Welcome

Warwick Arts Centre aims to be accessible and welcoming to everyone. We are committed to making your visit as comfortable and enjoyable as possible.

The following information has been produced with the support of Warwick Arts Centre’s Access Ambassadors. We hope you find it a useful tool when planning all aspects of your visit; including your journey, booking tickets, or navigating your way around the building.

An index can be found at the rear of this leaflet if you prefer to search for information this way.

Paul Roberts
House Manager
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Information about our Programme

Information about our programme can be found on our website, in our season brochure and film diary, and via the Box Office. We also produce digital, braille and large format versions of our brochure.

Website

Our website (www.warwickartscentre.co.uk) can be accessed via computers and mobile devices with internet access. The site aims to comply with guidelines issued by the Web Accessibility Initiative and those of the Equality Act.

If you are using a device such as a screen-reader, a specialised web browser, or any other type of dedicated hardware or software to view our web pages, then we want to ensure that our website is compatible with your equipment. If you experience any problems with accessing our website then please
contact us and we will be happy to work with you to resolve the issue.

Text can be enlarged on the full website by pressing the Ctrl button and + (plus) button and reduced using Ctrl and − (minus) button.

Additional access information, including interactive maps, can be found at www.warwickartscentre.co.uk/your-visit/access/.

Season Brochure

Our season brochure includes listings of all live events at Warwick Arts Centre. It is published three times a year in March, August and December.

Hard copies can be found in leaflet racks around the building. We are happy to post a brochure to you free of charge. Please contact the Box Office to request a copy. You can also see digital versions of our brochures online: http://issuu.com/warwickartscentre.
**Film Diary**

Our film diary is published bi-monthly and includes 2 months of film listings.

**Alternative Formats**

Our season brochure is available in Braille, large print and audio CD formats by contacting the Box Office.

**Booking tickets**

You can book tickets online via our website, over the telephone, or in person at the Box Office. We recommend that you book tickets in advance should you have specific access requirements with which we can provide assistance and to avoid disappointment.
Box Office opening hours

Monday – Saturday 10am – 9pm
Sunday 2pm – 8pm

(Correct at time of going to print)

Online Orders

Tickets for most of our events can be booked online at www.warwickartscentre.co.uk. Follow the on-screen instructions from the event listings pages. All bookings are made via a secure server so you can be sure that your details remain safe at all times. On completing your booking you will be sent confirmation by email.

Telephone Orders

Call the Box Office on 024 7652 4524. Please have your debit or credit card ready. Visa, Mastercard and Maestro cards are accepted. There are six lines in to
our Box Office and calls are answered in rotation.

Orders in person

The Box Office is open Monday – Saturday 10am – 9pm and Sunday 2pm – 8pm. A member of our Box Office team will be happy to process your order and answer any questions you may have about your visit.

Postal Orders

To book tickets via the post, please send us a letter including:

- your name
- address
- telephone number
- the name and date of the performance you wish to attend
- the number of tickets required
• plus a cheque/postal order* payable to ‘University of Warwick’

Post to Warwick Arts Centre Box Office, University of Warwick, Coventry, CV4 7AL.

*A £1 per ticket booking fee is payable.

Location

Warwick Arts Centre is situated on the site of the University of Warwick, between Coventry and Kenilworth, just three miles from Coventry city centre.
For a high resolution, full colour version of this map, please visit the ‘Your Visit’ section of our website.
Getting to Warwick Arts Centre

Travelling by Car

Warwick Arts Centre is served by the A45, A46, M40 and M42. When approaching Coventry, follow the brown leisure attraction signs to Warwick Arts Centre or the University of Warwick. For SatNav users, our postcode is CV4 7AL.

Parking

There are over 2000 parking spaces in close proximity to Warwick Arts Centre. When arriving on the university campus, follow the signs for car parks. The nearest car park is Car Park 7, which is approximately 125 metres from the main entrance of the Arts Centre. There is a designated drop-off point outside Senate House, which can be used prior to parking in Car Park 7.
Parking is free Monday to Friday after 6pm and all day Saturday and Sunday. The car park is pay and display at all other times:

- £1.50 half day
- £3.00 full day

(Correct at time of going to print – Nov 2014)

There are 30 dedicated parking spaces on the ground floor level in car park 7 for Blue-badge holders. These are available on a first-come, first-served basis so please allow plenty of time to park.

Blue-badge holders can also access car parking space in front of Senate House on selected busy evenings, which is 20 metres closer to Warwick Arts Centre than Car Park 7. Please note that spaces are strictly limited.

Information on parking arrangements is sent out to customers on our Access Mailing List before the start of each season. Contact the Box Office to subscribe to this newsletter.
Travelling by Taxi

If you are arriving by taxi, please ask your driver to drop-off outside Senate House. There is plenty of space to unload pushchairs and wheelchairs, and there are gentle sloping ramps that provide easy access into the building.

A taxi rank is situated approximately 100 metres opposite the Arts Centre next to Costcutter supermarket.

Travelling by Bus

Regular services run between Coventry, Leamington and Kenilworth (including train stations) and the University of Warwick. National Express Coventry bus number 12 and Stagecoach Unibus are the main two buses serving the campus. The bus stop is located across the road from Warwick Arts Centre, approximately 85 metres from the nearest entrance. A new bus terminal will be located behind the Arts Centre in 2015.
Travelling by Train

The nearest mainline train station is Coventry. From Coventry station you can catch a National Express Coventry number 12 bus, which takes approximately 15 minutes to arrive at the Arts Centre. There is also a well-served taxi rank at Coventry train station. For further information, visit the National Rail Enquiries website: http://nationalrail.co.uk/service/planjourney/search

Cycling

The University of Warwick provides secure storage points across campus if you cycle to Warwick Arts Centre. The nearest racks are located at Warwick Arts Centre to the left of the main doors, or alternatively just behind the Humanities building on the path from Car Park 8. Full details, including local cycle routes onto campus can be found on an online map: www.warwick.ac.uk/about/environment/transport/cycling/
Coach Parties

Please visit our website or call Box Office to find out more about coach drop-off points.

Assistance

If you require any assistance during an event at Warwick Arts Centre, please ask one of our stewards who will be happy to help.

Languages

Some of our Box Office staff and Stewards speak multiple languages. The flags on their name badges indicate the languages they speak.

Companions Assisting a Disabled Customer

We offer complimentary tickets for companions assisting a disabled customer to any live performance.
or cinema screening. Companion tickets can be booked by contacting the Box Office.

Moving around the Building

There is ground level access to the Butterworth Hall, Studio, Cinema, Woods-Scawen Room, Music Centre, Bookshop, Café Bar and Box Office. The Theatre, Theatre Bar, National Grid Room and Mead Gallery can all be accessed via stairs or the lift.

Lift

A lift which has tactile buttons is located next to the Bookshop to enable access to the first floor. It is large enough to take a wheelchair or buggy (200cm high x 80cm wide).

Stairs

Handrails are available on all stairs throughout the building.
Ramps
There are several permanent ramps throughout the building on both the ground floor and first floor, providing access to people with wheelchairs and push chairs.
Floor Plans

Ground Floor
First Floor
Facilities and services

Toilets

Accessible toilets are available on the ground floor in the Main Foyer, Butterworth Hall concourse and on the upper level next to the Theatre doors A and B.

Baby Changing Facilities

Baby changing facilities are located in the adapted toilets on the concourse of Butterworth Hall and in both male and female on the first floor.

Assisted Hearing Facilities

A Sennheiser infrared system is available in all main performance venues and at the Box Office counter. Our headsets can be used with or without a hearing aid.
and can be collected from the Box Office with accompanying instructions.

**Captioned Performances**

We offer captioned performances where possible but these are dependent on visiting companies/film distributors providing this service. Captioned performances are identified in our season brochure, film diary and on our website.

**Signed or audio described performances**

We provide signed or audio described performances where possible but these are dependent on visiting companies providing this service. Signed or audio-described performances are identified in our brochure and on our website.
Relaxed Performances

We provide relaxed performances where possible but these are dependent on visiting companies providing this service. Relaxed performances are identified in our brochure and on our website.

Large Print Handouts of Artwork Labels

Large print handouts of the artwork labels in the Mead Gallery and of the artwork exhibited around the Arts Centre are available from a member of staff at the Mead Gallery’s reception desk.

Wheelchairs

A limited number of wheelchairs are available for customers’ to enter and exit the building and are subject to availability. If you require the use of a wheelchair please reserve in advance through the Box Office.
Dedicated wheelchair spaces are available in the Studio, Theatre, Butterworth Hall and cinema. Please request use of these spaces when booking tickets.

Detailed diagrams showing the exact location of wheelchair spaces can be found on our website in the ‘Our Spaces’ section:
www.warwickartscentre.co.uk/your-visit/our-spaces/

Venue Tours

We can provide a tour of the auditorium prior to your performance visit to familiarise you with the surroundings. Please contact the Box Office to book a tour. You can also take a virtual tour of the building here: www.warwickartscentre.co.uk/virtualtour

Assistance Dogs

If you wish to take your assistance dog into the performance, tickets must be booked in advance. We can arrange for the space next to the adjacent seat to be kept free. We are also happy to look after your
Assistance dog during the performance if you prefer. We’ll need a little notice, so please let us know when booking tickets.

**Wi-Fi**

Free Wi-Fi is available in the Arts Centre. Simply select the ‘Warwick Guest’ network and follow the on-screen instructions.
Require further assistance?

We are committed to improving our services for all customers, and we want to ensure you enjoy your visit to Warwick Arts Centre. We are always happy to receive feedback from our customers or provide assistance if required,

Email: artscentre.access@warwick.ac.uk

Post: Warwick Arts Centre, University of Warwick, Coventry, CV4 7AL

Box Office: 024 7652 4524

If you wish to join our mailing list please contact us.
Food and drink

Cafe Bar

Our Café Bar is located on the ground floor opposite Box Office.

It is open 8am – 9pm Monday – Saturday and 3 – 9 Sunday (subject to the programme).

Highchairs are available for young children.

The menu includes vegetarian and vegan options.

Le Gusta

Le Gusta is located at the opposite end of the building to Box Office and is open 12pm – 10pm Monday – Friday and 4pm – 10pm at weekends.

The restaurant is accessible via a ramp from Warwick Arts Centre. The spacious layout of the tables and chairs provides adequate space for wheelchairs and pushchairs.
Booster seats and a highchair are available for young children.

Le Gusta staff are allergy aware and can provide a list of ingredients for all of their menu options on request.

Their menu includes a selection of gluten free options. Halal chicken is used on all pizzas.

Le Gusta staff speak several languages, including Italian, French, Portuguese and Cantonese.

**Theatre Bar**

A fully licensed bar is located upstairs and is open during performances. It also has a wheelchair friendly point.
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Special thanks to Warwick Arts Centre’s Access Ambassadors for their help in producing this booklet.

Access Ambassadors:

- Richard Hoare
- Helen Lord
- Sue Beech

If you have any suggestion on how to improve this booklet, contact Johnathan Branson, Audience Development Officer on 024 765 72678 or j.branson@warwick.ac.uk.
Book Online
warwickartscentre.co.uk

Book by Phone
Box Office: 024 7652 4524

Box Office Opening Hours
Mon - Sat: 10am - 9pm
Sun: 2pm - 8pm

Visit Us
Warwick Arts Centre
The University of Warwick
Coventry CV4 7AL

Warwick Arts Centre
Mead Gallery

@warwickarts
@warwickartsfilm
@warwickartsmead