

## Do you need to bring a carer?

Whenever we can, we offer a free carers seat to patrons in receipt of Disability Living Allowance or Attendance Allowance. For contractual reasons this is not always possible and in these instances we may offer a discounted rate to both the patron and their companion. Terms and conditions apply. Please contact the Box Office to book.

Customers requesting a complimentary seat for their companion or carer will be asked for proof of eligibility in the form of a letter from the Department of Work & Pensions confirming that they are in receipt of the relevant allowance. Please present this to the Box Office at the time of booking.



We are committed to ensuring, to the best of our ability, that everyone has access to the facilities we offer.

If you have a particular need which is not covered by anything described in this leaflet then please do not hesitate to contact us and we will do our best to help.

**Queen's Theatre, Boutport Street, Barnstaple**  
**Landmark Theatre, Wilder Road, Ilfracombe**  
**Admin: 01271 327 357**  
**Box Office: 01271 32 42 42**  
**[www.northdevontheatres.org.uk](http://www.northdevontheatres.org.uk)**



The ground floor is wheelchair accessible and the first floor can be reached by a stairlift. Parking is available at the Museum.

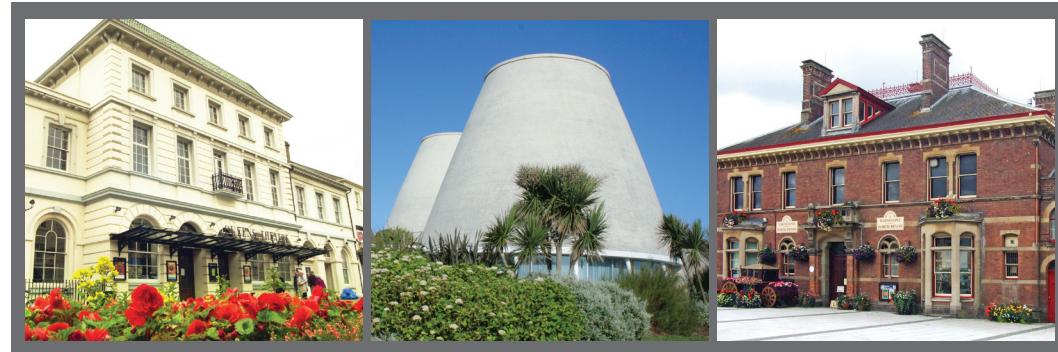
If you have particular access requirements for visiting the Museum or you would like to confirm parking availability prior to your visit please contact:

**North Devon Museum, The Square, Barnstaple**  
**Phone: 01271 346 747**  
**[www.northdevonmuseum.org](http://www.northdevonmuseum.org)**

# North Devon Theatres



## Access Guide



**Queen's Theatre, Barnstaple**  
**Landmark Theatre, Ilfracombe**  
**Museum of Barnstaple & North Devon**



**For more information:**

**01271 327 357**

**[www.northdevontheatres.org.uk](http://www.northdevontheatres.org.uk)**



## Accessibility

The Queen's Theatre has a ramp for street level access and a push-button automatic door. A lift from the foyer enables access to the Gallery Café but in order to gain access to the Dress Circle you will additionally need to negotiate a few steps. The Upper Circle is not easily accessible and may also be unsuitable for anyone suffering from vertigo.

There is limited disabled parking opposite and adjacent to the Queen's Theatre and the nearby Queen Street and Bear Street car parks have several disabled parking spaces with level access to the Theatre. There is a drop-kerb crossing directly outside the main doors.

All areas of the Landmark are fully accessible; the Rendezvous Café, Pavilion and foyer are on one level. It is possible to get to many seats in the Stalls and Circle without the need to negotiate any steps. There is disabled parking adjacent to the Theatre.

### Wheelchair Spaces

There are wheelchair spaces at both venues in the Stalls. Our Stewards are happy to collect and store wheelchairs for those patrons who wish to transfer to a seat. Please advise Box Office when booking.

### Accessible Toilets

Both venues are equipped with accessible toilet facilities opened with a radar key which can be obtained from a member of staff. There is an emergency call point should you need to summon assistance.

### Theatres' Minibus Group

Catering for those with mobility issues, the Minibus Group offers a door to door service to our Theatres. For more information or to register please contact Janice Banks on 01271 865 655.



## Sight Aids

Large print menus are available on request and if you need any of our other literature in larger print, please contact us and we will do our best to accommodate you.

Assisting dogs are welcome at our venues but please do let us know when booking a performance so that we can provide you with an aisle seat if needed. Drinking water can also be provided for your companion. If you would like to arrange a visit to familiarise yourselves with the building, please contact us on 01271 327 357.

### Signed Performances

Current details of signed performances are available in our brochure or from our Box Office staff.



## Assisted Hearing Facilities

Both the Queen's Theatre and the Landmark auditoriums are fitted with a Sennheiser infra-red system. This offers two different options for hearing impaired customers: the first is a lightweight headset worn by the user, and the second comprises a mini-loop which is worn around the neck to boost the sound to an individual user's hearing aid switched to the 'T' position.

The Landmark Pavilion has an induction loop system which works with a hearing aid switched to the 'T' position.

Our Box Office and Front of House staff are happy to assist with any of the equipment and can also advise on the seats for best reception.