

Norwich Arts Centre

Accessibility Information

Introduction

Norwich Arts Centre is committed to making the venue accessible to everyone so they can enjoy the whole programme. We always try to accommodate access needs to the best of our ability, within the constraints of our historic building whilst adhering to health and safety regulations. Do not hesitate to contact us prior to your visit so we can accommodate for your needs.

Access Officer

Bradley Glasspoole
bradley@norwichartscentre.co.uk
01603 660352

Booking Tickets

There are multiple ways you can book tickets:

- Website – www.norwichartscentre.co.uk
- Telephone – 01603 660352
- Face-to-face – Norwich Arts Centre, St. Benedicts Street, Norwich, NR2 4PG
- Email – bradley@norwichartscentre.co.uk

Venue Description

NAC has level access upon entry, with the door having a push pad entry system. We have a low box office desk and are looking into installing an induction loop in the near future. The auditorium has ramps down to the main space and the bar is situated on the ground floor with level access through. Unfortunately our back garden is not accessible through the main building, with it having 4 large descending steps. If you would like to access our back garden during an event, please speak to a member of our team who can direct you round to the back garden, off NAC premises.

Bookable Access Facilities

We offer a free ticket for accompanying personal assistants – please contact the box office or Bradley to arrange. On some of our events there is concession price for access.

There is a designated viewing area, for standing events, behind the sound desk, for those who require a seat or are in a wheelchair. For seated events, we are able to reserve spaces for wheelchairs and seats next to them for their accompanying party. If you would like to arrange a reservation of a chair or wheelchair space, please contact Bradley or the box office to arrange.

Travel Guide

Unfortunately, NAC doesn't have any parking however there is on street parking outside the venue and blue badge on street parking opposite Harper & Rose Antiques (on St. Benedict Street). If these are full, there are 5 blue badge parking spaces at Barn Road car park (St Swithins Road, NR2 4SZ), which is 0.1 miles away. *Here's a link to blue badge parking bays in Norwich - <https://goo.gl/1saA6A>*

For taxi/drop offs, there is space right outside Norwich Arts Centre's gate.

The closest bus stop to NAC is 0.4 miles away.
(Charles Square, Dereham Road, Norwich, NR2 4HY)

Norwich bus station is 0.7 miles away.
(Norwich Bus Station, Queens Rd, Norwich NR1 3GX)

Norwich train station is 0.9 miles away.
(Station Approach, Norwich, NR1)

Arrival Guide

Opening hours:

General telephone and in person sales:

Monday – Friday 1pm-5pm

Saturdays – 10am-6pm

Sundays/ Bank Holidays – Closed

Events:

Doors usually open at 7.30pm for evening events but this can sometimes change so please contact us prior to your arrival to confirm. If you require early entrance due to access needs, please contact Bradley or the box office to arrange.

Upon arrival you will be greeted by our friendly front of house team. At the box office you will be required to present a physical ticket or a reference number and maybe some ID. If you have any questions, please do not hesitate to speak to a member of the front of house team, bar staff or security who will be able to answer your questions.

From the box office through to the bar and auditorium there is level access with the accessible toilet being situated between the two.

Toilets

The accessible toilet is on the ground floor, just 10m from the viewing area. The toilet has grab rails and also an alarm, in case you may need assistance. There are also baby-changing facilities in this toilet.

Customers with medical requirements

We welcome all customers who need to bring medical equipment, medicine, food or drink in to the venue to manage a medical condition. If you have any concerns, please contact us to discuss your needs. Whilst in the venue, if you have an emergency, please approach the front of house team or duty manager who will be able to assist you.

Access to Performance

The main auditorium has an induction loop. We do ask all artists to provide scripts for their performances prior to the event to give to those who may have a hearing impairment or think it may help. Please contact us prior to the event so we can arrange this where possible.

Assistance Dogs

We welcome all registered assistance dogs into the venue. Please contact us prior to your arrival at the venue so we can make arrangements for you, so you have enough space for you and your dog.

Strobe Lighting

Strobe lighting may be in use at some of our events. We will always put warning signs up on the doors to the auditorium. If you have any concerns, please do contact us to discuss.