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1. Introduction

The Belfast Waterfront Hall's aim is to provide the highest standard of service to all of our patrons. To this end, in 1997 the Belfast Waterfront Hall's Access Group was formed to provide us with consultation on all access issues. We endeavour to make the Hall & its services fully accessible and are continuously making improvements to ensure that all of our patron's needs are met.

The following guide is intended to give you an overview of the facilities available at the hall, in particular those facilities and services available to people with disabilities.

The guide is also available in Braille, large print or on audio tape, and can be found on the Waterfront Hall website: www.waterfront.co.uk

To request an alternative format please contact the Box Office:

Telephone number: 028 90334455
Textphone : 028 90334422

If you require additional information or advice please contact the Accessibility Line:

Telephone number: 028 90334460

2. What's On

Event Information

The Hall's programme guide "performance" is published 3 times a year. To request a copy of performance please contact the Box Office.

Programmes of events are also available in:

- Braille
- Large print
- Audio tape.

To request an alternative format please contact the Box Office.

Telephone number: 028 90334455
Textphone: 028 90334422

Event information is also available on our website.
www.waterfront.co.uk or by contacting our Box Office Team directly.

Buying Tickets

Tickets can be purchased by Telephone, on line or in person at the Waterfront Hall. If you choose to visit the Box Office to purchase your tickets The Belfast Waterfront Hall Box Office has a lowered counter and a loop system. Our trained Box Office team will be happy to give you any help and assistance that you require.

How can I purchase tickets? :-

At the Belfast Waterfront Hall Box Office Counter:

Monday – Saturday 10am – 5pm

By Telephone:

Monday – Saturday 9am – 5pm 02890334455

MasterCard Visa and Switch welcome.

All Other Times – 0870 243 4455

Lines are open 24hrs a day, all year. MasterCard and Visa credit / switch debit cards are welcome.

Credit/Debit card service charges apply.

On Line:

www.ticketmaster.ie

Credit/Debit card service charges per ticket for on-line and telephone sales (0870 243 4455)

Tickets priced up to £20.00£2.25

Tickets priced £20.01 and over12.5%

E-Mail/Fax/Text Phone

Ticket enquiries can be made by e-mail at boxoffice@waterfront.co.uk, by fax: 028 90334456 or by

Text Phone 028 90334422

3. Getting Here

Parking

The car parks on Lanyon Place are privately owned and operated, and all parking is Multi Storey. There are two car parks which are opened for evening events, The Hilton Car Park beside the Waterfront Hall and Lanyon Place car park which is just 100 metres from the Hall. The Car parks have a total capacity of over 800 spaces. There are accessible spaces available on the ground level of the Hilton car park. When booking your tickets at our Box Office you can reserve these spaces in advance on a first come first served basis. There are additional wide bays on all levels of both car parks. Access to both car parks is from Oxford Street opposite St Georges Market or East Bridge Street beside Central Station.

Please note that the hall has a number of wheelchairs which patrons may use during their visit. In association with Shop Mobility we can also organise an electric scooter to be available for you on arrival.

Boulevard Access

The Hall's boulevard which is in front of the main entrance is operated as a drop off and collection point on show nights, this area is manned approximately 1 hour before doors open for each show. Access to the boulevard is via Oxford Street.

There is an accessibility line 90334460 which many patrons use to ask us to provide additional seating at the main doors or a member of staff to assist a patron from the car.

Public Transport

By Train

The Hall is located opposite Central Station; direct access to the Hall is available using the pedestrian walkway which leads onto Lanyon Place. For all rail timetable enquiries call 028 90666630 or www.translink.co.uk.

By Bus

Ulster Bus Services

Laganside Bus Centre is on Oxford Street opposite the Queens Bridge. For all bus timetable enquiries call 028 90666630 or www.translink.co.uk.

City Bus Services

There is a City Bus Stop opposite the Front Doors of the Hall on Oxford Street. For all bus timetable enquiries call 028 90666630 or www.translink.co.uk.

Coach / Bus Access

There is no coach parking on the Lanyon Place Site. If you are bringing a coach party to the Belfast Waterfront Hall please contact 90334460 for advice on where to drop off your party.

Entrance

The main entrance to the Waterfront Hall faces onto Oxford Street. Street level access is available through automatic bi-parting doors

4. Inside the Building

Moving around the building

The Hall has 3 levels. The concourse, which is the ground floor and Level One & Level Two.

The Concourse – Level Access

On the Concourse you can access Doors 1 & 2 into the Main Auditorium and Doors 1 & 2 into the Studio. Also located on the concourse level is the Box Office, Shop and the cloakroom. Arc Brasserie is located at the end of the Concourse beside the Shop and Box Office.

Level One – Lift or Staircase Access

On Level One you will find Gallery One and Bar One.

Doors 3 & 4 into the Main Auditorium should be accessed Via Gallery Level One.

Level Two – Lift or Staircase Access

On Level Two you will find Gallery Two which is home to our main Gallery Wall Space and Bar Two which is the Hall's Smoking Bar. Doors 5,6,7&8 into the Main Auditorium should be accessed via Gallery level Two

Floor surfaces

All general public ways within the building are either carpeted or of a marble finish. There is also tactile floor finishes to landings at the top of Front of House staircases.

Lifts

There are three lifts giving access to all front of house levels of the venue. Each lift has lowered control positions, has speech indication and are equipped with Braille Signage. Each lift can accommodate one wheelchair user and companion.

Stair lifts

There are two inclined stair lifts on concourse and gallery level one for access to back of house areas.

The Main Auditorium

The main auditorium is split over 3 levels.

- The Arena
- The Lower Terrace
- The Upper Terrace

At present we have up to 22 spaces available for patrons using wheelchairs and their companions. They are situated in the Arena Block A, facing the stage with ramp access from the main concourse through Door 1. There is also a wheelchair area in the lower Terrace at the rear of Block E & G, this area can be accessed by taking the front of house lifts to Gallery 1.

Patrons with walking difficulties are advised to purchase tickets for seats on the Arena Level (Block A or B)

The Studio

The studio can accommodate up to 10 spaces for wheelchair users. Wheelchair access to the studio is via the studio lift.

Patrons with walking difficulties are advised to purchase seats in A,B,C or D on the ground level or M, V or W on the Balcony level – the balcony level can be access via the studio lift.

The Arc Brasserie

The Arc Brasserie offers excellent cuisine, giving you quality, choice and value for money.

Access to the Arc Brasserie is via the lift on concourse beside the shop.

The Brasserie offers a full waitress service.

There is an Accessible Toilet in the Brasserie.

If you would like a member of the restaurant staff to read a menu out to you please ask on arrival. A limited number of menus are available in large print and Braille.

Bars

The Hall has two dedicated Bars which have views over the City. Both Bars are accessed by lift from the concourse. Mobile Bar units are used throughout the building dependant on the event requirement. All Bars have lowered counters.

Interval orders may also be available for some shows and can be taken by the bar staff before the show commences.

The Waterfront Hall Shop

The Waterfront Hall shop offers a host of fabulous gifts, including Toys, exquisite jewellery and music themed gifts for men and ladies.

There is level access to the shop from the main concourse.

If you require assistance please speak to one of our retail staff.

For more information contact:- The Shop 028 90334434

Exhibitions

There are three main areas within the Hall designated for exhibiting visual arts although exhibitions may from time to time take place in other spaces. These are the wall space on Gallery 2 which can be accessed via the concourse lifts, and the floor space in front of Box Office on the Concourse, and the area in front of the studio, both with level access. If you require any assistance whilst visiting any of our exhibitions please contact Adam Turkington the Arts & Community co-ordinator on 02890334400

Toilets

There are 5 accessible unisex toilets throughout the building. All accessible toilets have emergency call systems. In each main toilet block one cubicle has been upgraded to ambulant disabled standard.

Cloakroom facilities

The main cloakroom is located on the concourse. There is a lowered counter and a loop system.

Telephones

Public Telephones – there are 10 public telephones situated on all levels of the building. A lowered level pay phone is situated in the concourse adjacent to the cloakroom.

Special Facilities

Facilities for people with hearing difficulties

Hearing dogs are welcome.

Each of the ten pay phones are equipped with an inductive coupler to assist people with partial hearing.

Infra-red assisted hearing facilities are available for the main auditorium and studio. Headsets are available from the cloakroom on concourse.

The Hall offers a number of signed performances per year, these will be detailed within our pro-

gramme guide.

If you would like us to try and obtain a running order of the songs for the concert you are attending please contact at least 7 days in advance and we will try and source this for you.

In an emergency situation patrons will be notified by use of both audible and visible alarms

Facilities for the Blind

We have recently upgraded our facilities within the hall to include handrail extensions, voice indication within Front of House Lifts, contrasting floor textures, Braille signage and glass manifestations.

Guide dogs are welcome within all areas of the Hall. If you need any special requirements for your dog please contact a member of staff who will be happy to assist.

If you require a guide during your visit please contact the Accessibility line and a member of our Front of House Team will be happy to assist.

The Hall offers a number of audio described performances per year, these will be detailed within our programme guide.

Programmes of events are available on tape and in Braille and on disc, free of charge. Please contact the accessibility line on 90334406 and speak to the House Manager

The Belfast Waterfront Hall is supported by The Blind Centre for Northern Ireland, 70 North Road, Belfast.

5. How can we help you ?

At the hall we are continuously trying to improve the service which we provide. To allow us to meet your needs we rely on feedback both good and bad. If you would like to comment on any of the services which we provide at the hall or make suggestions as to how we can make our service more accessible for your needs please contact us

Telephone The Accessibility line 028 90334460
e-mail Owensjudith@waterfront.co.uk
Text Phone 02890334422

