

We are working with the organisation **Attitude is Everything** to ensure we are constantly striving to improve the live music experience for all of our customers, encouraging inclusivity and equality. Our efforts have meant we have been awarded a bronze status in **The Charter of Best Practice**.

CONTACT DETAILS

Our point of contact is our access officer and venue manager Lydia Stockbridge, who can be contacted on the following:

- lydia@theboilerroom.net
- 01483 440022
- Lydia Stockbridge, The Boilerroom, 13 Stokefields, Guildford, Surrey GU1 4LS

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 info@theboilerroom.net or telephone 01483 440022.

You can also request a form for all of our access information at this email address too. We will make any necessary rearrangements to make your experience at our venue as enjoyable and stress free as possible.

VENUE DESCRIPTION

The venue consists of one main room with a step down and permanent ramp to the bar and disabled toilets. Our venue is accessible by a permanent ramp at the main entrance.

We have an accessible toilet, which uses a RADAR lock, if you do not have a key our security team can open it for you.

We have a Garden at the rear of the venue, this has one step to access it through narrow doors. Alternatively, you can use the main entrance and entering the Garden through our gate at the back of the venue, approximate distance 40m's, a member of staff can assist in gaining access to this area.

We also operate the Buddy System with all our disabled customers accompanied by a Personal Assistant/Companion, meaning the latter can enter our premises for free without a prior reservation.

All of our shows are unreserved standing (or for Comedy and Theatre events – unreserved seating). If you require a seat do email us in advance and we will reserve a spot for you! Email lydia@theboilerroom.net for more information

ARRIVAL GUIDE

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

Upon arrival to the venue you will be greeted by a member of staff who answer any questions you may have or accommodate any requests you have. Our venue's entrance is a small foyer, in which the box office is directly in front and manned by a member of staff who will deal with your access accreditation and tickets.

TOILETS

We have an accessible toilet, which uses a RADAR lock, if you do not have a key our security team can open it for you. The toilet is located left of the bar in the main room, one step down which has a permanent ramp to get to.

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 or assistance such as British Sign Language at this present time.

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.