

# Accessibility Guide for Big Burns Supper Festival

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## Welcome

Our festival runs in Dumfries every year, and with our partners we stage over 200 events for the community to help them celebrate Burns Night, including the Spiegel tent venue which is situated in the Whitesands area.

Whether you take part in one of our community workshops or whether you buy a ticket for one of our shows – we guarantee a sensational experience.

Most of our events are fully accessible for wheelchair users and can cater for anyone with other specific access requirements.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

It is our intention to work with partners to get their venues to develop accessibility guides but as these are third party operators – it may be beyond our control for 2018. We will make accessibility a condition for participating in 2019.

## At a Glance

### The Spiegeltent

#### Level Access

- There is level access from the ground to:-
  - The Festival hub
  - The Container Theatre
  - The Toilets
- We have positioned a ramp to access the following:-
  - The Spiegeltent
  - The Box Office
- The following areas have counter tops which are lowered for ease of access:-
  - Catering Van
  - Outdoor Bar
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#### Hearing

- We have a hearing loop in all public areas throughout our attraction.
- All staff have disability awareness training.

#### Visual

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- The bar menu is available in large print.
- We have information in audio and large print.

#### General

- We have a complimentary ticket policy for personal assistants.
- All staff have disability awareness training.

## Getting here

Spiegeltent

45, Whitesands

Dumfries

DG1 2RS

## Travel by public transport

- You can get to The Spiegeltent by bus, rail, taxi or car
- The nearest bus stop is on Whitesands and is 0.1 mile from the venue if the bus is coming from out of Dumfries, or if the bus is a local one it will be at Burns Statue which is 0.2miles from the venue.
- The nearest train station is Dumfries Station. The train station is 0.6 miles / 1.0 km from The Spiegeltent
- You can get a taxi with MacLean's by calling 01387 247474. The taxi company has a wheelchair accessible vehicle.
- Accessible taxis should be booked in advance. To access The Spiegeltent please ask to be dropped off at our front entrance.

## Parking

- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- There is parking outside The Spiegeltent, 3 of which are blue badge holder bays. There is also on-road parking around the venue as well, but you will need a parking disc which we have in our Box Office. The surface from the on-road parking area and car park to the entrance of the attraction is a mix of both paved and cobblestones.

## Arrival

### Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 990mm wide, or more.
- The path is sloped.

### Main entrance

- The main entrance is sloped access on a temporary ramp.
- The main door is opened staffed by volunteers.
- The door is 840mm wide.

## Complimentary Tickets

- We have a complimentary ticket policy for personal assistants, which can be access from our box office or by calling 01387 271820

## Toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The toilet door is 800mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.

- There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet.

Baby changing facilities within the Accessible Toilet

## Customer care support



### Accessibility equipment

- We have a hearing loop in all public areas throughout our venue
- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.
- The nearest toilet area for assistance dogs is located within Mill Green Area which is 0.4 miles from the main entrance.

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In the case of an evacuation, all customers inside The Spiegeltent Village will be led to safety by a member of the team or by a member of the fire brigade.



### Customer care support

- All staff have disability awareness training.
- We have information in audio and large print .

Guide last updated: 11<sup>th</sup> December 2017