

## Bath Children's Literature Festival Accessibility Guide

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 at [access@bathfestivals.org.uk](mailto:access@bathfestivals.org.uk) or on 07377 686311 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.

- **Bath Box Office Counter**, 1A Forum Buildings, St James parade, Bath, BA1 1UG. Bath Box Office is wheelchair accessible.
- **Bath Central Library**, The Podium, Northgate Street, Bath, BA1 5AN. Bath Central Library is wheelchair accessible, has accessible toilets and baby changing facilities. There is mobility parking for blue badge holders within The Podium.
- **St Swithins 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.
- **Bath Cricket Club**, North Parade Bridge Road, Bath, BA2 4EX. The Cricket Club is wheelchair accessible and has accessible toilets. They also offer baby changing facilities. The closest mobility parking is at the pay and display car park at the Bath Sports & Leisure Centre.
- **Bath Royal Literary and Science Institution**, 16-18 Queen Square, BA1 2HN. Bath Royal Literary & Science Institution (BRLSI) is wheelchair accessible and has accessible toilets. They also offer a hearing loop and allow assistance dogs. Baby changing facilities are also available. If you do need to use the accessible entrance, please do let us know on [info@bathfestivals.org.uk](mailto:info@bathfestivals.org.uk) or when booking with Bath Box Office so we can show you the accessible entrance.
- **The Guildhall**, High Street, Bath, BA1 5AW. The Guildhall is wheelchair accessible, has accessible toilets, offers a hearing loop, and admits registered assistance dogs. There is a car park to the rear of the Guildhall but this is pay and display on weekends only. The closest mobility parking for blue badge holders is located on Walcot Street.
- **Holburne Museum**, Great Pulteney Street, Bath, BA2 4DB. The Holburne Museum is wheelchair accessible and has accessible toilets. They also permit assistance dogs, offer a hearing loop and have baby changing facilities.
- **Mr B's Emporium**, 14-15 St John Street, Bath, BA1 2JL. Mr B's Emporium is wheelchair accessible, admits registered assistance dogs and has baby changing facilities.

## How to Book

- By telephone 01225 463362. We do not have mini-com or text-phone.
- Online at [www.bathfestivals.org.uk/childrens-literature](http://www.bathfestivals.org.uk/childrens-literature)
- By post to Bath Box Office, 1A Forum Buildings, St James Parade, BA1 1UG. 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.bathfestivals.org.uk](http://www.bathfestivals.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.
6. If you require assistant updating your account, please telephone Bath Box Office who will be able to assist you: 01225 463362.

## **Arrival Guide**

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](mailto:access@bathfestivals.org.uk) or on 07377 686311.

## **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 at [access@bathfestivals.org.uk](mailto:access@bathfestivals.org.uk) or on 07377 686311 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 at [access@bathfestivals.org.uk](mailto:access@bathfestivals.org.uk) or on 07377 686311 at least two weeks prior to the event.

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

**If you have needs that have not been addressed in this guide please contact our Access Officer at [access@bathfestivals.org.uk](mailto:access@bathfestivals.org.uk) or on 07377 686311 and they will be happy to help.**