

The Ardhowen Access Guide

This guide is designed to help identify areas that may be helpful for people with access requirements.



The Ardhowen

97 Dublin Road, Derrychara, Enniskillen, BT74 6FZ

Box Office Tel: 028 6632 5440

www.ardhowentheatre.com

ardhowen@fermanaghomagh.com

The Ardhowen is committed to providing the best possible experience for all our visitors.

Programme for the Theatre

The Ardhowen's Programme is published three times a year and is available from the Theatre's Box Office or website - www.ardhowentheatre.com.

Car Parking

The venue has approximately 120 car parking spaces available.

There are two designated spaces for people who hold a Blue Badge. Patrons are advised not to use these spaces unless entitled to do so, with their Blue Badge displayed prominently.

A drop off point is available at the front door. If you wish to use the drop off point please contact Box Office in advance.

Please do not park in front of the entrance path as it needs to be kept clear for emergency vehicles.



Getting to the Venue

There are two paths from the car park area:

- 1) A path from the upper and middle car parks to the front door. This path is flat and level.
- 2) A path from the lower car park. This path has steps. The steps have bright nosing and a handrail at one side.

Entrance

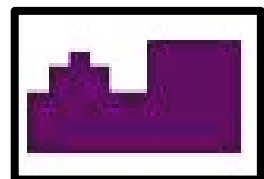
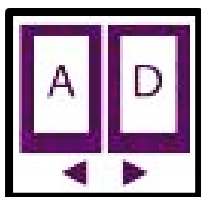
To enter The Ardhoven you must first go through the main glass door into a small entrance area. You will then go through another glass door into the Main Foyer area.

The two glass doors are wide and have automatic door pads at a lowered level.

Box Office

The Box Office Counter is to the right of the Main Foyer Area.

The Box Office Counter is at a lowered level and has a built-in hearing loop system.



Auditorium

The Auditorium can be entered by a wheelchair user or anyone with restricted mobility through a walkway with a gradual inclined ramp.

The walkway has handrails on both sides.

There are three spaces for wheelchair users in Row C.

If you require one of these spaces please let Box Office know when booking your ticket.

A companion with a wheelchair user may be able to sit beside each other if there are seats available. If the three accessible spaces are used, a companion will be seated directly behind the wheelchair user.

Restaurant and Bar

The Restaurant and Bar are on the same level as the Box Office.

The furniture can be easily moved to suit the customers.

Stairs to Upper Foyer

There is no lift available.

The stairs to the Upper Foyer are to the right and left of the Restaurant area.

The stairs have handrails on both sides.

The stairs have open risers.

From this area you can enter the back of the Auditorium and the Green Room.

Studio

The Studio area can be hired for meetings or activities.

It can be entered by steps through the old building.

There is no wheelchair access from the main entrance to the Studio. A person with access requirements can enter the Studio through the fire exit doors directly from the outside.

Flooring

The Auditorium, Restaurant, Stairs and Box Office areas have blue/ green carpet throughout.

The Studio has a wooden floor.

Toilet Facilities

There is an Accessible Toilet located a short distance along the walkway between the Auditorium and Restaurant.

There is an emergency alarm button beside the Toilet.



Facilities for those who are Hard of Hearing

A 'T' feature hearing aid inductive loop system is available in the Ardhowen. This allows customers to have the performance projected directly through their hearing aid.

The Loop System works best in Rows C, D, E and F.

Facilities for those with Visual Impairments

Guide/Assistance Dogs are welcome in the building.

If you are bringing a Guide/Assistance dog please let Box Office know so they can provide you with a suitable seat.

The Theatre has clear contrasting signage for the Auditorium, Toilets, Box Office and Emergency Exits.

Visual Guide

The Ardhowen has a visual guide which is available from the Box Office or website.

The guide provides photos of the rooms in the venue and what the visitor will hear, see, smell and feel during their visit.



Personal Assistance Support Scheme (PASS)

The PASS Scheme provides a complimentary ticket to a person for their companion, where that person would not be able to attend or use the services at The Ardhowen without that companion.

The complimentary ticket can only be booked by phone or in person and by referencing your Scheme membership number.

You can collect a registration form for this scheme from The Ardhowen Box Office or download it from the website.

Feedback

The Ardhowen welcomes your feedback on any areas that could be improved to enable us to make the visit more enjoyable for all our customers.

The Ardhowen will act to include changes where reasonable and possible to do so.

If you require any further information or guidance, please contact The Ardhowen Box Office on 028 66 325440 or email ardhowen@fermanaghomagh.com

Accessible Seating Plan

It is important to make staff aware of your requirements when booking to ensure they can offer you the best available seat.



Wheelchair User

- There are 3 accessible spaces in Row C, Seats 1-2, 3-4, 5-6 in the Auditorium.
- Companions will be able to sit beside a person in this row if only two accessible spaces are used on the night.
- If three accessible spaces are needed, a companion will be able to sit in Row C, Seat 6 and two others will be able to sit in Row D behind the wheelchair user.

Person with physical disabilities

- Row C, Seats 7-16 are the most suitable seats for people with poor mobility, as there are no steps.
- If the user is able to climb one step with a handrail, they could sit in Row D, Seats 1- 10.



Deaf or Hard of Hearing

- The 'T' Feature Hearing Aid Inductive Loop System works best in Rows C, D, E & F.
- If you wish to lip-read, Row A, Seats 5-18, Row B, Seats 8-21 and Row C, Seats 9-25 are closest and most central.



Visual Impairment

- If you need a seat where there are no steps, Row C, Seats 9-24 are most accessible and central.
- If you do not mind using steps, Row A, Seats 5-18 and Row B, Seats 8-21 provide the closest and most central viewpoint.



Learning Disability

Autism

Alzheimer's

- If you need to take breaks or have the option to leave the Auditorium quickly Row J Seats 1-4 and 31- 34 and Row H Seats 1-4 and 31-35, are the most suitable seats.
- These seats will allow you to exit the Auditorium from the back doors into the Upper Foyer area.



Assistance/ Guide Dog

- A Patron and his/her Assistance/Guide Dog can be positioned in an end of row seat.

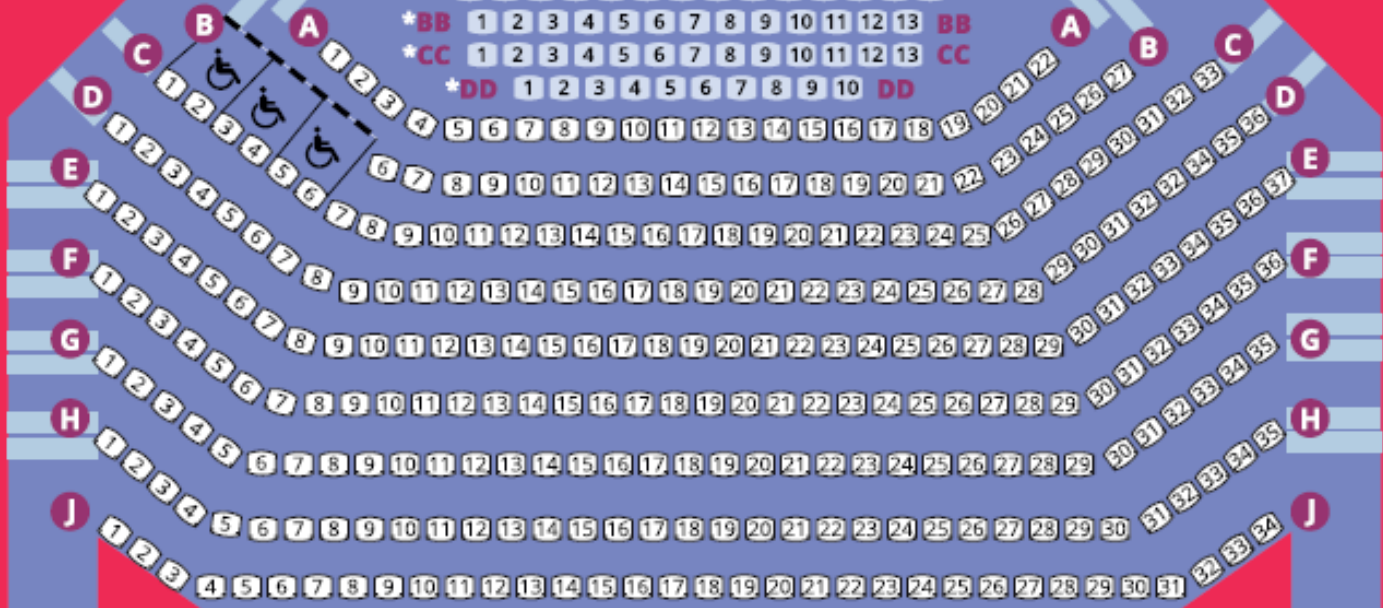
STAGE

LOWER
FOYER

FRONT

NO
ACCESS

*AA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 AA
*BB 1 2 3 4 5 6 7 8 9 10 11 12 13 BB
*CC 1 2 3 4 5 6 7 8 9 10 11 12 13 CC
*DD 1 2 3 4 5 6 7 8 9 10 DD



UPPER
FOYER

*Rows AA, BB, CC and DD are additional and temporary, available for certain events only.

UPPER
FOYER