**Komedia Bath is committed to be accessible to all.**

**To speak to us about access provision, book tickets or amend your booking, please get in contact via these options:**

Email: access@komediabath.co.uk (we will respond within 2 working days)

Phone: 01225 489070 (Mon – Sat 10am – 5pm, Sun 11am – 5pm)

In person: Our venue box office is open Tues – Sat 10am – 5pm and Sun 11am – 5pm and at least half an hour before a show.

If you prefer to book yourself online, you are welcome to leave us a comment with your access requirements in the COMMENTS box (on the last page in the checkout process).

If you book online and require a ticket for your Personal Assistant, please reply to your ticket email and we will arrange this for you.

If you already have tickets, you can always reply to the ticket email with any questions.

**THE VENUE**

To understand the layout of the Komedia Bath, we have a virtual tour available on our website. The tour starts at the foyer entrance (The Electric Bar) and shows the whole venue. The layout you see here is for a Saturday Krater Comedy Club. As we are a multi-use venue, you might want to attend a show that is seated in rows, the accessible seats are on the aisles of rows N and P on the mezzanine. Often these are not available online but held at the box office, please get in contact should you require those spaces.

The Box Office, Electric Bar and Auditorium have step-free access and accessible toilet facilities.

Our standard seats are 84cm tall, chair legs are 46cm high, 42cm wide, 50cm deep and weigh 6.1kg.

At Auditorium shows listed as ‘Standing’ we are able to **reserve accessible spaces** and seating in a viewing area on our mezzanine. There is space for wheelchair users as well as chairs for Personal Assistants, family & friends according to the size of your booking.

The mezzanine is on your right as you enter the Auditorium and is slightly raised to ensure an uninterrupted view. This seating area is the closest to the accessible toilets (3 to 10 metres depending where you are on the mezzanine), bar, exit and has extended legroom. We understand that everybody has different needs and this might not be the right area to seat you, we are flexible and happy to accommodate other seating arrangements, please get in touch.

The balcony is only accessible via a 155cm wide **staircase** comprised of 27 steps, with handrails on both sides. The staircase is split in 5 sets of 8, 5, 8, 3 and 4 steps. Each step is 19cm high and 29cm deep and has anti-slip strips. Balcony seating is tiered, and laid out in fixed rows of theatre-style, fold-down seats. The Balcony floor is not sloped but has wide, low steps.

The Electric Bar is our smaller performance space and uses the same entrance and toilet layout as Auditorium shows. We do not have a designated viewing area at the Electric Bar, but are happy to arrange for one, please get in touch. Seated shows at the Electric Bar have several seats that are accessible. We recommend booking either row G or an aisle seat further at the front.

**TICKETS**

**We’re happy to offer a complimentary ticket for a Personal Assistant for customers who would otherwise be unable to attend the venue.**

**As standard, when booking a wheelchair accessible ticket, you will receive a ‘hold’ ticket with your ticket, this is to ensure that there is enough space for a wheelchair to move around and equals one chair that we take away from the seating plan.**

**These are not available online; you can book wheelchair access and Personal Assistant tickets by calling us. Alternatively, you can book one full-price ticket online and then reply to your ticket email with the request for a Personal Assistant ticket and/or wheelchair hold to be added to your booking at no extra cost.**

A selected number of our best-selling shows feature a **British Sign Language Interpreter**. These include Krater Comedy Club, The Ministry of Burlesque and Drag Bingo. We ask that, when booking, customers please state if they wish to be sat in sight of the interpreter so we can reserve a suitable table (you can do this by making a note in the COMMENTS in the checkout process). On shows with rowed seating you can pick seats yourself, the BSL interpreter always stand on the left side as you look to the stage. If you are unsure how to pick the best seats or would prefer us to recommend you seats, please get in touch!

We welcome guide & assistant dogs at all our events. When choosing your seats for a performance with allocated seating we recommend seats by the aisle or on the mezzanine. We are happy to help you find the best seats if you are unsure where to sit. Once booked, please drop us a short email to access@komediabath.co.uk to let us know that you are bringing your guide or assistance dog. We will then make sure to have the water bowl ready and a member of staff to look after your dog, if required.

**HOW TO GET HERE**

**Westgate Street is pedestrianised between 10am and 6pm and only allows Blue Badge holder access and parking. If you have a blue badge you are entitled to drive in at any time and park on the double yellow lines opposite the venue for up to 3 hours, this area fits 5 cars.**

**The closest car parks are Kingsmead Square (200 metres away, 4 accessible parking spaces) and Charlotte Street (500 metres away, 24 accessible parking spaces).**

**There is a taxi rank for metered taxis on Westgate Buildings, 50 metres away from the venue.**

**When arriving by taxi, after 6pm you will be dropped directly in front of the venue. Arrivals before 6pm will be dropped at the bay by Sainsbury’s, which is 50 metres away.** **Local taxi company Veezu can be booked in advance or on demand and provides accessible vehicles if needed. Their phone number is: 01225 46 46 46 and their website is: www.veezu.co.uk/ride/bath**

**The train and bus stations are 700 metres away from the venue, slightly uphill. A taxi from here takes about 5 minutes.**

**PLAN YOUR VISIT**

**There is level access from outside into the foyer, Electric Bar and Auditorium for wheelchair users and those with limited mobility. As the main entrance has 2 steps, on arrival our Front of House staff or security stewards will open the level access door for you (4 metre right of the main door). You are welcome to ask for their attention on arrival if they have not already spotted you.**

**If you are unable to queue and/or require early access, please let us now when booking (either let us know in person/ via the phone or write it into the COMMENTS box before checkout when booking your tickets online) and we will arrange access for you.**

**Our toilets are on the first floor and are reachable via a 155cm wide staircase that has handrails on both sides, divided in two sections of 8 and 5 steps (**19cm high and 29cm deep)

**The accessible toilet is on the ground floor and is left hand transfer.**

**If you require any assistance whilst in our building, please ask a member of staff and we will be happy to help and can advise on best routes and access points.**

**The Box Office and Bar are open at least half an hour before the show. If you would like to know running times for a specific event, please get in contact with us.**

**At the box office we will scan the QR code on your ticket on your device, there is no need to print them out.** **They will be able to check you in with your full name as well. They will not ask for supporting documents of any kind. The box office does not have low access, but is small and portable. Our box office staff will come around to scan your ticket if that is easier for you.**

**Once you are inside there will be a number of security and Front of House staff around who will be able to assist with questions and accompany you to your seating or viewing area.**

**The accessible toilets are on the ground floor, in the Auditorium and are left hand transfer. These are unisex and are not locked with a radar key.**

**From the accessible viewing area, you will have to turn right and move between 2 and 10 metres past the bar, depending where in the viewing area you are, to reach the accessible toilets.**

**The front of the Auditorium is accessible via a 2-metre-wide ramp with handrails on both sides.**

**If you have a medical condition that requires you to bring specific medicines, medical equipment, food or drink, please don’t hesitate to get in touch and let us know in advance or on entry at the Box Office.**

**All of our management and security staff are First Aid trained.**

**All our drink and food menus are available in large print – just ask a member of staff.**

**We do not have a hearing loop system in place. Our technical team are currently working on this and as soon as we have hearing loops in place we will update this webpage.**

**The foyer bar has a lowered counter for wheelchair user access. The main bar in the Auditorium does not, there is plenty of space at the end of the bar for our staff to step out and take your order.**

**Occasionally, performances will use Strobe Lighting. If you have any concerns, please get in touch, and we will contact the relevant external company to enquire. On the day of the event, we will put up a notice at the box office, if strobe lighting is being used during the performance.**

**With any performance, please feel free to contact us if you need any information on an event to help you decide if it’s going to be right for you.**

**Our venue accessibility is being reviewed regularly and we are happy for any feedback or comments, please email:** access**@komediabath.co.uk**

**Due to the age, listed status and layout of the building we are unable to provide a dedicated Quiet Room, we do have relaxed areas at the venue. Please ask a member of staff where to find these. We currently do not have specifically relaxed performances planned.**

**We do not have any rules regarding Covid-19 in place anymore, it is allowed to wear a mask at the venue.**

**If you would like to be shown around the venue before attending an event we are happy to arrange a time that suits you, please contact us via** access**@komediabath.co.uk**