



Access at The Grand Opera House

The Grand Opera House is committed to providing the best possible experience for anyone with a disability, and has put in place measures to overcome many of the architectural barriers to access presented by this magnificent Victorian Theatre with listed status.

This leaflet provides details of the access services and facilities available.

Access for All Membership Scheme

This scheme is for anyone with a disability who would like to visit the Theatre. To join the scheme, please download the Access for All Membership Form from goh.co.uk/Access or pick up a hard copy at the Box Office counter in the foyer.

Theatre Access

There is level entrance through the front doors of the Theatre; one of the doors is automatic with a touch pad located to the left hand side.

Lifts

There is one lift in the main foyer that is located to the left hand side as you enter the front doors. This provides access to all levels of the Theatre. The lift has control buttons in braille.

Toilets

There are accessible unisex toilets on all levels with the exception of The Gods on the third floor. These toilets are equipped with grab rails, sinks with lever-operated taps, low-level mirrors and pull cord alarms.

Bar Areas

There are two bars in the Theatre

- Ground floor – Foyer Bar
- Second floor – Circle Bar



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Both bars have a section with a lowered counter top for wheelchair users and are equipped with a loop system. Customers should turn their hearing aid to the T position to use this.

Box Office Information

Tickets can be purchased online at goh.co.uk, at the Box Office Counter in the theatre foyer, or by calling 028 9024 1919. The Box Office Counter is at an accessible height for wheelchair users.

The Box Office counter is open Monday - Saturday 10.00am to 5.00pm and on performance days is open until the start time of the show.

The Box Office is closed on Sundays and opening hours vary on Bank Holidays or on days when there are no performances.

An induction loop system is also available at the Box Office Counter in the theatre foyer. Customers should turn their hearing aid to the T position to use this.

Booking Fees

A per ticket booking fee of £1.75 will apply to phone bookings; online booking fees are £1.25 per ticket and there is no booking fee charge for payments made at the Box Office counter.

Companion Seats

The Grand Opera House offers a complimentary companion seat to those customers who require essential assistance while in the Theatre. Customers wishing to avail of this must be a member of the Access for All Scheme and seats must be booked through the Box Office directly.

Please note companions are expected to assist the person in their care with evacuation in the event of an emergency.

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Facilities for Wheelchair Users

There are a number of wheelchair spaces in the main auditorium, situated in the stalls on the ground floor, circle level and upper circle level. Please inform us of your requirements at the time of booking, and we can recommend the best seat for you. There is no wheelchair access to The Gods level of the auditorium.

In order to accommodate wheelchair places in the auditorium, other seats in the surrounding area must be physically removed. For this reason wheelchair places cannot be booked online, and should be booked by contacting the Box Office by phone on 028 9024 1919 or calling in person.

Facilities for People with Impaired Hearing

The Theatre's auditorium, Box Office and bar areas are equipped with a hard-wired Induction Loop system. Please switch your hearing aid to T position if you need to this system.

An Infrared System is also available for the main auditorium for which headsets or necklaces are required. A refundable deposit of £5 is required for these sets, which can be obtained from the Box Office.



Figure 1



Figure 2

Access at The Grand Opera House

Customers with hearing aids who are using the Infrared System via a necklace device (Figure 1) should switch their hearing aid to the T position. Customers who require sound amplification, but are not hearing aid users, should use headsets (Figure 2). Please ask at Box Office for further details.

Access Performances

There are various access performances throughout the year, details of which can be found in the season brochure and at

goh.co.uk/your-visit/accessibility/

Alternatively, a list of the season's access performances is available at the Box Office counter.

Please inform us at the time of booking if you are availing of any of these access performances, and the sales agent will recommend the best seats for your needs. The Theatre welcomes feedback on access; please email info@goh.co.uk.

Types of Access Performances

Signed Performances

For people who are deaf, with sign language as their first language.

Captioned Performances

For people who are deaf, deafened or hard of hearing. Captioning converts the spoken word into text displayed on a caption screen at the side of the stage.

Audio Described Performances

For people who are blind or partially sighted. A live description is broadcast through a headset worn by the customer. The description brings alive what is happening on stage. Please ask at Box Office for a headset on the date of scheduled audio described performances.



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Assistance Dogs

Assistance dogs are welcome in the Theatre. Customers with assistance dogs should inform the sales agent at the time of booking and they will arrange the most suitable seat. At present, a dog sitting service is not available.

Alternative Format Brochures

Large print, DAISY, audio and Braille versions of our season brochure are available. To request an alternative format please email info@goh.co.uk stating 'Alternative Brochure Format' in the subject line. Alternatively, please telephone the Box Office on 028 9024 1919

How to Get Here

Great Victoria Street Train Station and the Europa Bus Centre are located on Great Victoria Street and provide services across Northern Ireland. Contact Translink on 028 9066 6630 or go to translink.co.uk for further information.

Parking

The Grand Opera House does not have its own parking facilities. However, there are two disabled parking bays on Glengall Street and a number of disabled parking bays in The Great Northern Car Park situated behind the Europa Hotel, accessible via Hope Street, BT12 5EE. McCausland's Car Park is located on Grosvenor Road.

Please note there is no drop off point outside the Theatre on Great Victoria Street. There are dropped kerbs from all of the car parks to the front doors of the Theatre.

Disability Advisory Group

Set up in 2009, the Disability Advisory Group meets quarterly and advises the Theatre on all matters concerning accessibility.



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If you require any further information regarding access to the Theatre, please do not hesitate to contact the Box Office on 028 9024 1919 or by email at info@goh.co.uk

We look forward to welcoming you to the Grand Opera House.