors are not yet open then you will be able to wait in the downstairs foyer or upstairs bar (accessible by a lift to the right of the main foyer entrance).

If you have any questions or specific requirements then there are always plenty of staff available to assist i.e. the member of staff on the door, box office staff or any staff in the outlets. If you have any access requirements i.e. assistance into the auditorium or early entrance to avoid moving through crowds then the staff will be more than happy to help if this has not already been arranged when booking.

*During & after the show*

If you require any assistance during or after the show then please let a member of staff know at the beginning. If we have assisted you into your seating we will ensure that wheelchairs or walkers are brought to you at the interval or at the end and can assist you out to use the facilities at the interval if you wish.

If you have brought an Assistance Dog with you but would prefer a member of staff to take them out at the interval then we can arrange for someone to come and collect them and take them out during the break.

If at any time during the performance you require assistance please make yourself known to a member of staff inside the auditorium who will come to you.

1. **Toilets**

The Auditorium has male and female toilet facilities on the ground floor of the venue in the foyer. There are also two separate, fully accessible facilities, one on the ground and the other on the first floor. Backstage there are accessible facilities. There is an emergency call-point in all accessible facilities should you need to call for a member of staff. Baby changing facilities are located in fully accessible toilets. Please ask a member of the Front of House team if you require assistance.

**9. Strobe Lighting**

If Strobe Lighting is going to be used in one of our shows, we will make this clear by displaying posters next to all of the main entrances and exits.

**10. Large Brochure Guides are available on request.**

Please contact the venue for a copy.