

ACCESS GUIDE

A guide to accessibility when visiting The Millennium Forum



Introduction

The following guide is for people with additional requirements when attending the Millennium Forum.

We at the Millennium Forum strive to provide great service to all our customers. This includes visitors with access and mobility requirements. The Millennium Forum aims to be accessible to all and we are committed to enabling all our customers to participate in our events equally. The Millennium Forum remains one of the most inclusive environments within the province, where each area within the Centre is accessible for wheel chair users.

However accessibility does not end with providing customers with access. The design and layout of the building also provides an opportunity for individuals with limited mobility to access and use the services which make the Forum the major attraction that it is.

This access information will be updated regularly to reflect the changes taking place at the Millennium Forum.

For more information or to request a copy of this guide in a larger print, please contact our Box Office on:

Tel: 028 71264455 (choose option 1)

Email: info@millenniumforum.co.uk or lisah@millenniumforum.co.uk

A hard copy of this guide is available from our Box Office. An online version is also available on our website, www.millenniumforum.co.uk

Access For All Membership Scheme

Our Access for All Membership Scheme has been designed for people with physical/sensory or cognitive disabilities, and is a practical display of the Millennium Forum's belief that there should be equal access to our theatre for everyone. It's purpose is to help us to provide you with the best possible service. Each time you book we will store details of your booking requirements for the future, helping us to find appropriate seating for you quickly and easily.

Getting Here

The Millennium Forum is situated in the heart of the City Centre, nestled between the Foyleside and Richmond Shopping Centres.

Car Parking



The Millennium Forum does not offer car parking onsite or dedicated disabled car parking spaces. Carparking is provided 24 hours a day in Foyleside East Car Park (accessed by the entrance along the dual carriageway). The NI Roads Service has created two new disabled parking spaces for Blue Badge Holders to service this area of the town centre. These can be accessed on Linenhall Street, at the back of Primark. Please note that the Millennium Forum does not have exclusive use of these spaces.

Accessible Parking in Derry~Londonderry

This is not a comprehensive list and will be updated regularly. Note that additional parking and park and ride facilities will be provided for specific events and other private car parking may also be available.

Other on-street parking may be available using the Blue Badge – this may include to park in on-street pay and display spaces free of charge and without time limit and to park on single and double yellow lines with a 3 hour time restriction (this has other restrictions including places where there is a ban on loading and must be without causing an obstruction and where safe to do so). The Roads Service guide, 'Blue Badge Scheme' gives more detail about where you may or may not use your Blue Badge. <http://www.nidirect.gov.uk/the-blue-badge-parking-scheme>

Bishop Street – BT48 6PR

Roads Service Car Park – pay and display

174 spaces – 5 accessible spaces – 2 electric spaces

Carlisle Road – BT48 6JW

Roads Service Car Park – pay and display

22 spaces – 2 accessible spaces – 1 electric space

Foyle Road – BT48 6XB

Road Service Car Park – pay and display

89 spaces - 3 accessible spaces

Foyle Street – BT48 6AT

Roads Service car park – pay and display
54 spaces - 2 accessible spaces

Foyle Valley Railway – BT48 6SQ

Roads Service Car Park – pay and display
65 spaces – 2 accessible spaces

Foyleside Car Park – charged – BT48 6XY

Multi-storey head height restriction 1.98m

1600 spaces in total with 35 accessible bays over both East and West car parks with most in the East car park and notably in proximity to Shopmobility Derry. The bays are located close to the lift lobbies.

Foyleside East is open 24 hours a day.

Quayside Car Park – charged – BT48 7PX

Head height restriction 6'9'

450 spaces in total with 12 accessible bays on the ground floor and 2 on each of the other 6 floors located close to the lift lobbies. There are toilet facilities on the ground floor within the shopping centre.

Queens Quay – BT48 7AS

Roads Service Car Park – pay and display

62 spaces - 3 accessible spaces

Note that there is a 2.1m head height restriction.

Society Street/Palace Street – BT48 6PJ

Roads Service Car Park – pay and display

24 spaces – 1 accessible space

Strand Road – BT48 7AL

Roads Service Car Park – pay and display
70 spaces – 1 accessible space – 2 electric spaces

Victoria Market – BT48 7AB

Roads Service Car Park – pay and display
81 spaces – 4 accessible spaces – 4 electric spaces

William Street Car Park – BT48 6EP

Roads service Car Park – charged
146 spaces – no designated accessible spaces, however level access to carpark

Other on street parking may be available using the Blue Badge to park on single and double yellow lines where safe to do so and with a 3 hour time restriction.

Setting down

For arrival by car or taxi the only set-down point is the Newmarket Street entrance on level 3. Newmarket Street is situated on a gradient. There is a ramped kerb and slight incline on approach to the main entrance which has automatic doors. Lifts are accessible from level 3. The lifts service all floors providing access to the stalls, circle and upper circle and other public areas of the building.

Approach



On approach to the Millennium Forum the surrounding streets are steep. Way-finding signage to the Millennium Forum is present throughout the Foyleside Shopping Centre. There is a ramped entrance from the footway

adjacent to the main stepped approach. The ramp has a slight gradient and handrail fitted to one side. Signage is clearly displayed above the main entrance which is fitted with double glass automatic doors. There is also access to the building from the side door on the Derry Walls, there is also a call system, should you wish to gain access when the door is locked. There is a ramp to access the Derry Walls at the back of the Millennium Forum.

Inside the Forum

There is good access throughout the building. Seating is provided in the foyer area and the Box Office has a low-level section. Circulation space is good and way-finding signage within the venue is tactile and in Braille. Good seating provision is made available throughout the building. Contact box office for further information on

T: +44 (0)2871 264455 (choose option 1) or

E: boxoffice@millenniumforum.co.uk

Internal Access

The Millennium Forum is built over five floors, three of which are open to the public.

Level 1 (Stalls)

This area houses:

- Access to Main Auditorium
- Accessible toilet
- East Wall Bar
- Lift

Level 2 (Circle)

This area houses:

- Access to Main Auditorium
- Accessible toilet
- Shop (during shows)
- Bar
- Millennium Room
- Foyle Room – Quiet Room with a sensory area
- Diamond Room
- Lift
- Piazza
- Changing Place

Level 3 (Upper Circle)

This area houses:

- Access to Main Auditorium
- Reception Desk
- Box Office
- Bar
- Access to Farquhar Room via separate door

- Access to Accessible toilet via separate door
- Access to Studio Theatre via separate door

Auditorium

The Auditorium has three levels. They are:

- o Stalls (accessed from Level 1)
- o Circle (accessed from Level 2)
- o Upper Circle (accessed from Level 3)

Lifts



Two lifts provide access to all levels of the Millennium Forum. Each lift has lowered control positions and speech indication and all contain signs in Braille. Each lift can hold one wheelchair user and one person.

Floors

All our public walkways are carpeted or finished in marble.

Refreshments

There is a shop situated in the main piazza, serving soft drinks, tea/coffee and snacks. There is also a smaller shop situated in the Stalls – however tea/coffee is not provided there

Toilets & Changing Place



There are a number of adapted unisex toilets on each level. Each of the 3 toilets has emergency call systems installed to provide our customers reassurance.



A fully accessible toilet/changing facility has been installed that includes a hoist and space to accommodate a number of carers. Entry to the changing place will be by fob or a universal radar key. All Forum staff can also assist with gaining access to the Changing Place.

Sensory



Induction loops are provided at Box Office and in the Auditorium. The system will operate in the Auditorium with hearing aids set to "T". We have a portable infra-red loop system to supplement our static loop system. Headsets can be obtained from our Coffee Shop situated on Level 2. There are good lighting levels throughout with tactile and Braille signage around the building.

Events Brochure

Large
Print

The Millennium Forum's event brochure is published three times a year and is available from Box Office, downloadable from the website and you can also have it posted to your home. To request the guide in large print please contact our Box Office.

Tel: 028 71264455 (choose option 1)

E-mail: info@millenniumforum.co.uk or
lisah@millenniumforum.co.uk

Signed Performances



ISL and BSL signed performances take place. Please check the events brochure for further details.

Captioned Performances & Tours



Captioned performances take place. Please check the events brochure for further details. We now offer tours of the building with captioned equipment (booking essential)

Relaxed Performance



Relaxed performances takes place. Please check the events brochure for further details

Dementia Friendly Performance



Dementia friendly performances takes place. Please check the events brochure for further details.

Audio Description



Shows with audio description take place. Please check the events brochure for further details

Tickets

Price concessions apply for some performances. Please contact Box Office for further details.

Guide Dogs



Assistance Dogs are Welcome. Please advise our box office staff if you prefer an end seat. The Millennium Forum will provide water for your dog when attending shows.

Booster Seats

A limited number of booster seats are available for the duration of the show, these can be collected from our shop in the main piazza.

Staff Picture Board

There is a staff picture board situated at the front door which will show the staff working each day, this is to help you identify staff should you require assistance. Millennium Forum staff will also be wearing uniforms, name badges and lanyards.

Emergency Evacuation

We have an Emergency Egress system with visual and audible indicators fitted throughout the building.

Box office and information

Box Office is open 9.30am – 5pm Monday to Saturday. Box Office is also open one hour before the commencement of evening and Sunday performances. (Times may vary to reflect the Millennium Forum's events schedule, please refer to the events brochure).

Telephone: 028 7126 4455 (choose option 1)

Administration: 028 7126 4426 (choose option 4)

Website: <http://www.millenniumforum.co.uk>

To ensure the best choice of suitable seats, please book in advance.

How to Book

Booking by telephone

Telephone (9.30am-5pm daily) 028 7126 4455 (choose option 1).

Booking in person

The Box Office is open from 9.30am – 5pm daily (Monday to Saturday). It is situated at the Newmarket Street main entrance where there are automatic doors and step free access. The Box Office has a dropped counter with a height of 75cm.

Booking Online

You can book through our website www.millenniumforum.co.uk or by emailing

boxoffice@millenniumforum.co.uk – unfortunately at this time it is not possible to book wheelchair accessible spaces on our website.

Assistance

We want you to enjoy your time at the Millennium Forum. If you need help or advice in planning your visit, please call Box Office on **028 71264455 (choose option 1)**.

Wheelchairs

We have a courtesy wheelchair for visitors' use, subject to availability.

You can pre-book it by calling the Box Office on **028 7126 4455** (choose option 1) or you can request one on arrival. This wheelchair is for transportation to your seat only and cannot be used for the duration of the performance.

Access to the Auditorium

Box Office is happy to help by accommodating customers who may require particular seating arrangements to assist with all access and mobility requirements.

Our venue has seating for eight wheelchair users – four in the Stalls, two in the Circle and two in the Upper Circle.

Box Office is happy to advise on step free and limited step seating for your convenience.

On occasion (and with prior arrangement) additional wheelchair spaces can be created in the Stalls depending on the performance. If required please contact our Box Office on 028 7126 4455 (choose option 1) or email boxoffice@millenniumforum.co.uk

Bar Facilities

The Millennium Forum has three bars all of which are accessible from the lift on Level 3. The bars are located on Levels 1, 2 and 3. The bar in the Piazza (Level 2) has a lowered counter.

Quiet Room with Sensory Area

We have a dedicated Quiet Room situated in our Piazza Suite which is designed to give customers a quiet space when they visit the Millennium Forum if the hustle and bustle of the theatre feels a bit overwhelming. Please ask a member of staff if you wish to use this space.

Assistance

If you require assistance during your visit to the Millennium Forum please ask a member of staff. Most staff are in uniform and all staff will be wearing a Millennium Forum lanyard and name badge.

Your feedback

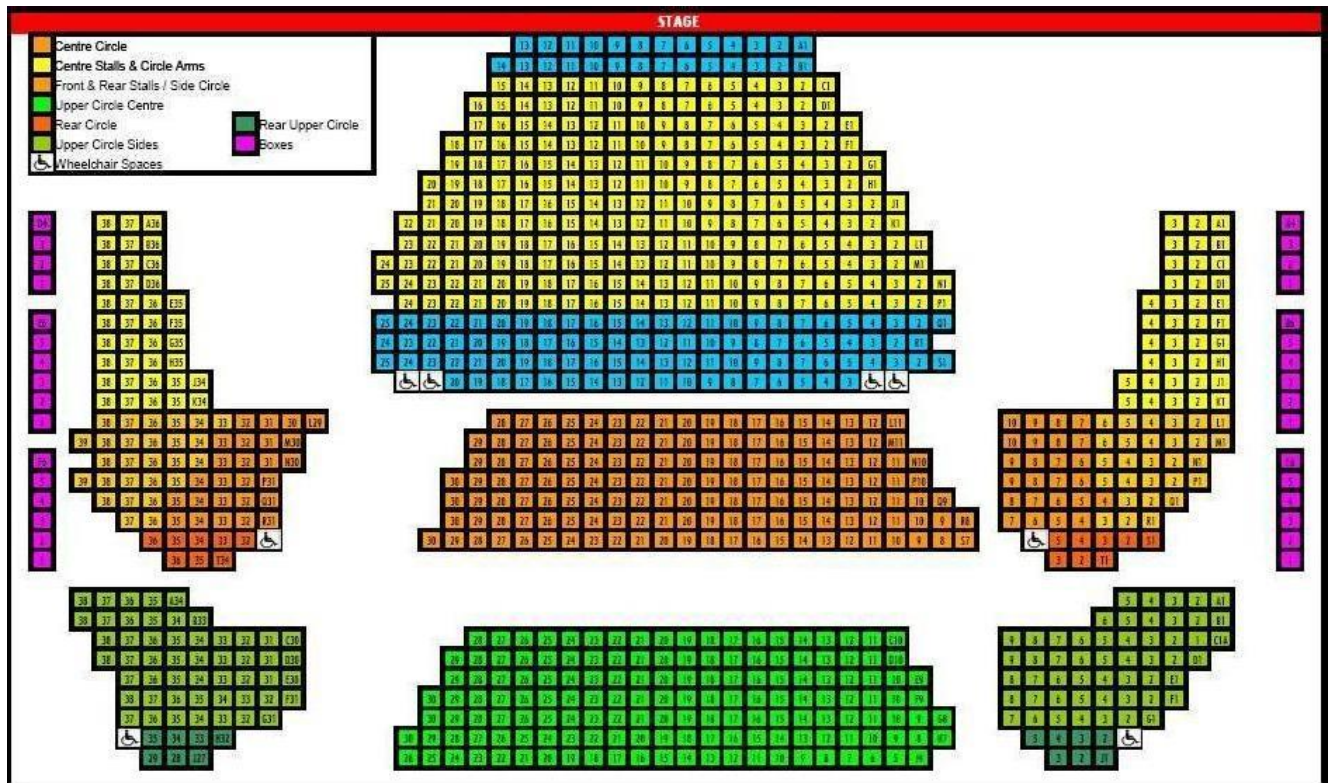
We are continually improving the service we provide. In order to help us meet everyone's needs we appreciate your feedback.

If you have any suggestions on how we can further meet your needs please contact Lisa Heaney on:

o Tel: 028 71264455 (choose option 1)

o Email: lisah@millenniumforum.co.uk or
info@millenniumforum.co.uk

Theatre Seating



Glossary of Symbols



On-street parking. Multi-storey car park at Foyleside Shopping Centre nearby.



Steep hill on approach and ramped access to the main entrance which has automatic doors. Internal ramps to facilitate change.



Induction and infrared loop at reception and auditorium.



Several unisex toilets available.



Good wheelchair access.



Guide dogs welcome.



Wheelchair accessible lifts.



Wheelchair accessible refreshment area.



ISL and BSL signed shows



Captioned performances



Relaxed performances



Performances with audio description



Dementia Friendly performances



Season brochure available in large print format.



**Millennium Forum
Newmarket Street
Derry/Londonderry
N. Ireland
BT48 6EB**

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