

ACCESS INFORMATION – Lakeside Arts

Everyone is welcome at Lakeside Arts. We want everything we do to be accessible to all our audiences and are continually looking for ways to introduce new technology, training and ways of presenting to help achieve that aim.

We offer many services for customers with access requirements and are always interested in learning how else we can be of assistance.

ACCESSIBLE PARKING

There is designated Accessible Parking across all the venues. For the Djanogly Gallery and Recital Hall please use the spaces on East Drive (in front of those buildings). For venues located inside the DH Lawrence Pavilion there are six blue badge holder parking bays in the adjacent oval car park.

Please note: to improve pedestrian safety within the park, the parking bays near the lake were removed in late November 2017 and there is no longer parking in this area.

OUR SPACES & FACILITIES

All of our buildings and the majority of our spaces can be accessed without the need for lifts or ramps. Only the Visual Arts Studio requires lift access. There are also level access toilets inside all of our buildings.

Designated wheelchair spaces are available in both the Djanogly Recital Hall and Djanogly Theatre, however we ask that these are please booked in advance.

There is a Sennheiser Infrared enhanced hearing system in the Djanogly Theatre and Performing Arts Studio (where possible headsets should be booked in advance) and an induction loop in the Djanogly Recital Hall, Box Office, Djanogly Art Gallery Desk, Gallery Café and Pavilion Café.

Assistance dogs are welcome in all areas of the building, and if you prefer, we will happily look after your dog while you enjoy a performance.

ACCESSIBLE PERFORMANCES

Touch tours, audio description, captioning and sign language interpretation are also available for some performances. Touch Tours give you the opportunity to familiarise yourself with the set and costumes before the show and sometimes even to meet the performers. Touch tours are free, but places are limited so advanced booking is essential. Please call our Box Office on 0115 846 7777 for more information.

Lakeside has a long history of presenting and supporting work that explores topics, themes and challenges associated with individuals and communities that often have additional Access needs – from hosting dementia choirs to presenting work for people with profound and multiple learning disabilities (PMLD).

BOOKING TICKETS

We want to make it as easy as possible for you to book to see events at Lakeside. We offer a range of ticket booking methods:

Online – you can book online by clicking Book Now for any ticketed event in the What's On section of the website.

By Phone – please call our Box Office on 0115 846 7777.

In Person – simply pop into Lakeside and purchase your tickets from our Box Office in the DH Lawrence Pavilion.

Unless otherwise stated, the concessionary ticket price for all Lakeside events is £4 off the cost of a full price ticket – except for family programming. Concessions are available for most ticketed events to:

- People with a disability
- Those in receipt of Universal Credit, Jobseeker's Allowance, Income Support or Pension Credit
- Those aged 16-30
- All Further Education and Higher Education students

PERSONAL ASSISTANTS (CARERS)

A free ticket for a personal assistant (PA) 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 PA.

The PA must be able to assist the deaf or disabled person to access Lakeside and its facilities, remaining with them to ensure their wellbeing and comfort. Anyone designated as a Personal Assistant must be able physically to assist the person they are with to leave Lakeside buildings in an emergency.

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 this evidence might not include everyone that has an access requirement. For those unable to provide us with any of the above, a free PA ticket can still be issued at the venue's discretion to those who need assistance from another person in order to move around safely within Lakeside's buildings.

ALTERNATIVE FORMAT PUBLICATIONS

Publications are available in alternative formats on request. The latest audio guide for this season will be available on request. Large print guides are available from the Djanogly Gallery desk for all Djanogly Gallery exhibitions.

For more information please call our friendly Box Office team on 0115 846 7777 or email Box Office on lakeside-box-office@nottingham.ac.uk