



Accessibility Information Pack

22nd April - 1st May 2023 - Bristol



The fifth successive Lyra - Bristol Poetry Festival takes place from April 22 - May st 1 2023 at over 10 venues across the city. The festival theme, City of Words, explores Bristol - its communities, history, physical spaces and future - through the lens of poetry. The theme is also linked to the citywide Bristol 650 project, marking 650 years since the 1373 Charter made Bristol a county in its own right. This year is the 60th anniversary of the Bristol Bus Boycott, and our event on Sunday 30th April marks this significant date with an eclectic evening of poetry and music at Bristol Old Vic, headlined by John Agard, performing alongside local Caribbean writers. In addition, 2023 is the 75th anniversary of Windrush, and during the festival, John Agard will be doing a special children's reading of Windrush Child at the SS Great Britain, in the year of the 180th anniversary of its launch. This iconic ship will also host a family-friendly workshop led by John Hegley. We also have a programme of events at St. George's Bristol in its 200th year.

Contents:

- 1) Introduction
- 2) Ticketing
- 3) The Venues and Accessibility
- 4) Accessible Parking
- 5) Accessible Taxis
- 6) Bus Services
- 7) Cycling
- 8) Train
- 9) Covid-19 Policy
- 10) Toilets
- 11) Charging Facilities
- 12) Hearing Loop
- 13) British Sign Language Interpreters
- 14) Contact

Please read this document and fill out the [Online Form Here](#) if you have access requirements you need assistance with.

Introduction

Accessibility, inclusion and representation are at the heart of Lyra Festival. As always, 100% of the venues are wheelchair accessible. This year's programme includes many free and low-cost events, BSL-interpreted and captioned events, multilingual readings and a number of participatory activities. The aim of this pack is to give you the basic information you need to make your performance or workshop as enjoyable as possible. If you have any access requirements that you need assistance with, then please fill out the [Online Form Here](#), and one of the team will get back to you.

For information about online Zoom event tech and accessibility, please see the separate document on our website homepage: www.lyrafest.com

Ticketing



In order to attend any of our events, including free entry events, you must book a place in advance via our website. All tickets will be sent via email. You will receive your online Zoom event link on the morning of the event, at the latest. If you haven't received it, please remember to check your spam/junk folder. If you have booked a ticket but still cannot find your ticket link, please email us at **lyrafestival@gmail.com**, so we can investigate the issue and re-send your link. It is advised that you create a Zoom account in advance, to ensure the process of joining an online event/workshop on the

day is smooth and easy. Please read the below information about using these platforms. **For specific queries about the ticket booking system, please contact our ethical ticket provider, HeadFirst Bristol.**

The Venues and Accessibility



This is a multi-venue festival that takes place in a variety of spaces specifically chosen to enhance each individual performance or workshop. Each venue or space has its own accessible facilities. Please see the list below for details of each venue:

Acta: Community Theatre:

[Gladstone Street, Bedminster, Bristol BS3 3AY](#)

Assistance dogs permitted
Accessible Wheelchair
Accessible Toilets
Lift to the second Hall
Induction Loops in the Studio - please ask

Arnolfini:

[Arnolfini Arts, 16 Narrow Quay, Bristol BS1 4QA](#)

NB: Cobbled street by Main Entrance

Entrance is W/C accessible via Prince St/ Cafe Bar
Accessible parking - Mud Dock City Car Park & The Grove Car Park
Lifts to all floors
Assistance dogs permitted
Induction hearing loops in theatre - ask the venue when you arrive for the best seating area
Accessible toilets
W/C loan
Portable stools to allow sitting when needed - ask the venue directly

Bristol Beacon:

[Bristol Beacon, Trenchard St, Bristol BS1 5AR](#)

Entrance is W/C accessible
Lowered bars
Lowered box office
Lifts to all floors
Assistance dogs permitted
Accessible parking - NCP on Trenchard St
Viewing area/platform
Accessible toilets

Bristol Central Library:

[Bristol Central Library, College Green, Bristol BS1 5TL](#)

Entrance is W/C accessible

Lifts to all floors

Assistance dogs permitted

Induction hearing loops

Accessible toilets

Bristol Museum & Art Gallery:

[Bristol Museum & Art Gallery, Queens Rd, Bristol BS8 1RL](#)

Entrance is W/C accessible

Lowered bars

Lowered box office

Lifts to all floors

Assistance dogs permitted

Accessible toilets

Bristol Old Vic:

[Bristol Old Vic, King St, Bristol BS1 4ED](#)

NB: King Street is cobbled

Entrance is W/C accessible via Queen Charlotte Street

Lowered bars - on request in advance

Lowered box office

Lifts to all floors

Assistance dogs permitted
Induction hearing loops on request
Accessible parking 50 metres away on Queen Charlotte Street
Viewing area/platform
W/C accessible spaces/seats - please book these directly with the venue or call 0117 9877877
Accessible toilets

Brunel's SS Great Britain:

[Brunel's SS Great Britain, Great Western Dockyard, Gas Ferry Rd,](#)

[Bristol BS1 6TY](#)

Entrance is W/C accessible - via the Visitor Centre or through the dockyard.
Lifts to all floors
Assistance dogs permitted
Accessible parking
Accessible toilets

Electricity House Bristol:

[Colston Avenue BS1 4TB](#)

This is an external walking tour starting at the above address.
Assistance dogs permitted

St George's Bristol:

[St George's Bristol, Great George St, Bristol BS1 5RR](#)

Entrance is W/C accessible

Lowered bars

Lowered box office

Lifts to all floors

Assistance dogs permitted

Induction hearing loops

Accessible parking - please request via the venue or the [Access Request Form](#)

W/C spaces/seats - please book these directly with the venue at the point of ticket purchase or call 0117 9294929

Accessible toilets

Hamilton House

[**80 Stokes Croft, St Paul's, Bristol BS1 3QY**](#)

Sadly not wheelchair accessible for the retreat room

Assistance dogs permitted

Induction hearing loops

Two Accessible Parking Spaces out the back

Accessible toilets

Entrance is W/C accessible -

Assistance dogs permitted

Induction hearing loops

Viewing area/platform

Two Accessible Parking Spaces out the back

Accessible toilets
Lift to all floors

The Orchard Coffee & Co:

[20 Clouds Hill Road Cherry Orchard Lane, Bristol BS5 7LA England](#)

Assistance dogs permitted

The Watershed

[1 Canon's Rd, Bristol BS1 5TX](#)

Entrance is W/C accessible -
Assistance dogs permitted
Induction hearing loops
Viewing area/platform
Two Accessible Parking Spaces out the back
Accessible toilets
Lift to all floors

The Wardrobe Theatre / Old Market Assembly

[The Wardrobe Theatre, 25 West St, Bristol BS2 0DF](#)

Entrance is W/C accessible - to the left of the main entrance
Assistance dogs permitted
Induction hearing loops

Viewing area/platform
W/C accessible spaces/seats - please book these directly with the venue or call 0117 902 0344
Accessible toilets

Accessible Parking



Some of the venues have some accessible parking spaces nearby. Please see the list below:

- [Arnolfini Arts, 16 Narrow Quay, Bristol BS1 4QA](#)
- [Bristol Beacon, Trenchard St, Bristol BS1 5AR](#)
- [Brunel's SS Great Britain, Great Western Dockyard, Gas Ferry Rd, Bristol BS1 6TY](#)
- [St George's Bristol, Great George St, Bristol BS1 5RR](#) (Needs booking in advance)

Accessible Taxi Numbers in Bristol

Bristol Taxi Hire 0117 378 1212

Kingswood Cab Company 0117 961 9000

You can also order an Uber or an Ola cab if you've downloaded the app.

Bus Service



Bristol First Bus service offers the city a wide range of bus routes for you to get around. For more specific information about accessibility and route planners, please see the [First Bus website here.](#)

Cycling



Bristol is full of bicycle racks to lock your bike to, and there are plenty of cycle tracks that are lovely to ride on. [See the details here.](#)

Train



The nearest train station is Bristol Temple Meads. Within the city, there are also local lines that call at inner-city stations. Please see the National Rail website for more information on accessibility and route planning [here](#).

Toilets



Each venue has at least one accessible toilet for people to use.

If you are attending the Walking Tour, please note that there are no designated toilets for this.

Charging Facilities



Each of the venues will have power sockets. Please ask one of the venue staff for assistance, should you require a charge.

Hearing Loop



The following venues have hearing loops installed:

- Arnolfini
- Bristol Beacon
- Bristol Old Vic
- Brunel's SS Great Britain
- St George's Bristol
- Bristol Central Library

British Sign Language Interpreters



We are proud to be working with a range of BSL Interpreters, via Clifton Deaf Services.

For online events, the BSL interpreter will be positioned in an easily visible part of the screen. Where events feature several speakers, we will endeavour to restrict the number of speakers on screen alongside the BSL interpreter at any one time to just one, to ensure they are as visible as possible. Our interpreters have all received training on how to use Zoom and are committed to adapting their cameras and screen sizes to ensure their entire range of signing is visible. Our interpreters will be using clear background colours and clear lighting during their performance. Events that are signposted as captioned will have captions automatically viewable on the screen during the event – you will not need to press anything. All Zoom workshops will use the inbuilt auto-transcript technology. The button to turn on transcriptions will be at the bottom of the screen, but we cannot guarantee 100% accuracy with this software. Please email us if you would like to request a copy of the poems for an event in advance, and we will endeavour to ensure that the written text versions are sent to you.

Contact

If you have any questions that are not answered in this pack, then please
contact us at **lyrafestival@gmail.com**

See you soon!