



# Access Statement

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Newcastle  
City Council 



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This access guide can be downloaded from [www.newcastlecityhall.org](http://www.newcastlecityhall.org). If you would like this information in an alternative format, for example in large print, or on audio tape, please email [cityhall@newcastle.gov.uk](mailto:cityhall@newcastle.gov.uk) or phone 0191 2116283.

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# Access to Newcastle City Hall

## Access Statement

The City Hall is situated in the centre of Newcastle with excellent transport links. It is easily accessed by car, bus, metro, train and on foot.

The building is over 75 years old and is classed as a Grade 2 listed building. As a result there are a number of constraints to making the building fully accessible. There is only limited access to several areas of the building and adaptation to fully comply with the Disability Discrimination Act (1995) is either physically impossible or prohibited by planning restrictions.

The City Hall is currently working toward improving both physical and service access for all members of the community.

Details of both current and proposed access provisions are listed below and are also included within City Hall's Disability Access Plan Statement. The City Hall is also facilitating a programme of staff training to help ensure that any disabled person's contact with and visit to the venue provides an appropriate and enjoyable experience for all.

Peter Brennan  
City Hall Manager

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## Travel – Getting to the City Hall

The City Hall is situated close to good public transport links.

### Arriving by car – Accessible (Disabled) parking.

There are two carparks located 5 minutes away from City Hall. Accessible parking bays are available within John Dobson Street NCP Carpark (24hours). There are also reserved parking spaces for blue badge holders on Northumberland Road. For further information see the map below.

### Metro

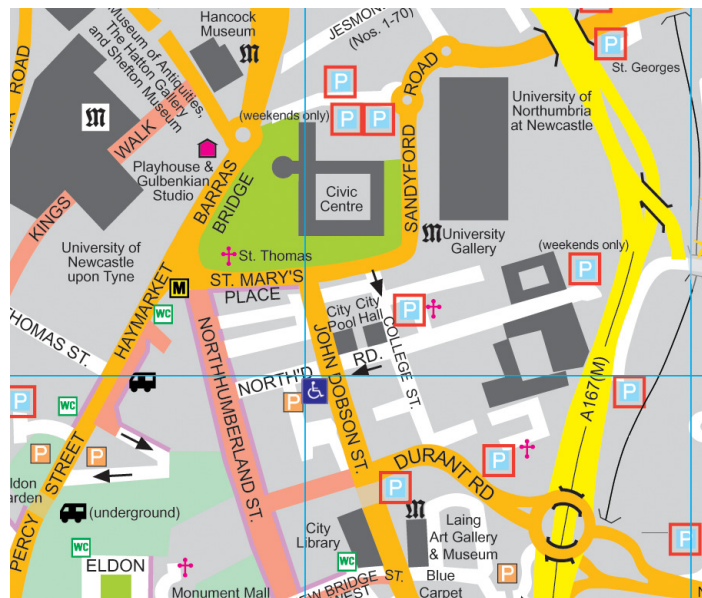
The Haymarket Metro station is situated within a 5 minute walk from the City Hall. Exit the station right onto Northumberland Street. Continue ahead turning left onto Northumberland Road, continue straight ahead at the junction with John Dobson Street, the City Hall is on the left.

### Buses

Numerous buses stop at or near the City Hall from John Dobson Street and Sandyford Road. The Haymarket bus station is within 5 minutes of the City Hall.

### Taxis

There is a taxi rank situated on Northumberland Road (see map). Exiting right out of the building onto Northumberland Road and the taxi rank is situated on the left hand side of Northumberland Road beyond John Dobson Street.



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## Access to the City Hall

- There are a number of steps to the front entrance. A handrail is provided adjacent to the central door, to aid access into the building.
- Current level access to the City Hall is provided via a side door entrance. This is suitable for use by wheelchair users. Details of how to arrange access via this entrance are included with all bookings for wheelchair seating (see further: Appendix 1).
- There is also level access to the hall via the stage Door. However there are steps to all backstage areas, which cannot be removed. Therefore these areas are not currently accessible to wheelchair users.
- There is access to the stage for wheelchair users via an electric platform lift use of this platform lift must be arranged in advance to allow for the installation of necessary equipment.
- There is level access to the main box office on College Street.

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## Facilities within the City Hall

- An accessible toilet is provided at ground floor level in the City Hall foyer.
- An induction loop hearing system is provided in both the main and foyer box offices'.
- An infra red hearing system is available in the auditorium for all other events. Equipment must be ordered in advance for this system.
- There is no access to the basement bar and refreshment areas, for wheelchair users. Where customers are unable to access these areas due to ambulatory difficulties, a drinks service is provided by City Hall. Members of staff are available to take drink orders and arrange for them to be brought to the foyer/auditorium, on request.
- There is no lift access to the balcony level.
- Steps are edged in white and where possible staircases have handrails to assist with movement around the building.

Requests for further help or information with regard to any of the above points should be made to the box office in advance of an event or to any member of the City Hall Staff on the night.

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## Wheelchair Users

- The City Hall has 6 seating areas available for every show for wheelchair users. Provision of these seating areas requires the removal of seats, so it is necessary for wheelchair seating to be booked in advance, via the box office. See further: Booking Information.
- Any customer booking a wheelchair seat will receive comprehensive information on access to the City Hall and its facilities when booking.
- Access for wheelchair users to private and non-ticketed events requires prior arrangement between the event organizer and the City Hall as to numbers and location within the City Hall.
- The City Hall has made arrangements within its emergency evacuation procedures, for the supervised evacuation of wheelchair users from the building.
- Access to the box office is via College Street and is fully accessible.

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# Booking information

## Online Bookings

Internet booking is available for most events at the City Hall. These tickets can be purchased through our authorised agent, [Ticketline](#) and Ticketmaster.

Customers should be aware that online purchases are subject to additional booking fees.

Online ticket purchases and bookings made with authorized agents are subject to the terms and conditions of the agent concerned. The City Council is not responsible for the content of any external ticketing website.

## By Telephone

Box Office Telephone 0191 2612606

## In Person

Mon, Tues, Wed & Fri 10.30am - 5.15pm

Thursday 10.30am - 7pm

Saturday 10am - 4.30pm

Telephone and all credit card bookings are subject to a booking fee.

For other venues ticket prices shown include an agency fee.

24 hour information tape: 0191 2320007 this lists all events on sale and information about each show, on the day, covering running times available on request.

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# Appendix 1

## Wheelchair User Letter

Dear Sir/Madam,

**Re: Purchase of Wheelchair Seating Ticket(s)**

Following on from your purchase of wheelchair seating for an event within City Hall, please find your tickets enclosed.

This letter confirms the information you were given at the time of booking concerning the restrictions of the building. These are as follows:

1. Access for wheelchair users to the building is currently only possible via a side door entrance on College Street. When arriving at City Hall, you should notify a steward at the front entrance, who will arrange for the side entrance to be opened and for a steward to direct you to your seats.
2. Within the Hall access for wheelchair users is only available to the stalls level and foyer.
3. Should you wish to have refreshments or a drink you can arrange for these to be brought up from the Concert Bar either by your companion or by a steward. Normally drinks are not allowed outside the bar but this rule is waived for wheelchair users/people with ambulatory difficulties and their companions.
4. An accessible toilet is located in the foyer and any member of staff will be able to direct you.

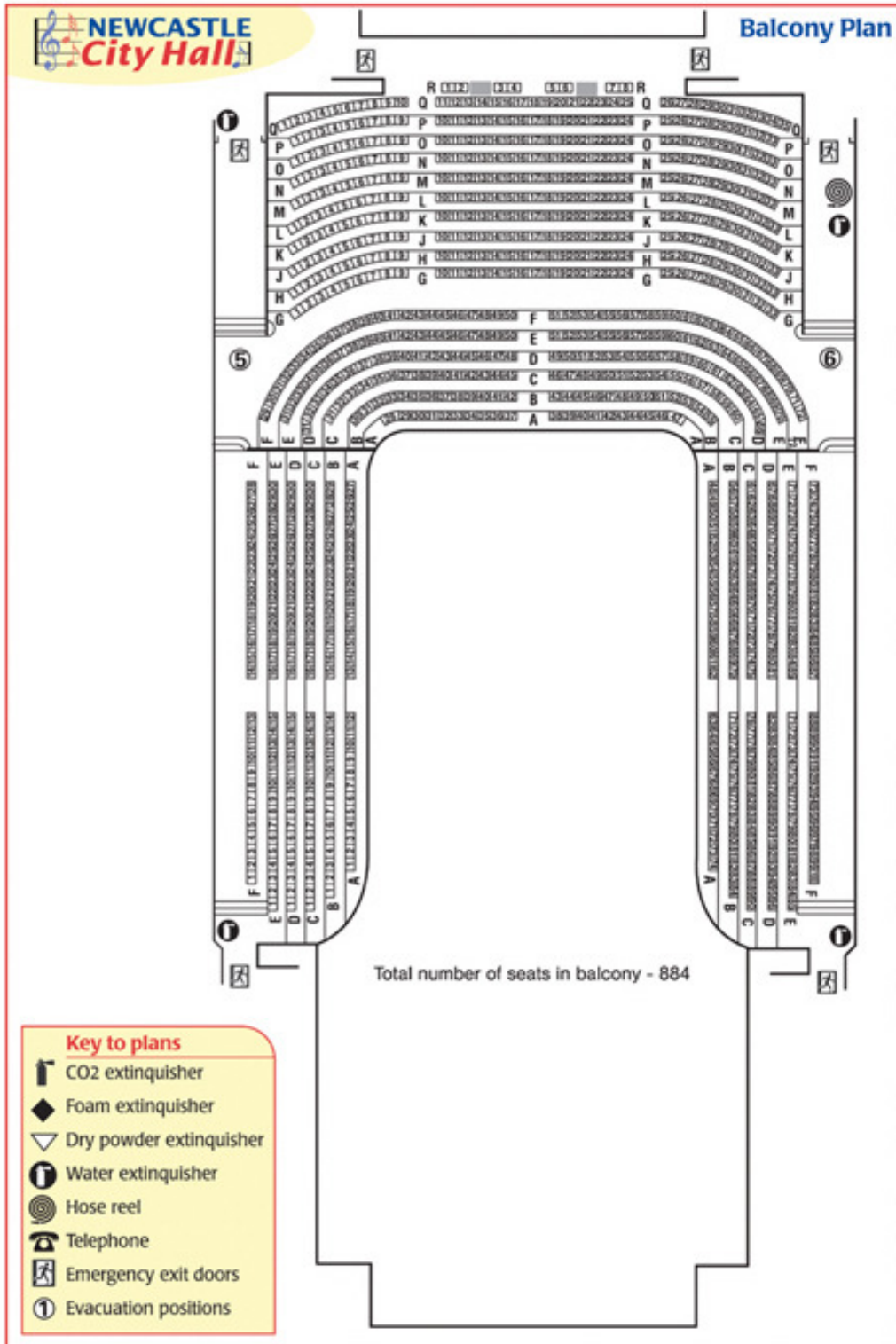
I am pleased to say that a number of further works are currently being considered to help meet the City Hall's aim of providing an accessible venue for all. Proposals for the creation of an accessible front entrance to the building are underway. As soon as plans are finalized we will provide further updates in our promotional literature.

Should you require any further information or have any queries please let me know.

Yours faithfully,

P.J. Brennan  
CITY HALL MANAGER

# Appendix 2 Plan of Balcony



# Appendix 2 Ground Floor Plan

