

## Accessibility

We want everyone to feel welcome at our events. We are committed to providing clear information about the accessibility of our venues and events and to support Disabled people and those with access requirements to enjoy their time at the festival.

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](mailto:access@bathfestivals.org.uk) or phone 01225 614180 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 for The Bath Festival 2024 and correct at time of writing. For up to date information please contact the venue directly.

- **American Museum and Gardens**, Claverton Manor, Claverton Down, Bath BA2 7BD. American Museum is wheelchair accessible, has accessible toilets, offers a hearing loop in the ticket office and café, offers noise cancelling headphones and admits registered assistance dogs. The museum has Blue Badge disabled parking.
- **Bath Abbey**, Abbey Churchyard, Bath BA1 1LT. Bath Abbey is wheelchair accessible with level access to the main entrance and exit. There is a Changing Places toilet and hearing loop.
- **Bath Box Office**, 1A Forum Buildings, St James Parade, Bath, BA1 1UG. Bath Box Office is wheelchair accessible. General opening hours are Mon-Fri 10am-5pm
- **Bath Central Library**, 19-23 The Podium, Bath BA1 5AN. Bath Central Library is wheelchair accessible, has accessible toilets, offers a hearing loop and admits registered assistance dogs.
- **Chapter 22 Roots and Records**, 8 Broad Street BA1 5LJ. Chapter 22 is not wheelchair accessible. The shop admits registered assistance dogs.
- **Christ Church**, Julian Road, Bath, BA1 2RH. Christ Church is wheelchair accessible, step-free access to Christ Church can be obtained via the choir vestry, which is the red door on the far left-hand side as you face the main door. There is a blue badge parking space outside this door. The church has a hearing loop, admits registered assistance dogs and has an accessible toilet.
- **Cleveland Pools**, Cleveland Pools, Hampton Row, Bath BA2 6BJ. Cleveland Pools is wheelchair accessible and has accessible toilets. The entrance is via a steep slope. There are two disabled parking bays for blue badge holders at the entrance to the pools.
- **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.

- **Gainsborough Hotel** Beau Street, Bath BA1 1QY. The hotel has step free access. The chapel, where the event will take place is on the first floor which has a lift, but there is 2 steps down to the room.
- **Parade Gardens**, Grand Parade, Bath, BA2 4DF. Parade Gardens are wheelchair accessible and has accessible toilets.
- **St Mary's Bathwick**, Darlington Street, Bath BA2 4EB. The church is wheelchair accessible and has an accessible toilet and baby changing facilities. It has a hearing loop and admits assistance dogs. Parking is available.
- **St Swithin's Church**, The Paragon, Bath, BA1 5LY. St Swithin's Church is wheelchair accessible, as accessible toilets and baby changing facilities and offers a hearing loop.
- **Waterstones** 4-5 Milsom Street, Bath BA1 1DA. Waterstones is wheelchair accessible, has a lift to its 3 floors but the café is accessed by 8 steps down from the first floor. It has a hearing loop and admits assistance dogs.

## How to Book

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

Online at [www.thebathfestival.org.uk](http://www.thebathfestival.org.uk) (See access booking guide below)

In person at Bath Box Office, The Forum, St James Parade, Bath, BA1 1UG. General opening hours are Mon-Fri 10am-5pm.

Customers who require the support of an Essential Companion are entitled to one free ticket with their purchased ticket per event.

If you require a wheelchair space or a specific seat to accommodate your needs, please request this at time of booking by calling Bath Box Office or following the instructions below to book online:

## Access Booking Online

Customers with accessibility requirements are now able to book Wheelchair and Essential Companion 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 an Essential Companion ticket, this will be discounted to £0.00 when added into the basket with an appropriate ticket as instructed below.

### To allow access booking online:

- 1) Visit [www.thebathfestival.org.uk](http://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 Essential Companion 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 Full Price ticket option and the other to the Essential Companion option.
- 7) Click Continue
- 8) You will now see that the Essential Companion 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 an Essential Companion ticket and have this tag applied to your account, this will be discounted to £0.00 if added into the basket with a Full Price ticket.

If you require assistance 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](http://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 visit: <https://travelwest.info/park-ride/>

#### **Parking in Bath**

A Clean Air Zone is operational in Bath city centre.

Car parks are situated in various locations in Bath. For more information on the CAZ, car parking, including a map of local car parks, opening times and charges, visit <https://beta.bathnes.gov.uk/find-car-parks-bath>

Access for Blue Badge holders driving into the security zone (City Centre) is via Cheap Street, and Blue Badge holders wishing to gain can find out more at [www.bathnes.gov.uk/bathcitycentreaccess](http://www.bathnes.gov.uk/bathcitycentreaccess)

### **Taxi**

Taxis can drop off outside every venue that we use.

Veezu Bath 01225 464646 <https://www.veezu.co.uk/bath>

### **Bus**

First Bus run regular services locally and to nearby town and villages – for route maps and timetables, visit: <https://www.firstbus.co.uk/bristol-bath-and-west>

### **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 t-shirts or 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)

### **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 614180 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 614180 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 614180 or at [access@bathfestivals.org.uk](mailto:access@bathfestivals.org.uk) and they will be happy to help.**