

The Old Fire Station Access Guide

We strive to make all our shows at The Old Fire Station accessible to everyone and we work with Attitude Is Everything to make sure things keep improving. Your feedback is always welcome and we'll do our best to be as flexible as possible to meet your needs.

The Old Fire Station is a dynamic venue hosting a range of events including live music, nightclub events, comedy, and bingo. We are based in the heart of Lansdowne close to Bournemouth train station and with bus stops just a few meters from the venue.

Contact Details:

This document has been created to ensure you have the information you need before your visit to The Old Fire Station however if you require any more information or just simply have a question, please don't hesitate to email Jasmine Ecclestone (she/her) who is the venue contact for all accessibility requests.

Email: jecclestone@bournemouth.ac.uk

Tel: 01202 966793

We are always looking to improve the experience for our accessible customer so if you have any feedback please also send it to Jasmine.

Due to working hours varying between daytime and night time responses may be slightly delayed however Jasmine will get back to you at her soonest convenience (aim within 2 working days).

Contents

Summary – Access Features/ Venue Description

There is step free access from the car park and other drop off points to the venue box office. There is step free access from the box office into the venue. Once inside the venue, there is step free access to all facilities, including toilets, cloakroom and the bar. The venue is split over two floors for some events and there is a lift.

Inside the venue, there are some raised areas which are accessible by ramps. Some of these raised areas provide better viewing opportunities for the stage and other areas.

The stage has no wheelchair access. There is no dedicated viewing platform or area.

Detailed Venue Description:

Outside Access

Front of the building:

Access from the front of the building is usually used for the smoking area and/or entry for a live music event, comedy, bingo or a smaller club night event.

- This information is for the entrance located at the front of the building.
- There is level access into the venue.
- The main door(s) open(s) away from you (push).
- The door(s) is / are double.
- The door(s) is / are heavy.
- The width of the door opening is 152cm (4ft 12in).

Rear of the building:

- This information is for the entrance located at the rear of the building.
- There is level access into the venue.
- The intercom is not in a suitable position to allow wheelchair users to gain access.
- The main door(s) open(s) towards you (pull).
- The door(s) is / are double.
- The door(s) is / are heavy.
- The width of the door opening is 154cm (5ft 1in).

Inside Access

- There is level access to the service(s).
- There is not a hearing assistance system.
- The lighting levels are varied.
- Motorised scooters are welcomed in public parts of the venue.
- There is ramp access to the raised platforms.

- The first floor bar has level access from the lift. However, there are moderate ramps leading to additional seating. The width of the ramp is 107cm (3ft 5in) and has a handrail on the left going up.

Lift:

- There is an easy ramp leading to the lift. The width of the ramp is 98cm (3ft 2in).
- There is a lift for public use.
- The lift is located to the rear left of the building.
- The lift is a standard lift.
- The floors which are accessible by this lift are G-2.
- The lift is approximately 24m (26yd 9in) from the main entrance.
- Staff do need to be notified for use of the lift.
- The clear door width is 78cm (2ft 7in).
- The dimensions of the lift are 107cm x 140cm (3ft 6in x 4ft 7in).
- There are not separate entry and exit doors in the lift.
- There is a mirror to aid reversing out of the lift.
- The lift does have a visual floor indicator.
- The lift does have an audible announcer.
- The lift does have Braille markings.
- The lift does have tactile markings.
- The controls for the lift are within 90cm - 120cm from the floor.
- The lighting level in the lift is medium.

Steps

- The floors which are accessible by stairs are G-2.
- There are 15+ steps between floors.
- The lighting levels are medium.
- The steps are clearly marked.
- The steps are deep.
- The steps do have handrails.
- The steps have a handrail on both sides.
- There is a landing.

Cloakroom

The cloakroom is located on the second floor of the venue and is accessible from the stairs and lifts detailed above.

- The desk/counter is 2m (2yd 7in) from the lift.
- There is level access to the desk/counter from the entrance.
- Level access to the desk/counter is via lift.
- The lighting levels are medium.
- The desk/counter is medium height (77cm - 109cm).
- The desk/counter does not have a low (76cm or lower) section.

Eating and Drinking:

- The following information is for the bar.
- The bar does not serve food.
- Full table service is not available.
- Drinks are ordered from the service counter.
- Drinks cannot be brought to the table.
- There is not a lowered section at the counter.
- Some tables are permanently fixed.
- Some chairs are permanently fixed.
- Some chairs have armrests.
- The nearest table is approximately 8m (8yd 2ft) from the main entrance.
- The distance between the floor and the lowest table is 66cm (2ft 2in).
- The distance between the floor and the highest table is 103cm (3ft 5in).
- There is ample room for a wheelchair user to manoeuvre.
- Plastic / takeaway cups are available.
- Drinking straws are available.
- Menus are hand held only.
- Menus are clearly written.
- Menus are presented in contrasting colours.

Bookable Access Features

Access Request Form

Free Personal Assistant

Deaf and disabled customers, who would be unable to attend a gig without assistance, are entitled to free event access for their 'Personal Assistant'.

Please purchase one standard ticket. Once you have purchased a ticket, you should then contact us (see contact section) with your booking reference and name. We will then arrange and confirm your free access pass to be used by your 'Personal Assistant'.

Please note that our staff are not trained to lift or carry people who may need help or to assist with personal or medical needs.

Reserved Seated Area

At The Old Fire Station we are unable to provide a accessible viewing platform however we have raised platforms on the side of the room with seating booth that we are able to reserve for you. They can be requested on our Access Request form detailed above.

Early Event Access

Early event access can be requested by emailing Jasmine (Contact in the contact section).

Location

**Old Fire Station
36 Holdenhurst Road
Bournemouth
BH88AD**

Travel and Arrival

Transport and Parking

There is parking adjacent to the venue in Cotlands Road. There is also street parking directly in front of the venue on Holdenhurst Road. The nearest National Rail Station is Bournemouth. On foot it is a 650m walk to the venue, ramped through an underpass.

There are multiple main route bus stops within 100m of the venue on Holdenhurst Road.

Taxi ranks are within 150m of the venue on Holdenhurst Road and Cotlands Road.

Venue Opening Times

The venue opening times vary event to event so please check specific event listing. If you have a query about a specific event please get in contact.

Arriving at the venue

Toilets

There are 3 sets of male, female and 2 gender neutral accessible toilets in the venue.

We have two accessible toilets in the venue. 1 on the ground floor and one on the 1st floor. The accessible toilets all require a radar key for access, please ask

on arrival if you need a key. If you have your own radar key please feel free to use the toilets whenever needed.

Both of our accessible toilets have signage directing you to them however if please feel free to ask one of our staff show you to them.

Please see NUMBER for description and dimension of the toilets.

Location of the toilets

Ground Floor Toilet:

Ground floor male and female toilets are located by the bar and doors in the main room. The ground floor accessible toilet is located in The Engine Rooms. When facing the front of the building the toilet is to the left through the doorway (sign above the door).

First Floor Toilet:

First floor male and female toilets are located off the dancefloor and the red stair case foyer.

The first floor accessible toilet is located to the back of the room adjacent to the DJ booth. Go through the double doors at the back of them room and the accessible toilet is to the left when you come out of them doors.

Costumers with Medical Requirements

We welcome attendees to bring medicine, food or drink needed to manage a medical condition as well as medical equipment with them to our venue. We do ask that you let staff know of any medicine, equipment or needed food and drink that is on your person upon arrival. In the event of an emergency, please contact security or ask to speak to the Duty Manager on shift.

Assistant Dogs

Registered (with Assistance Dogs UK) assistance dogs are welcome, please to let us know when you book if possible.

Strobe Lighting

Strobe lighting, lighting that produces stroboscopic effects, smoke machines and other theatrical effects may be used during shows in our venue.

If you have a query about a particular show please contact us in advance (preferably 5 working days prior to the event).

Fire Exits

Other Info

The bars in the venue are not currently lowered.