

# **Venue Access Information and Access Statement for Disabled Visitors**

**Venue:** The Town Wall

## **Car Parking**

There are three council pay & display bays in the immediate vicinity and approximately ten within easy walking distance. The nearest drop-off point for cars is directly at the door.

## **Public Transport Access Routes and Drop Off Points**

The nearest Metro Station is Central Station, which is approximately 30 metres away. There are major national rail links via Central Station and several bus stops within the immediate vicinity.

## **Building Entrance**



The Town Wall is a two-floor venue.

Access is on the Ground Floor. A mobile ramp provides access for wheelchair-users. If you wish to use the ramp please alert a member of staff.

If you have any special access requirements please let us know in advance.

## **Getting Around**

Once inside the building there is level access to the Ground Floor only.

## **Seating**

Cushioned seating is available in the boothed areas. There are non-fixed wooden chairs throughout.

## **Public Telephone**

There is no public telephone on site. The phone on the bar can be used in an emergency or to book taxis for disabled visitors.

## **Venue Plans**

Standard and large print plans of the Venue are available on request..



## **Assistance Dogs**

We welcome assistance dogs and a bowl of water can be provided if requested.



## **Accessible Toilets/Baby Changing areas**

There is a unisex accessible toilet on the Ground Floor

## **Fire Alarms**

The fire alarms give an audible warning only. There is no visual display. A member of staff will assist in the event of a fire alarm.

If you are unlikely to be able to hear the alarms or will need assistance to exit the building if the fire alarm sounds, please tell a member of staff on your arrival.

## **Staff Training**

All staff attend a programme of core training, which includes customer care, diversity and disability awareness. They are here to help customers enjoy the time they spend in our venue.

If there is anything that we can do to make your visit more enjoyable, please contact us, we will be happy to assist you.

## Contact Us



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## Access Statement

Although we make every attempt to make The Town Wall as accessible as possible, aspects of the building make it difficult to make everything fully accessible.

The Town Wall is an old building with a narrow staircase and as such it is not possible for wheelchair users to access the first floor.