



Access Statement

Mayflower Theatre is the biggest and most successful touring theatre in the South. Opened as the Empire in 1928 the building is Grade 2 listed and was subsequently renamed the Mayflower in 1987 after a major refurbishment project.

Mayflower Theatre is independently owned and run by a Charitable Trust. We present a varied programme of work that includes major West End musicals and drama as well as classical and contemporary dance and large scale opera. We have an extensive Community and Education programme offering workshops, projects and show events throughout the year. Our Mayflower Musical Youth Theatre meets all year round and our large Summer Youth Project presents

Mayflower Theatre is firmly committed to enabling all of our customers to participate in our events equally and with dignity and respect.

For the purposes of this policy, "disability" is to be understood in the broadest sense of the word and covers all disabilities coming within the scope of the Equality Act 2010.

Key Aims

The key aims of this policy are to ensure that:

1. All of our customers are able to access and enjoy live entertainment, music, dance and drama;
 2. Disabled customers are not treated less favourably for a reason relating to their disability than others to whom that reason does not apply;
 3. All reasonable steps are taken to prevent any of the physical features of the theatre (or indeed our practices, policies and procedures) from making it unreasonably difficult for disabled customers to make use of our services;
 4. All reasonable steps are taken to provide auxiliary aids and services to enable and assist disabled customers in making use of our services;
 5. Disabled customers feel as valued and experience the same high levels of satisfaction with our services as our other customers.
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Set out in the following pages are some of the ways in which we have sought to realise our key aims.

Staff

All staff have a responsibility towards access in the day to day running of the building.

Members of staff are provided with regular basic training in disability awareness and etiquette, are aware of this policy and are able to assist patrons with queries regarding disabled access to the theatre.

Those who need additional assistance

A discounted ticket for a personal assistant (PA) is available for any disabled person who has purchased a ticket to an event or performance and would be unable to attend without the help of their personal assistant.

The PA must be able to assist the disabled person to access the theatre and its facilities, remaining with them to ensure their wellbeing and comfort. Anyone designated as a Personal Assistant must be able physically to assist the person they are with to leave the building in an emergency.

Parking and Drop-off

The venue has no on site parking however parking is available a short distance from the venue. There is a dedicated disabled parking space immediately opposite the theatre on Commercial Road. There are further spaces available in the multi-storey car parks on West Park Road and Grosvenor Square.

There is a temporary Drop-Off point at the Accessible entrance to the right of the front of the theatre. There is easy access for Mini-buses on Empire Lane just to the side of the theatre with good access to the accessible entrance.

Access to the Theatre

More information on access to the theatre including details of public transport links can be obtained from our website at http://www.mayflower.org.uk/Your_Visit/Getting_Here

Level Access into the Building

There is level access to the theatre via the accessible entrance to the right of main foyer on Commercial Road. This allows access to the auditorium as well as to our accessible lounge area.

There is also level access into the main foyer. This entrance is situated at the far left of the foyer and accesses the box office as well as the sweet kiosk and other points of sale in the foyer. Our accessible lift can also be entered from here to take you to Ovation restaurant.

Inside the Venue

- Lift Facilities

There is an accessible lift that can be reached via the the main accessible entrance or through the foyer. This provides level access to the back of the Stalls, rear of the Circle and also to Ovation restaurant.

There is a small service lift that can be used by customers with mobility difficulties. There is no level access to this lift however.

- **Stairs**

There are stairs throughout the building all of which have handrails to assist other than on the central aisles of the auditorium. We would always advise customers with mobility problems to speak to a member of our box office team when booking to find the most appropriate seat for them.

- **Toilet Facilities**

There are adapted toilets on three levels within the theatre. One within the accessible lounge in the stalls, another in the rear circle with a further one in Ovation restaurant.

- **Accessible Lounge**

As we have been unable to provide level access into any of our bars our disabled customers are welcome to use the accessible lounge area instead which has totally level access where food or drink orders can be taken and brought to you.

- **Wheelchair Spaces**

There are a total of 18 dedicated wheelchair spaces within our auditorium. There are 4 located at the rear of the Circle with a further 8 located at the rear of the stalls. All of these spaces have a dedicated companion seat immediately next to them. There are a further 6 located to the sides of the stalls. These unfortunately do not have allocated companion positions.

Scooters and large size wheelchairs may require the allocation of two standard size wheelchair spaces. Please advise us of your needs at the time of booking.

- **Wheelchair Transfers and Walkers**

Our staff will look after your walker or wheelchair once you have transferred to your seat. These will usually be stored in the standing boxes either side of the auditorium where you will still be able to see them at all times.

Further assistance for deaf and hard of hearing people

Mayflower theatre has an infra-red Sennheiser transmission system to relay sound to customers who require it.

Headsets and Neck Loops are available free of charge from the box office in the foyer. There is a £5 returnable deposit required.

These systems are regularly checked to ensure that they are operating correctly.

Facilities for customers who are blind and partially sighted

An audio CD and large print version of the seasonal brochure are available upon request.

Assistance Dogs

We welcome guide dogs and assistance dogs. Please advise the Box Office at the time of booking, so that suitable arrangements can be made to accommodate your dog without causing obstruction in the auditorium.

Where guide dogs or assistance dogs may become distressed or worried during a performance we will be happy to look after it in a staff area away from the auditorium if required.

Site visits

Patrons and their companions are welcome to visit the theatre prior to attending a performance in order to familiarise themselves with the venue's layout. These visits can be arranged through one of our Front of House team.

Assisted Performances

PLEASE STATE AT TIME OF BOOKING IF YOU REQUIRE ANY OF THE SERVICES LISTED BELOW AS THE BOX OFFICE WILL BE ABLE TO ADVISE YOU OF THE BEST PLACES TO SIT IN THE AUDITORIUM.

The theatre arranges BSL Interpreted, Audio Described and Captioned performances for all shows of a two week residence or more. Details of these shows may be obtained upon request from the Box Office and will be included within the Seasons Brochure and show programme, as well as on the theatre's website www.mayflower.org.uk. We have also held relaxed performances of our pantomime and hope to schedule more with future productions.

Sign Language Interpreted Performance for users of British Sign Language.

A BSL interpreted performance is where the vocal line is interpreted into sign language. The interpreter stands at the front of the stage to one side allowing you to view both the signer and the production.

Audio Described Performance for blind or partially sighted customers

Live commentary via personalised headphones describing the visual aspects of the production along with description of the action taking place.

Touch Tours for blind or partially sighted customers

Touch tours allow visually impaired customers a unique opportunity to go onto the stage and explore the sets, costumes and props before the performance begins. Touch tours are run ahead of all Audio Described performances.

Captioned Performance for people who are hard of hearing.

Dialogue, sound effects and lyrics are displayed in English on text units located at either side of the stage.

Relaxed Performances

Specifically designed and adapted for customers with a wide range of disabilities and those on the autistic spectrum. They have a less formal, more supportive

atmosphere in order to reduce anxiety levels with the house lights being left on and sound levels lowered.

CONTACT DETAILS

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