

# Access Guide to The Millennium Forum



- On street parking. Multi-storey car park at Foyleside nearby.



- Steep hill on approach and ramped access to the main entrance. Internal ramps to facilitate change.



- Pay-phone with an inductive coupler, at wheelchair height.



- Induction loop at reception and auditorium.



- Several unisex toilets available.



- Good wheelchair access.



- Guide dogs welcome.



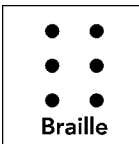
- Wheelchair accessible lifts.



- Wheelchair accessible refreshment area, with Large Print Format menu.



- Season brochure available in large print format.



- Season brochure available in Braille.



- ISL and BSL signed shows.

# Access Guide to The Millennium Forum

## Access Guide

We at the Millennium Forum want to provide great service to all our customers. This includes visitors with access or mobility problems. The Millennium Forum aims to be accessible to all and we are committed to enabling all our customers to participate in our events equally.

The Millennium Forum remains one of the most inclusive environments within the province, where each area within the Centre is accessible for wheel chair users.

However accessibility does not end with providing customers with access. The design and layout of the building also provides an opportunity for individuals with limited mobility to access and use the services which make the Forum the major attraction that it is.

This access information will be updated regularly to reflect the changes taking place as the Millennium Forum strives to attain the Equality Charter.

## Access Membership Scheme for Disabled Patrons

The Access Membership Scheme entitles visitors to one half price ticket if you need to be accompanied by a companion or carer. (Discounted tickets are subject to availability and only available for a selection of shows, ask at Box Office for further details).

It is easy to join: simply email your name, address, postcode, telephone and email address to [shaunamcn@millenniumforum.co.uk](mailto:shaunamcn@millenniumforum.co.uk) along with any special requirements you might have.

You can also call Shauna McNeilly on **028 7127 2776** who will take your details over the phone.

## Getting here

The Millennium Forum is situated in the heart of the City Centre, nestled between the Foyleside and Richmond Shopping Centres.

## Car parking

The Millennium Forum does not offer car parking onsite or dedicated disabled car parking spaces. Car parking is provided Wednesday to Saturday in Foyleside East Car Park until 11:30pm, or you can avail of the many on-street parking spaces in the vicinity of the theatre. The NI Roads Service has created two disabled parking spaces for Blue Badge Holders to service this area of the town centre. These can be accessed on Linenhall Street. Please note that the Millennium Forum does not have exclusive use of these spaces.

## Setting down

For arrival by car or taxi the only set-down point is the Newmarket Street entrance on level 3. Newmarket Street is situated on a gradient. There is a ramped kerb and slight incline on approach to the main entrance which has automatic doors. Lifts are accessible from level 3. The lifts service all floors providing access to the stalls, circle and upper circle and other public areas of the building.

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## Approach

On approach to the Millennium Forum the surrounding streets are steep. Way-finding signage to the Millennium Forum is present throughout the Foyleside Shopping Centre. There is a ramped entrance from the footway adjacent to the main stepped approach. The ramp has a slight gradient and handrail fitted to one side. Signage is clearly displayed above the main entrance which is fitted with double glass automatic doors.

## Inside the Forum

There is good access throughout the building. Seating is provided in the foyer area and the Box Office has a low-level section. There is a public telephone with an inductive coupler accessible to wheelchair users. Circulation space is good and way-finding signage within the venue is tactile and in Braille. Good seating provision is made available throughout the building.

## Internal Access

The Millennium Forum is built over five floors, three of which are open to the public.

### Level 1 - This area houses:

- Access to Main Auditorium
- Accessible toilet
- East Wall Bar
- Lift

### Level 2 - This area houses:

- Access to Main Auditorium
- Accessible toilet
- Encore Brasserie
- Shop (during shows)
- Aroma Coffee Bar (during shows)
- Bar
- Millennium Room
- Foyle Room
- Diamond Room
- Lift
- Piazza

### Level 3 - This area houses:

- Access to Main Auditorium
- Reception Desk
- Box Office
- Bar
- Access to Farquhar Room via separate door
- Access to Accessible toilet via separate door

## Auditorium

The Auditorium has three levels.

They are:

- Stalls (accessed from Level 1)
- Circle (accessed from Level 2)
- Upper circle (accessed from Level 3)

# Access Guide to The Millennium Forum

## Lifts

Two lifts provide access to all levels of the Millennium Forum. Each lift has lowered control positions and speech indication and all contain signs in Braille. Each lift can hold one wheelchair user and one person.

## Floors

All our public walkways are carpeted or finished in marble.

## Toilets

There are a number of adapted unisex toilets on each level. Each of the 5 toilets has emergency call systems installed to provide our customers reassurance.

## Refreshments

Encore Brasserie is an accessible eating area with loose adjustable seating and table-waiting service. The menu is also available in Large Print Format.

## Sensory

Induction loops are provided at Box Office and in the Auditorium. The system will operate in the Auditorium with hearing aids set to "T". There are good lighting levels throughout with tactile and Braille signage around the building.

## Events brochure

The Millennium Forum's Large Print event brochure is published three times a year and is available from Box Office, downloadable from the website and you can also have it posted to your home. To request the guide in large print please contact 028 7127 2776. A Braille version of the events brochure is available at Box Office.

## Signed Performances

ISL and BSL signed shows take place each season. Please check the events brochure for further details.

## Tickets

Price concessions apply. Please contact Box Office for further details.

## Guide Dogs

Assistance Dogs are Welcome.

## Emergency Evacuation

We have an Emergency Egress system with visual and audible indicators fitted throughout the building.

## Box office and information

Box Office is open 9.30am – 5.30pm Monday to Saturday and one hour before the commencement of evening performances. (Times may vary to reflect the Millennium Forum's events schedule, please refer to the events brochure). Box Office is situated at the Newmarket Street main entrance where there are automatic doors and step free access. The Box Office has a dropped counter with a height of 75cm.

## Booking by telephone

Telephone (9.30am - 5.30pm daily) 028 7126 4455.

## Wheelchairs

We have a courtesy wheelchair for visitors' use, subject to availability. You can pre-book it by calling the Box Office on **028 7126 4455** or you can request one on arrival.

## Access to the Auditorium

Customers who require particular seating arrangements, in order to accommodate difficulties they may have in attending performances, should contact the Box Office.

Our venue has seating for 8 wheelchair users – 4 in the Stalls, 2 in the Circle and 2 in the Upper Circle. These spaces are situated at the rear of each level. On occasion (and with prior arrangement) additional wheelchair spaces can be created in the Stalls depending on the performance.

Please tell us your access requirements when you book, so we can recommend the seats most suitable for you. Should you require one of these please advise the Box Office Staff.

## Encore Brasserie

Encore Brasserie is fully accessible to customers with disabilities and the menu is available in Large Print Format. The restaurant is accessed via the lift on Level 3.

## Bar Facilities

The Millennium Forum has 4 bars all of which are accessible from the lift on Level 3. The bars are located on Levels 1, 2 and 3. The bars do not have lowered counters.

## Your feedback

We are continually improving the service we provide. In order to help us meet everyone's needs we appreciate your feedback.

If you have any suggestions on how we can further meet your needs please contact Shauna McNeilly, Education & Outreach Officer on:

- Tel: 028 7127 2776
- Fax: 028 7127 2783
- Email: [shaunamcn@millenniumforum.co.uk](mailto:shaunamcn@millenniumforum.co.uk)



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