

# CAMBRIDGE CORN EXCHANGE & BOX OFFICE - ACCESSIBILITY

The Cambridge Corn Exchange and Cambridge Live Tickets Box Office are designed to cater for the needs of all our customers, including those with disabilities. If you have any questions not answered in this section, or suggestions about what would make it more helpful, please email [access@cambridgelivetrust.co.uk](mailto:access@cambridgelivetrust.co.uk) or call on 01223 357851 and ask for Will, Gabrielle, Beth or Kerrie.

## **Corn Exchange seating**

The Box Office for the Corn Exchange is called Cambridge Live Tickets and is located left of the venue, two doors down (next to the restaurant Steak & Honour.)

We have accessible seats reserved on both the flat floor (rows O and R) and in the boxes (Hirsch and Salisbury boxes.) We also have a row reserved for visually impaired customers (row K.) During standing performances the accessible seats are in the boxes.

Access to all other seating areas includes:

From ground floor to the tiered seating = 1-10 steps

From ground floor to the Mezzanine = 16 steps

From ground floor to the balcony seats = 31 steps and a further 35 steps depending on the row.

From ground floor to the boxes = 19 steps (There is also a platform lift to these seats).

The availability of the accessible seats is subject to the event, so please do contact the box office to confirm on 01223 357851.

There is level access entry to the building, to the performance area and to the accessible toilets. Entrance to the front of the building is slightly elevated, however there is a drop curb and ramp access. There is a second door (door B), at the end of the passage next to the Corn Exchange, which has level access.

## **Access to the Box Office**

The Cambridge Live Tickets Box Office is open Monday - Friday 12pm-6pm, and 10am-6pm on Saturdays. Box Office remains open half an hour after the start time (or until 9pm for standing performance.) If there is a performance on a Sunday, the Box Office will be open 1 hour before the start time until half an hour after the performance has started.

The telephone lines are open Monday - Saturday 10am-6pm.

Here is a summary of Box Office features:

- Lowered kerb providing level access
- Automatic sliding doors to Box Office
- Large print seating plans
- A lowered counter
- An induction loop
- Wi-Fi

## **Booking tickets**

We strongly advise our disabled customers to book in advance as this allows us to fully ensure that all requirements are met. Bookings can be made either in person or on the telephone 01223 357851.

## **Concessions**

People with a long-term disability and their companions are eligible for half price tickets for all shows. Currently concessions are only available when booking over the phone or in person. If you require more than

one essential companion please let the box office know when booking so that we can issue you an additional free companion ticket. For any help with your accessible enquiries please call the box office on 01223 357851.

### **Venue Toilets**

We have two disabled access toilets in our venue. One located at the front of the building and the other at back end. Both toilets are wide enough for wheelchairs and power chairs to get through and are complete with grab rails.

The female toilets are on the first floor up and can be accessed by the foyer stairs on the right as you enter. The male and unisex toilets are on the first floor up and can be accessed by the foyer stairs on the left.

### **Venue Bars**

There are two bars at the Cambridge Corn Exchange, both of which have lowered counters; the main bar in the foyer and the upstairs bar (which can be accessed easily from the Hirsch and Salisbury boxes.)

### **Staff**

All our venue staff have general awareness training as well as having one signer.

### **NGT Relay**

We are registered with NGT Relay, for more information please visit: [www.ngts.org.uk/](http://www.ngts.org.uk/)

### **Parking and getting to the venue**

The Cambridge Corn Exchange does not have a carpark, however the nearest carpark is the Grand Arcade carpark next door to the venue. There are 35 blue badge bays available and it is open 24 hours. Further information can be found [here](#).

All Stagecoach buses are wheelchair accessible. Information about timetables can be found [here](#).

The nearest taxi rank to the venue is on St Andrew's Street, approximately a 3 minute walk from the venue. Taxis will also be able to drop off and collect from outside the venue where there is a lowered curb and ramp access.

### **Assistance dog facilities**

Assistance dogs are welcome at our venue.

### **Checklist when making a booking**

When booking your tickets it would assist us if you could provide as much relevant information as possible. This will enable us to offer you maximum comfort and enjoyment when you visit the venue.

Here is a helpful checklist of things to consider when booking a ticket. Please let us know:

- whether you wish to remain in your wheelchair or use an auditorium seat.
- if you would like to use our manual wheelchair.
- where you would like a companion to sit - either alongside you or behind you.
- if you wish to sit in one of the boxes during a normal seated show.
- whether you require assistance if you are visually impaired.
- whether you wish to have your guide dog in the auditorium with you during the performance or taken care of by a member of staff.