



Access Statement

Birmingham Hippodrome welcomes over half a million customers each year. Our diverse programming includes the biggest musicals, highest quality ballet, opera and touring productions often coming directly from the West End.

With our own Access Forum Group we actively listen to the needs of our audience and ensure that we provide accessibility for all. Birmingham Hippodrome was built in 1901; in 2001 an extensive £35 million refurbishment took place and now the theatre is easily accessible for customers. We are always looking for suggestions for additional improvements.

Getting Here

Our Address:

Birmingham Hippodrome
Hurst Street
Birmingham
B5 4TB

Drop-off points

1. **Inge Street** (next to the National Trust Back to Backs), entering the theatre through the main front doors on Hurst Street or
2. **Thorp Street**, entering through our Thorp Street reception through to the main foyers.



Taxis

There is a taxi point on the **City Centre/Ladywell Walk side of our Main Entrance Plaza on Hurst Street**. Alternatively a member of the Duty Management team are able to call a local taxi company for you.

Car Parking

There are 2 car parks situated close to the theatre:

Arcadian Centre Car Park (APCOA Parking, The Arcadian Centre, 41 Bromsgrove St, Birmingham, B5 6NU). There are 4 Blue Badge Holders spaces that can be pre-booked by calling the Arcadian on **0121 666 6376**.)

Alternatively, the **Gallan Car Park** is situated on Thorp Street (opposite our Thorp Street reception). There are no Blue badge holder spaces.

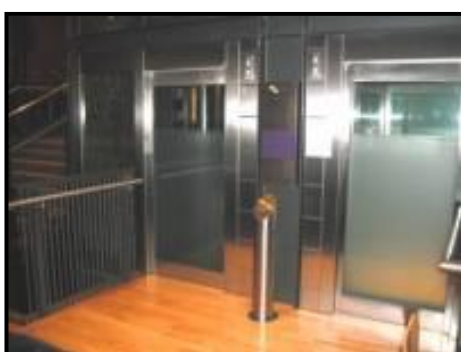
Theatre Information

Opening times for Ticket Sales are Monday to Saturday 10am-6pm (on days where we do not have a performance) and until the interval on days when we do have a show. On some Bank Holidays we will not be open until 2 hours prior to a performance (please see our website for details).

To gain entry to the theatre (**Main Entrance, Hurst St**), there are automatic doors with a push button on the right, leading to either 6 steps or a ramp into the main foyer area.



The ramp is tiled stone flooring. After that, all the foyers are carpeted, except outside the restaurant on Level 3 / Middle Circle Foyer and outside the lifts where there are short sections of wooden flooring.



Wheelchair access

All of the foyer levels are accessible from the **Front of House** lifts. From the foyers you can access the auditorium. However, please note that there is no wheelchair access to the auditorium via the Front Circle Foyer.

Refreshments

Drinks, Ice Creams, and Programmes are available from the kiosk and bars on all foyer levels. Snacks are available from the **Deli Bar** on Front Circle Foyer. Restaurant Meals are available from the **Circle Restaurant** on Middle Circle Foyer and from **StageSide** (see below for more details). All bars have lowered service points for wheelchair users.

Drinks & Ice Creams can be pre-ordered for the interval and delivered to your seat in the auditorium.

Assistance Dogs

Assistance dogs are welcome to go into the auditorium with you, however some performances have special effects eg: gun shots, smoke, haze.

If you require a member of the Front of House team to look after your dog please register this when booking your tickets. Our trained Front of House team will toilet your dogs should you require.

We do have wheelchair lounges that some audience members find useful for their dogs as there is more space for them to stretch out. Please ask Ticket Sales for more details when booking.



Performance Effects

Some performances use special effects during the show eg: strobe lighting, smoke effects, loud bangs. Details regarding this can be found on our website and via Ticket Sales. This information is also displayed on the notice boards by the auditorium doors. Please contact a Duty Manager if you have any further questions as they often have the exact timings of the effects in the show.

Cloakroom (Opens 2 hours prior to a performance)

The cloakroom is on the left hand side when entering the main front doors (**Hurst Street**). Booster Seats and Sennhieser Headsets are issued from here.

Unisex Accessible Toilets & Baby Change

There are accessible toilets on each foyer level, each having an assistance pull cord.

Baby Changing facilities are situated next to the accessible toilet on the Front Circle Foyer (Level 2 in the lift).





Circle Restaurant

Circle Restaurant is open 2 hours prior to a performance, serving an A La Carte menu (children's menu available). It is situated on the Middle Circle level (Level 3 in the lifts).

Large print menu are available on request (please inform when booking your table or 48 hours prior to visit).



Good Food Talks

Circle Restaurant, StageSide and Deli Bar are proud to be involved with [Good Food Talks](#).

If you have trouble reading the menu when you go to a restaurant, then Good Food Talks can help. The web app makes restaurant menus accessible to absolutely everybody, regardless of visual impairment. It works on both wide screen and mobile phones and is also fully optimised for screen readers.

StageSide Restaurant



StageSide is open 2 hours prior to a performance, located on **Thorp Street**, opposite our Stage Door; Thorp Street is the side street to the right of the theatre's main entrance as you face it. StageSide serves a brassiere-style menu, with easy access to the foyers of the auditorium via our Thorp St Reception entrance, next to Stage Door.

Wheelchair access is available through the main front door with a push button.



Foyer Bars

There are bars serving alcoholic, soft and hot drinks on the Stalls, Front Circle and Middle Circle Foyers. All of the bars have a low level service counter.

Audio Described Performances



Audio Described performances are for partially sighted / blind customers. They give a live commentary of the costumes, characters and sets during a performance.

You will require a headset to listen to the Audio Description and these can be collected from our cloakroom. If you are attending the Touch Tour prior to the performance (tickets can be booked with your performance tickets and the Touch Tour is normally 2 hours prior to a performance). We will explain how to use your headset if you have not used one before and it can be returned to any member of staff or the cloakroom after the performance.

Should you experience any problems with the headset during the performance, please hold the headset in the air and a member of the Front of house team will exchange it for you.

The Audio describers will start their pre show description 15 minutes before the show starts. This will give anyone not attending the Touch Tour the relevant information.

Signed Performances

Most shows have a signed performance. Details of the dates are available from our website, brochure or through Ticket Sales.

We allocate specific seats in the auditorium to allow customers to easily see the signer. Details of these can be obtained from our Ticket Sales team, as they can be either on the left or right hand of the stage depending on the set of the show.

Many of our Front of House team know sign language, so please ask for a Duty Manager if any assistance is required and we will locate a trained member of staff for you.

Captioned performances



The Caption screens are mounted below the boxes in the auditorium or to the sides of the stage.

The captioning equipment shows the spoken dialogue or song lyrics displayed as they are delivered on stage. Some of the sound effects are included as part of the captions.

We recommend avoiding first 3 rows of the Stalls (downstairs) to view the screens comfortably.

Relaxed performances



During our Panto Season we hold a Relaxed Performance.

This is to deliver a supportive and relaxed environment throughout theatre specially suited to those on the autism spectrum and a wide range of other disabilities.

This special event enables patrons to move around freely and make noise during these performances. Light and sound adjustments are made to the performance and auditorium to make the experience more comfortable. The show is relayed to television screens in the foyers - ideal for taking a break from the auditorium, and is also a great way to involve the children that would like some “time out” from the show. This also enables the whole family to feel “relaxed”.

Details regarding the performance can be obtained from Ticket Sales and via the Hippodrome website.

Theatre wheelchairs

Wheelchairs are available on request from Box Office or from the Duty Manager (subject to availability & pre-booking through our Ticket Sales team).

Buggies and pushchairs

These may be placed on the Stalls Foyer, behind the Front of House lift. Alternatively please collapse them and leave them in the cloakroom (main entrance foyer). All items are left at the owner’s risk.

Booster cushions

These are available for use inside the auditorium and can be collected from the cloakroom which is on the left hand side when entering the main entrance (Hurst Street). There is no charge for the booster seat. We ask you to leave them in the auditorium or to return to the cloakroom.

Advance ordering for refreshments

Pre-order forms for interval ice creams or drinks are available on request. These can be delivered to your seats in the auditorium.



We are committed to making Birmingham Hippodrome accessible and welcoming to all.

Our aim is to exceed the expectations of statutory requirements, organisations and, above all, everyone who uses the Theatre.

If you would like to contact us prior to your visit please email or telephone:

lizeck@birminghamhippodrome.com **0121 689 3064** or

jonathanthompson@birminghamhippodrome.com **0121 689 3194**

tickets@birminghamhippodrome.com or call **0844 338 5000**