



## **Accessibility Information Pack**

**12th - 21st April 2024 - Bristol**



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Please read this document and fill out the [online form here](#) if you have access requirements with which you need assistance.

**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, live streamed 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 with which you need assistance, then please fill out the [online form here](#), and one of the team will get back to you.

For information about tech and accessibility at online events, please see the separate document on our website homepage: [www.lyrafest.com](http://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. For live streams, you will receive your online Zoom/YouTube 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 still cannot find your ticket link, please email us at **info@lyrafest.com**, so we can investigate the issue and re-send your link. It is advisable to 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  
W/C accessible  
Accessible toilets  
Lift to the second-floor Theatre Hall  
Induction loops in the Studio - please ask

**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

### **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

### **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 <a href="#">Access Request Form</a>
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](#)**

Assistance dogs permitted
Induction hearing loops
Two accessible parking spaces at the rear of the venue
Accessible toilets
Entrance is W/C accessible
Viewing area/platform
Lift to all floors

## **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 at the rear of the venue
Accessible toilets
Lift to all floors

## **The Wardrobe Theatre**

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

Entrance is W/C accessible - to the left of the main entrance
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Assistance dogs permitted
Induction hearing loops
Viewing area/platform
W/C accessible spaces/seats - please book these directly with the venue or call <a href="tel:01179020344">0117 902 0344</a>
Accessible toilets

### **Accessible Parking**



Some of the venues have a limited number of accessible parking spaces nearby. Please see the list below:

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

## **Cycling / E-Scooter**



Bristol is full of bicycle racks to which you can chain your bike, and there are plenty of lovely cycle paths. [See details here.](#) You can also ride via e-scooter or e-bike, using the TIER app.



## **Train**



The nearest train station is Bristol Temple Meads. Within the city, there are also local lines that link other parts of Bristol to the city centre. Please see the National Rail website for more information on accessibility and route planning [here](#).

## **Toilets**



Each venue has at least one accessible toilet available for public use.

However, if you are attending the Walking Tours, please note that there are no designated toilets for this.

## **Charging Facilities**



Each of the venues is equipped with power sockets. Please ask one of the venue staff for assistance, should your chair require charging.

### **Hearing Loop**



The following venues have hearing loops installed:

- Bristol Beacon
- Brunel's SS Great Britain
- St George's Bristol

### **British Sign Language Interpreters**



We are proud to be working with a range of BSL interpreters, via Clifton Deaf Services. For live events, BSL interpreters will be clearly visible at the front of the performance area. Please fill out our access form or arrive early on the day if you would like to reserve a seat immediately in front of the BSL interpreter. You can book specific seats for events at Bristol Beacon (Lantern Hall), St. George's Bristol (Main Hall), Tobacco Factory Theatre and Watershed Cinema.

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 to access them. 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](mailto:lyrafestival@gmail.com)**

**See you soon!**