

Burnavon Theatre Access Guide

As a Cookstown District Council venue, the Burnavon Theatre management and staff welcome all our patrons equally and recognise that each customer is an individual with different needs, who has the right to be treated with dignity and respect when visiting our premises.

If you have visited the Burnavon and would like to tell us how we could improve our service we would be delighted to hear from you. If you have any suggestions on how we could further meet your needs please contact Tony McCance, Venue Manager by:

- Using our online comments form on our 'Get in touch' web page.
- Telephoning 028 8676 9949
- Emailing burnavon@cookstown.gov.uk
- Letting us know in person at the theatre to any member of staff.

1) Venue Companion Scheme

The Burnavon Theatre operates a membership scheme for those who need somebody to be present in order to assist them to readily access the services and facilities within the Burnavon Theatre. For further details please contact the facility management.

2) Car Parking

The Burnavon Theatre is located close to all town centre car parks, with direct access to the Burn Road car park adjacent to the building. There are drop kerbs with rumble strips on the pavements leading to the Burnavon entrance.

Accessible parking for holders of the Road Service's Blue Badge Scheme is available in six spaces adjacent to the building in the Burn Road Carpark and in three spaces on the Burn Road (directly opposite the front of the building).

Drop kerbs are in operation at the main entrance to the facility

3) Centre access

The theatre is fully accessible to wheelchair users and people with mobility issues. There is a flat surface to the entrance to the centre, and the entrance has motion sensor automatic front doors.

Ground Floor Level

Our Box Office is located on the Ground Floor directly opposite the front doors. There is a lowered counter at the Box Office. There is a unisex accessible toilet on this floor. All our accessible toilets are fitted with grab rails, sink lever operated taps, low level mirrors and pull cord alarms. The floor surface consists of non-slip tiles.

Upper Floor Level

A lift provides access to the second level of the centre. There is an alarm button and emergency operator contact. The lift can accommodate one wheel-chair user and one non-wheel-chair user. There is a unisex accessible toilet on this floor, also fitted with grab rails, sink lever operated taps, low level mirrors and pull cord alarms.

4) Wheelchair spaces within the auditorium and access

The Burnavon has 6 wheelchair spaces available within the auditorium. They are located at Seats A1/A2; A24/A25; M1/M2; M3/M4; M22/M23; and M24/M25.

Box Office will not release wheelchair accessible seats to non-wheelchair users while other seats remain available.

5) Facilities for those with hearing impairments

Portable hearing loop systems are in operation at the Box Office and First Floor Bar. An infra-red hearing Loop system is located in the auditorium to assist patrons with various levels of hearing impairments. Neck lanyard receivers are available from Box Office. Please make your requirements known to the Box office staff or Duty Manager upon arrival.

The theatre offers captioned performances for certain performances throughout the year. Please contact the box office for further information or a copy of the theatre's season programme. This information is also detailed on our website next to the appropriate show.

6) Facilities for those with visual impairments

Braille signage is provided on the lift panel.

All assistance dogs are welcome. Patrons are asked to inform Box Office of any requirements at time of booking.

The theatre offers audio described performances when available. Please contact the Box Office for further information or a copy of the theatre's season programme. This information is also detailed on our website next to the appropriate show.

7) Accessible brochures

The Burnavon produces a number of brochures and leaflets throughout the year. The season programme is produced three times a year and is available from Box Office, via our website or can be posted to your home. To request the guide in an alternative format, please contact our Marketing Officer on 028 8676 9949 option 3.

8) Evacuation Equipment

The Burnavon holds specialist emergency equipment for egress of our disabled patrons including a wheelchair stair-climber, a ProMove Harness and wheelchair to assist evacuation safely and comfortably from our first floor to the ground floor area.