



ACCESSIBILITY INFORMATION

We are working with the organisation Attitude is Everything to ensure we are constantly striving to improve The Brickmakers experience for all of our customers, encouraging inclusivity and equality. We are working towards the bronze status in The Charter of Best Practice.

We're making our venue more accessible with what3words. Find our main entrance at <https://w3w.co/spin.dare.wink>

we have a wider, more accessible entrance at <https://w3w.co/truth.trail.mostly>

CONTACT DETAILS:

Our point of contact is our access officer Charley South, who can be contacted on the following:

- Brickmakerslive@gmail.com
- 01603 441118 (Mon-Fri, 9am-5pm)

- Charley South, The Brickmakers, 496 Sprowston Road, Norwich
- Personal Facebook contact

Access related inquiries will be responded to within 3 working days.

If you have any access or medical requirements such as requiring seating to attend an event, assistance dogs or susceptibility to strobe related seizures; please contact us on brickmkerlive@gmail.com or telephone 01603 441118.

A member of staff will be more than happy to show you around the venue upon arrival and we will make any necessary rearrangements to make your experience at our venue as enjoyable and as stress free as possible.

VENUE DESCRIPTION

The venue consists of one main band room with a small step into the main front door. We have a portable ramp available to assist with entry. There is a second entrance via large double doors for larger electric wheelchairs. Once you are inside the venue, it is all on one level with easy access to the bar and disabled toilet. There

is a very small slope up into the bar area. The disabled toilet is always unlocked when the venue is open so you will not require a RADAR key.

We have a Garden at the rear of the venue, this can be accessed via following the car park around to the back of the building and through the gate, there is a small kerb into the garden. A portable ramp is available to ease access.

We are happy to provide 1 free Personal Assistant ticket for all our Deaf & disabled customers accompanied by a Personal Assistant/Companion at ticketed events. To register for your extra ticket you can either buy your own ticket online and forward your confirmation to brickmakerslive@gmail.com or call 01603 441118 to have your Personal Assistants name added to the door list.

Our shows are 10% Unreserved seating and 90% unreserved standing (apart from during COVID-19 restrictions where venue is 100% seated). If you require a seat, please do email us in advance and we will reserve a spot for you!

ARRIVAL GUIDE

If you require early access to the venue prior to door times please get in touch with our access officer.

Our venue's entrance is a small lobby, for ticketed events, you will be greeted by a member of staff who answer any questions you may have or accommodate any requests you have. For free entry events, if there is not a member of staff on the door, you can call 01603 44118 and a member of staff will come and assist you, answer any questions you may have and show you around the venue.

TOILETS

We have an accessible toilet, situated straight across from the main entrance, access to this is via a wide walkway behind the sound booth and through a large door. It is clearly signed. The accessible toilet is always unlocked during events so a key will not be necessary.

CUSTOMERS WITH MEDICAL REQUIREMENTS

Customers that need to bring food, drink and/or medication, please state to the staff at the box office or security staff and they will assist you if necessary. Contact our access officer for any concerns you may have.

In an emergency, please feel free to approach any member of staff who will assist you as necessary.

ACCESS TO PERFORMANCE

We currently do not offer an auditory enhancement such as hearing loops, infra red mobile connect systems / Captioning / Audio Description / Relaxed Performances. We do have two staff on the team that are trained and certified to level 3 British Sign Language. Please email us in advance if you would like us to ensure that a BSL speaking staff member is available for a particular event. *Please note - BSL speaking staff are currently trained to L3 and can assist with accessibility within the venue, they are not qualified to interpret performances.

ASSISTANCE DOGS

We welcome assistance dogs, but we ask that you inform us prior to coming to the venue.

STROBE LIGHTING

Some performances may use strobe lighting or hazer (smoke machine). If this is an issue, let us know in advance and we will do our best to accommodate you, or let a member of staff know on arrival.

Our plans to improve the accessibility in The Brickmakers in 2022

- Videos of routes from the Bus & Train station to The Brickmakers using public transport & taxis
- Video tour of the venue showing accessibility
- Train ALL staff members to L2 BSL
- Include BSL Interpretation at more events
- Build permanent ramp into venue and garden entrance
- Incorporate lift from back door down into garden area
- Lower section of bar to enable easier access for wheelchair users

We endeavour to work closely with our Deaf and Disabled customers to continue to improve our venue's accessibility. We welcome your advice and comments. If there is anything you feel would make your experience at our venue more enjoyable and accessible, please do not hesitate to get in touch with Charley at brickmakerslive@gmail.com