



## **G Live Access Policy**

G Live aims to be welcoming and accessible for any and all visitors to our venue. We will always endeavour to support all our patrons to access and enjoy our events.

### We will

- Ensure the building and staffs meet the needs of all the patrons.
- Have aids, devices and services available wherever possible to provide full access.
- To value all patrons as equally important, ensuring everyone has an equally enjoyable and valuable experience within our venue and events.

### G LIVE online

- G Live works closely with our website designers to ensure that a clear font is used and that the layout of the text and images is logical.
- Any comments or queries can be emailed to [info@GLive.co.uk](mailto:info@GLive.co.uk)

### Brochures

- Brochures are available in Large Print upon request – please email [ticketing@GLive.co.uk](mailto:ticketing@GLive.co.uk), call 0844 7701 797 or visit us in person at the G Live venue.

### Tickets

We have twelve wheelchair spaces in the stalls and six in the circle. Carers accompanying patrons in wheelchairs can receive a complimentary ticket in order to assist their companion. These can be booked by phone or in person; please note that wheelchair accessible seating will read as reserved on our website so please always contact us directly on [ticketing@GLive.co.uk](mailto:ticketing@GLive.co.uk) or 0844 7701797

- Tickets can be sent directly by post at a cost of £2.00per transaction, or can be collected upon request. All our service points have a lowered section for use by our wheelchair using patrons.
- If you are attending a hospitality event that provides catering and will be attending with a carer, your carer will not be charged for admission to the event but may have to pay for food and drinks.

## **PHYSICAL FACILITIES**

## **LOCATION:**

G Live, Guildford is located in the town of Guildford, Surrey and is accessible by train, bus, coach and car. The theatre is situated in the town centre at the top of the high street, approximately twenty minutes walk, predominantly uphill, from Guildford Station (full wheelchair accessible) and five minutes walk from London Road Station (wheel chair access is only available on the ticket office platform on the London to Guildford route).

Wheelchair access to the building is available from both the Main Entrance on London Road and the side entrance from the Car Park for performances only.

Stage Door and all backstage areas are also accessible for any visiting artists.

## **PARKING:**

There are two pay-and-display car parks immediately behind and adjacent to the venue.

There are 5 allocated unreserved parking spaces for blue badge holders in the car park immediately behind G Live (Dene Road)

There is a lowered kerb to allow wheelchair access from the road to the pavement and a marked crossing point from the car park to the stalls entrance which will open 90 minutes prior to a performance. To get to the London Road entrance, please go to the right of the building and up the inclined pathway past stage door.

Alternatively you may wish to be dropped off in the Bus Stop Area at the London Road Entrance whilst a companion parks the car.

## **MAIN ENTRANCE/FOYER:**

The Main Entrance is accessed from London Road and leads directly into the Main Foyer, which is all on one level. There are automatic doors. Ticketing is located immediately in front of the main doors. The counter, as with all our service points, has a lowered section.

To the left is the Café Bar Seating Area, on the same level as Ticketing and Circle Auditorium access.

There are a number of wheelchair accessible lavatories on all levels – please see signage or ask a member of staff for help.

### **STALLS FOYER BARS:**

There are two bars at Stalls level and both are accessible by wheelchair from the stalls entrance or by lift (Level 'B') from the Main Foyer. Both bars have a lowered counter. There are a number of Wheelchair accessible lavatories on this level— please see signage or ask a member of staff for help.

### **AUDITORIUM:**

The Main Hall is equipped with a Sennheiser infra-red system. This technology uses an invisible infra-red light to connect sound source and listener. There are eight headsets and four loops available from the cloakroom. Please let us know when booking if you will require one.

A counter induction loop is provided at the box office and 4 portable units for use in the private meeting rooms.

The headsets are worn like stethoscopes and have an on/off switch and a volume control for the user to adjust to a comfortable volume.

Loops are worn around the neck and set to channel 1 to connect to your hearing aid when set to T.

A wheelchair can be provided for patrons to transfer to their auditorium seat; please let us know at the time of booking if you require this service.

If you are blind or partially sighted and would like to attend with a carer, please contact ticketing on 0844 7701797

### **STUDIO THEATRE:**

The Studio Theatre is equipped with a Sennheiser infra-red system. There are headsets available from the cloakroom. Please let us know when booking if you will require one.

There are no fixed amount of wheelchair spaces in the Studio because of the configuration of the space – please enquire when booking your show.

Wheelchair access to the Studio is via the side Stalls entrance at basement level or via lift from the Main Foyer.

### **Guide/Hearing Dogs**

Guide and Hearing Dogs are welcome in all our spaces. If you would like to take your dog into the Main Hall or Studio Theatre please let us know when booking and a complimentary adjacent seat will be reserved for your animal. If you would like to have your animal cared for outside of the auditorium during the show please ask us if this service is available.

## **Photosensitivity and Respiratory Conditions**

For any performance containing strobe lighting, flashing lights, pyrotechnics, Haze/Smoke and/or loud bangs/explosions, a notice will be displayed in all public areas, as well as on the doors of the relevant space. Volunteers and House Managers should also be aware of this content. If this is likely to be a concern for you or members of your party please consult with a duty manager upon arrival

## **Autism and learning difficulties**

Visual stories are available to familiarise people with the venue (this is mainly aimed at children with autism and learning difficulty), If you would like to visit the space when performances are not taking place for familiarisation purposes we can make arrangements with the Duty Manager to allow this. Please contact Ticketing in the first instance.

An area can also be assigned for you to take a break should you feel the need to.

If you have any other access requirements please contact ticketing in the first instance.

## **EVACUATION PROCEDURE**

### **Evacuation of mobility impaired patrons**

Volunteers will be briefed by the House Management Team before every performance, instructing them in how many mobility impaired patrons are attending, and the protocol for evacuating them.

In the event of an evacuation, staff on the Stalls and Main Foyer levels will instruct patrons to exit from their assigned fire exits with clear instructions of the type: 'This way out please'. When the able-bodied patrons are all out, the mobility impaired patrons will be evacuated. Volunteers on Circle level duties may be asked to return, via the exit they have just cleared, to assist with the evacuation of multiple mobility impaired patrons from either the Main Foyer or Stalls levels. Likewise, staff on Main Foyer level duties may be similarly assigned to assist Stalls level Volunteers with the evacuation of mobility impaired patrons from that level. We also have 8 refuge points across the building with direct communication to Stage Door in an emergency situation.

The Duty Manager will co-ordinate and assist with the evacuation of mobility impaired patrons.

## **CONTACT US**

G Live is a new building anxious to provide 5 star service for all our customers. If you have any comments on how to improve our service for patrons with additional needs please let us know via [learning@GLive.co.uk](mailto:learning@GLive.co.uk) or 0844 7701797.