



ACCESS STATEMENT - 2015

1. Introduction:

The Arches strives to be a model of equality and diversity in the content of our programme, the accessibility of our venue and the staff employed within the building.

Throughout all activity within The Arches, we aim to offer a safe environment in which audiences can explore their expectations of live performance and- in connection to this- what makes them individual and what makes them different.

For us art and creativity goes hand in hand with: equality, access, participation and respect.

More than a political and social responsibility, accessibility is at the heart of our organisation's ideology.

2. Booking tickets:

Tickets are available:

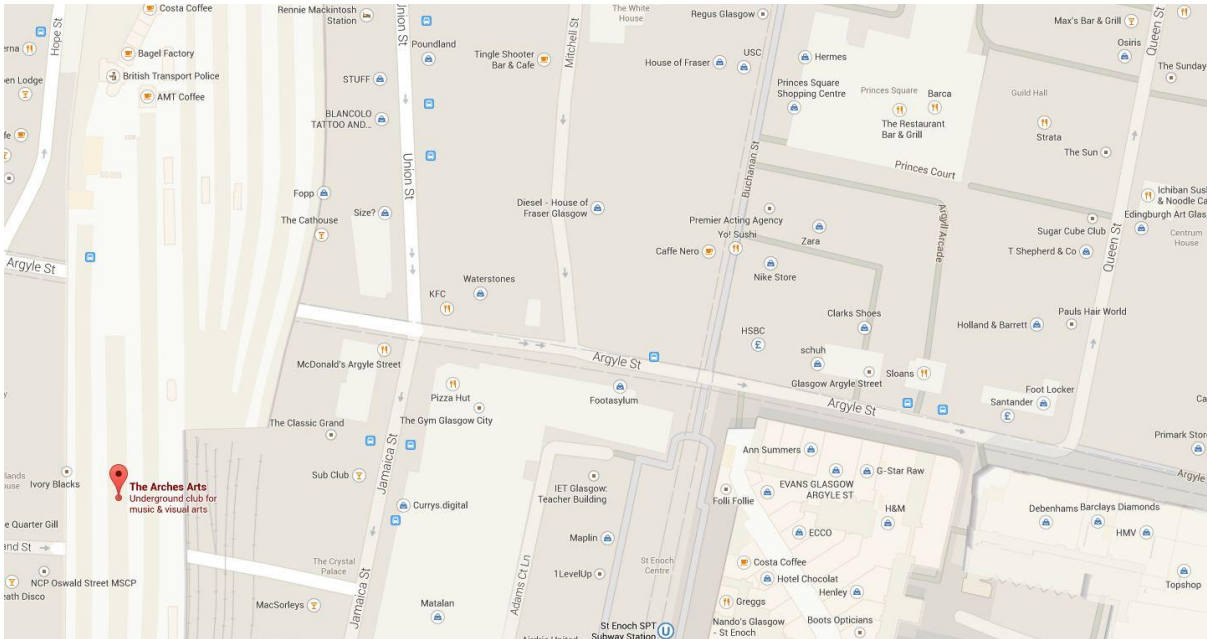
- **online** at www.thearches.co.uk – simply click the *Book Now* icon next to the event of your choice
- **by phone** with our Box Office on 0141 565 1000
- **by fax** on 0141 565 1001
- **in person** at our Box Office desk, 253 Argyle Street, Glasgow G2 8DL, where a lower access desk is available.
- **by email** – please contact boxoffice@thearches.co.uk to buy tickets, and info@thearches.co.uk for accessibility enquiries.

Tickets for certain events are also for sale via external partners such as Tickets Scotland, however people with accessibility requirements should always **contact us directly**.

We welcome calls from people using **Typetalk** or similar supports.

Personal assistants are provided with a free ticket when accessing the venue with a deaf or disabled person who would be unable to attend without their presence and who has bought their own ticket.

3. Accessing the venue:



By Train: Leave **Central Station** by the south escalator (by Platform 11) onto Argyle St. The Arches is directly opposite.

From **Queen Street Station**, turn right along George Street, left down Buchanan St and then right along Argyle Street.

[Book train tickets with thetrainline.com](http://thetrainline.com)

By Bus: From **Buchanan Bus Station** walk all the way down Buchanan Street until you reach Argyle Street, then turn right.

[Book bus tickets with citylink.co.uk](http://citylink.co.uk)

By Underground: Alight at **St Enoch** and exit at the Argyle Street entrance, turning left onto Argyle Street – The Arches is two minutes away.

By Car: Exit at Junction 19 off the M8 and follow signs for the city centre to get onto Argyle Street. Turn right down James Watt Street at the traffic lights, left at the bottom onto Clyde Street and then left again at the rail bridge up Oswald Street. Turn right along Midland Street for the club entrance or park on Oswald St for the Argyle St entrance which is on the right at the top of Oswald St.

Parking: On-street parking is restricted until after 6pm. There is a Q Park on the corner of Jamaica St and Howard St.

Drop-off: There are drop-off areas available directly in front of our Argyle Street entrance where you will find our Box Office and at our Midland Street entrance for our clubs. Pick-up can also be arranged from there.

Level access: Due to the fact most of the performances, gigs and clubs are based on the **ground floor level** our venue provides **level access** through smooth concrete floor, from the street directly to the shows. An

accessible lift provides access to our Café Bar and Restaurant area and our rehearsal spaces. An access map of the venue is available from our Box Office on arrival.

Automatic doors are available at our Box Office entrance on Argyle Street. Our very friendly ushers are available throughout the building to give access to further doors leading to performance areas when required and to point customers in the right direction.

Accessible toilets are available on the ground floor and next to our Café Bar & Restaurant, via the use of a radar key (available from our Café Bar staff).

Viewing platforms are available for gigs and clubs but need to be requested in – they are built on request when performances are based on a raised stage or with standing audiences. Personal assistants are welcome on the viewing platforms.

If you or a member of your party have access needs, it is recommended that you **arrive at least half an hour** before doors opening time to allow a member of our Front of House team to show you around our building and explain our safety procedures. Should you not wish to use this

opportunity we also offer a **queue jump service** on request from Box Office on arrival.

A hearing loop is available at our Box Office - please switch your hearing aid to the T position when talking to our staff there.

An infra-red system is available in our Studio Theatre – please book in advance via info@thearches.co.uk or at the time of booking via our Box Office.

Assistance Dogs: We welcome Recognised Assistance Dogs and we can provide an assistance dog pack on arrival on request.

Strobe Lighting & Special effects: Please note that some of our club and theatre events do use strobe lighting and very loud noises. Please check with our Box Office at the time of booking.

Medical Services: A large number of employees are **qualified First Aiders**. We also provide a **dedicated First Aid room** for large events.

It is always best practice to inform us of any access requirements at the time of booking as it will allow our operations team to put the right

actions in place to ensure that our customers have an enjoyable experience when coming to see a show at the Arches.

The Arches Café Bar and Restaurant is situated in the basement, accessible by lift and it is easy to move between the tables. Our menus are available in large print.

Theatre: Our dedicated Studio Theatre has **reserved front rows seats** for people with specific access requirements. Whilst there is room for six wheelchairs it is always best to **book them in advance** to ensure their availability.

Performances stages: Most of our performances are based on the ground level and space is dedicated around the main performance area to welcome customers with wheelchairs or having other access requirements.

Additional information

- The building is accessible to pushchairs, wheelchairs and electric scooters.
- We provide cloakroom service for our main events.
- Our Behaviour and Arches LIVE festival brochures are available in large print.
- Customers can be placed on the mailing list for any format upon request.

Future plans

Our accessible facilities and services are constantly reviewed and where appropriate or required, improved upon. Any changes will be shown here.

If you have any questions or suggestions about accessibility at The Arches, please contact boxoffice@thearches.co.uk or call 0141 565 1000.