

Accessibility

Bath Festivals is keen to promote equality of opportunity for people with disabilities and to take the necessary steps to meet their requirements.

This guide is designed to inform everybody who comes to a Bath Festivals event what we can offer customers who may have particular requirements.

Contact Details

Please contact our Access Officer, Hazel Plowman, at access@bathfestivals.org.uk or phone 01225 614186 if you have any questions regarding this guide or accessibility at Bath Festivals' events.

Venue Information

Bath Festivals use a range of venues across the city.

The following venue information is correct at time of writing. For up to date information please contact the venue directly.

- **Assembly Rooms**, Bennett Street, Bath, BA1 2QH. The Assembly Rooms are wheelchair accessible, have accessible toilets, offer a hearing loop and admit registered assistance dogs. There is mobility parking nearby for blue badge holders only in Bennett Street.
- **Bath Box Office**, Bath Visitor Information Centre, Bath, BA1 1NL. Bath Box Office is wheelchair accessible, offers a hearing loop and admits registered assistance dogs.
- **Guildhall**, High Street, Bath, BA1 5AW. The Guildhall is wheelchair accessible, has accessible toilets and baby changing facilities, offers a hearing loop and admits registered assistance dogs.
- **Komedia**, 22-23 Westgate Street, Bath, BA1 1EP. Komedia is wheelchair accessible (the disabled entrance can be found alongside the main doors), has accessible toilets (located by the main door into the auditorium), baby changing facilities and admits registered assistance dogs. Komedia has no parking. However, there is mobility parking for blue badge holders around the corner from venue, located at Saw Close.
- **Literature Lounge**, Alfred Street, Bath, 2QX. The Literature Lounge is wheelchair accessible and admits registered assistance dogs.
- **Masonic Hall**, Old Theatre Royal, 12 Old Orchard Street, Bath, BA1 1JU. The Masonic Hall is wheelchair accessible, offers a hearing loop, has baby changing facilities and admits registered assistance dogs. There is mobility parking for blue badge holders approximately 50 metres from the main entrance in New Orchard Street.
- **Parade Gardens**, Grand Parade, Bath, BA2 4DF. Parade Gardens are wheelchair accessible and has accessible toilets.
- **St Michael's Church**, Broad Street, Bath, BA1 5LJ. St Michael's Church is wheelchair accessible, has accessible toilets and baby changing facilities, offers a hearing loop and admits registered assistance dogs. There is mobility parking for blue badge holders nearby in The Podium.
- **St Swithin's Church**, The Paragon, Bath, BA1 5LY. St Swithins Church is wheelchair accessible, has accessible toilets and baby changing facilities and offers a hearing loop.

- **The Egg**, 36 Monmouth Street, Bath, BA1 2AN. The egg is wheelchair accessible, has accessible toilets and baby changing facilities, offers a hearing loop and admits registered assistance dogs. There is mobility parking for blue badge holders nearby.
- **The Forum**, 1A Forum Buildings, Bath, BA1 1UG. The Forum is wheelchair accessible (the disabled entrance can be found at The Forum reception, to the right of the main doors), has accessible toilets (located in the Lower Foyer area) and baby changing facilities, offers a hearing loop and admits registered assistance dogs. There is mobility parking nearby for blue badge holders on the road opposite The Forum and in Avon Street and Southgate car park.
- **The Pavilion**, North Parade Rd, Bath, BA2 4EU. The Pavilion is wheelchair accessible, has accessible toilets and baby changing facilities, offers a hearing loop and admits registered assistance dogs.
- **Walcot House**, 90B Walcot St, Bath, BA1 5BG. Walcot House is not fully wheelchair accessible, and does not have accessible toilets.

How to Book

By telephone 01225 463362. We do not have mini-com or text-phone.

Online at www.thebathfestival.org.uk (See access booking guide below)

By post to Bath Box Office, Bath Visitor Information Centre, Bath Visitor Information Centre, Bridgewater House, 2 Terrace Walk, Bath, BA1 1LN. Cheques should be made payable to Bath Box Office.

In person at Bath Box Office (address above).

For disabled people who need to bring a personal assistant we offer one free ticket per event.

If you require a wheelchair space or a specific seat to accommodate your needs, please request this at time of booking.

Access Booking Online

Customers with accessibility requirements are now able to book Wheelchair and Personal Assistant tickets online via Bath Box Office.

To enable this, you'll need to update your Access Requirements under the 'Other Preferences' menu in 'My Account'.

If you require a Personal Assistant ticket, this will be discounted to £0 when added into the basket with an appropriate ticket as instructed below.

To allow access booking online:

- 1) Visit www.thebathfestival.org.uk
- 2) Log in to "My Account"
- 3) Select "Other Preferences"
- 4) Scroll to the bottom of the list where you will find Accessibility Requirements and tick the relevant accessibility requirements to you

- 5) Click save

To book for a reserved event:

- 1) Ensure you are logged in to your account
- 2) Find the event you wish to book for and click Book Now
- 3) If you had added the Wheelchair tag to your account (see above), you will see a WC symbol, this is the WC space that is available for you to book
- 4) If you have also added the Personal Assistant required tag, a star will appear next to the WC space, this is the seat available for your companion.
- 5) Select these 2 spaces and add into your basket
- 6) Using the dropdown options, change one ticket to the Disabled option and the other to the Personal Assistant option.
- 7) Click Continue
- 8) You will now see that the Personal Assistant ticket has been reduced to £0.00
- 9) Proceed to checkout and complete your order

To book for an unreserved event:

- 1) Ensure you are logged in to your account
- 2) Go to the event you wish to book for
- 3) Click Book Now
- 4) Enter the number of relevant tickets you require.
- 5) If you require a Personal Assistant ticket and have this tag applied to your account, this will be discounted to £0.00 if added into the basket with a Disabled ticket.

If you require assistant updating your account, please telephone Bath Box Office who will be able to assist you: 01225 463362.

Travel Guide

Situated in the South West of England, the City of Bath is easily accessible to visitors. Bath Spa train station is located in the city centre, and as a mainline station, welcomes frequent trains from London (90 mins) and the south west. Bath is just a 45 minute drive from the nearest airport (Bristol), and is connected to the main London airports via the railway. Bath is also positioned perfectly for road travel, on the M4 motorway which links London to the south west.

Train

Bath Spa is served by Great Western Railway trains, with direct services from many mainline stations. Once you arrive in Bath all of our central venues are within 1 mile of the station.

Tickets and Enquiries: www.gwr.com

Park & Ride

Bath has three Park & Ride Services, all of which have a 10 minute journey time and stop centrally. Parking is free and there are services from each site seven days a week. Regular bus services run into the city at least every 15 minutes. All buses are wheelchair and pushchair friendly. If travelling by car we would recommend using the Park and Ride service as parking in Bath is limited at peak times.

Once in Bath it is just a short walk to many of our central venues. For more information please click [here](#).

Parking in Bath

Car parks are situated in various locations in Bath. For more information on car parking, including a map of local car parks, opening times and charges, click [here](#).

Taxi

Taxis can drop off outside every venue that we use.

Bus

First Bus run regular services locally and to nearby town and villages – for route maps and timetables, click [here](#).

Arrival Guide

If you need to collect your ticket on the day, the Box Office will be open in the venue one hour prior to the event.

Upon arriving at the venue, staff and stewards wearing festival lanyards will be happy to help guide you to your seat and any other facilities.

We are happy to provide early entrance options if audience members need to avoid crowds. Please contact the Access Officer at access@bathfestivals.org.uk

Medical Requirements

We welcome audience members who need to bring medicines, food or drink to manage a medical condition, or medical equipment.

A first aider will be on hand in each venue. In an emergency please contact a steward who will proceed to contact the first aider or emergency services immediately.

Please contact our Access Officer on 01225 614186 if you have any questions regarding medical requirements.

Access to Performances

Most of our venues offer hearing loops and admit registered assistance dogs. Please see individual venue information for more details.

We are happy to book British Sign Language interpreters for events if required. Please contact the Access Officer on 01225 614186 at least two weeks prior to the event.

We do not offer captioning, audio description and relaxed performances at the present time.

Strobe Lighting

There is no use of strobe lighting at our events.

If you have needs that have not been addressed in this guide please contact our Access Officer on 01225 614186 or at access@bathfestivals.org.uk and they will be happy to help.