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**BELFAST  
INTERNATIONAL  
ARTS  
FESTIVAL**

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# Belfast International Arts Festival

Accessibility Information Guide 2023

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## Accessibility Statement:

At Belfast International Arts Festival we firmly believe that access is an essential part of creating a truly inclusive arts festival.

We are committed to creating a welcoming, accessible environment for our D/deaf, disabled and neurodiverse artists, staff, volunteers and audience members, and are constantly working to ensure that BIAF is a festival for all.

We welcome feedback from our audiences and commit to continuously improving our practice.

For further information, and guidance, please visit our website.

## Carer/ Companion Ticket Policy:

If you require assistance to enable your visit to an event, a ticket for a carer/companion is available at no extra charge.

This can be booked directly from our Box Office at Visit Belfast.

To book your ticket and discuss your needs:

Please telephone **028 9024 6609** or email [ticketing@visitbelfast.com](mailto:ticketing@visitbelfast.com)

If you are booking through one of our partner venues, please contact their Box Office team directly to arrange a companion ticket.

## Accessible Performances:

### Wheelchair Seats:

Many of our festival venues have designated seats available for wheelchair users. Please contact the **venue's Box Office** team directly when booking your ticket to request a wheelchair space.

Some venues have wheelchairs available to borrow onsite. We recommend that you contact the venue in advance to arrange use of a wheelchair.

The following venues provide a wheelchair borrowing service:

- Belfast City Hall
- The Lyric Theatre
- Ulster Hall
- Ulster Museum
- The MAC

### **BSL Interpreted Events:**

BSL interpreted events will feature a live signer positioned beside the stage.

Events with BSL interpretation in the 2023 festival are listed below:

- **Gary Young** | Tuesday 17th October | 7:00pm | Ulster University
- **King** | Saturday 28th October | 7:45pm | The MAC
- **Burnt Out** | Thursday 2nd November | 7:30pm | Lyric Theatre

Please contact The MAC or The Lyric's Box Office teams directly for advice on which seats offer the best view of sign-language interpreters.

### **Audio Described Events:**

Audio description is delivered through a personal headset and provides a description of the performance as it occurs on-stage.

Audio Described events in the 2023 festival are listed below:

- **Burnt Out** | Sunday 29th October | 2:30pm | Lyric Theatre
- **'Allies' and 'Memory Box' - A Double Bill Of Contemporary Dance** | Sat 5th November | 2.30pm & 7.30pm | The Crescent Arts Centre

## Captioned Events:

A captioned event features a transcript of audio content displayed on a screen behind or beside speakers.

Captioned events in the 2023 festival are listed below:

- **Nicholas McCarthy on Leadership & the Key to Success** | Thursday 19th October | Ulster University, Lecture Theatre 2
- **AI & Creativity** | Saturday 28th October | 3:00pm | Ulster University, Lecture Theatre 2
- **Burnt Out** | Tuesday 31st October | 7:30pm | Lyric Theatre
- **Claire Kilroy and Mike McCormack** | Thursday 2nd November | 7:00pm | Crescent Arts Centre
- **Ellipses** | Sunday 5th November | 7:30pm | Duncairn Arts Centre
- **BIND** | available online via Brick Moon digital platform
- **David GauZ' and David Foenkinos** | available online via Brick Moon digital platform

## Communicating Cancellation of Access Provisions:

In the unlikely event of cancellation of an access provision (e.g. BSL signer cancellation), and with no other options, our team will:

- Update the event page online to state that the provision is now unavailable for that performance.
- Post an update on social media platforms about the cancellation.
- Provide signage on site.
- Where relevant, the Box Office team will send an email to any customers who have registered an access need to let them know about the change in access provisions, and where possible what we are replacing this with.

## Other Services and Policies:

### Medical and Welfare Services:

We are unable to provide medicine storage at any of our festival venues. Please contact festival **venues** directly if you have any concerns about taking or accessing medicine during an event.

### Assistance Dogs:

The policy for assistance dogs attending events (and any documentation required) is at the discretion of each individual venue. Please contact the **venue** in advance to arrange bringing your assistance dog to an event.

Many of our venues are able to offer a bowl of water for assistance dogs. Please contact them in advance of your visit to arrange this.

### Strobe Lighting

Where possible, we will provide advance warnings that a production will contain flashing/ strobe lighting.

You will find this warning at the bottom of the relevant event page of our website. A warning will also be included on the ticket booking page and at the end of the 'Event Reminder' email.

Occasionally, we are not made aware of the use of strobe/ flashing lights in advance. We apologise for any inconvenience this may cause.

Events in the 2023 festival with strobe warnings are listed below:

- ***And You Will Stand On Windswept Beaches* by Owen Booth | Friday 13th October | Sonic Arts Research Centre (SARC)**  
Flashing lights, strobe, projectors, lasers and haze are used in this performance.
- ***Rhino* | Wednesday 18th - Sunday 29th October | Lyric Theatre, Naughton Studio** Contains strobe lighting and SFX
- ***King* | Saturday 27th- Sunday 28th October | The MAC**  
Strobe lighting is used in this performance.

## Accessible Transport and Parking in Belfast:

Many of our festival venues offer specific advice on transport and parking on their websites. Please see the next section for venue contact details.

### Public Transport

Translink operates bus, coach and train services across the province.

Belfast Metro buses are very regular throughout the day.

For information and advice on using public transport in Belfast, please see Translink's Accessibility Guide via this link :

<https://www.translink.co.uk/usingtranslink/accessibility/accessibilityguide>

Get in touch with the Translink Contact Centre:

Telephone: **028 9066 6630**

Monday to Friday - 7am to 8pm

Saturday and Sunday - 8am to 6pm

If you are deaf or hard of hearing, a Text Relay service is available. If you are using a textphone you should dial **18001** followed by the full phone number.

### Parking

#### Onsite Parking:

The following festival venues offer onsite disabled parking:

- **Belfast City Hall** - 2 free parking spaces for Blue Badge holders. Must be booked in advance. The car park is located at the rear of the building on Donegall Square.
- **Duncairn Arts Centre** - 2 disabled spaces available. Must be booked in advance.

- **First Presbyterian Church** - Limited accessible parking spaces are available on request. These are located to the rear of the building.
- **The Lyric Theatre** - 2 extended bays with dropped curb outside the front door.
- **Naughton Gallery at Queens** - Car park located either side of the Lanyon Building. 3 designated Blue Badge parking bays available.
- **St Mark's Church, Dundela** - Limited parking around the church and church hall, plus on the street.
- **Sonic Arts Research Centre (SARC)** - 2 Blue Badge parking bays available in the car park located in front of the building off Cloreen Park.

### **Public Car Parks:**

Guidance on public car parks and on-street parking can be found on the Belfast City Council website, via this link:

<https://www.belfastcity.gov.uk/things-to-do/car-parks#419-5>.

The Visit Belfast website provides information on a range of parking options in Belfast. Their parking guides and map of car parks around the city can be found here: <https://visitbelfast.com/plan/car-parking-in-belfast/>.



### **Festival Venues Access Information:**

We partner with a broad range of venues across the city from pubs and churches, to outdoor squares and iconic arts buildings.

As a result, although we aim to use Accessible venues, we are unfortunately unable to guarantee that all venues have accessible facilities.

Please see the additional information below for each venue to help you plan your visit to the festival. Information is also available on our website via the **'Festival Venues'** page under the tab **'Plan Your Visit'**.

### Quick Guide Table:

Venue:	Step Free Access 	Lift 	Accessible Toilets 	Hearing Loop System 	Disabled Parking 
Visit Belfast Welcome Centre	✓		✗		✗
An Culturlann				✗	
Áras Mhic Reachtain	✓ Cafe only	N/A	Cafe only	✗	
Belfast City Hall	✓				
Belfast Empire Music Hall	✗		✓ Toilets downstairs		
Belfast Exposed	✓			✗	
Crescent Arts Centre	✓				✗
C.S. Lewis Square		N/A		✗	
Duncairn Arts Centre	✓			✗	
First Presbyterian Church					
Grand Opera House					✗
Linenhall Library					✗
Limelight		N/A			✗
Lyric Theatre					✓



Venue:	Step Free Access 	Lift 	Accessible Toilets 	Hearing Loop System 	Disabled Parking 
Mandela Hall	✓			Request use via website	✗
Naughton Gallery at QUB					
No Alibis Bookshop		N/A	✗		
Oh Yeah Music Centre	✓			✗	
Queen Street Studios	✓			✗	
Queen's Film Theatre	✓				✗
Sonic Arts Research Centre				✗	
St Mark's Church, Dundela		N/A		✗	
Strand Arts Centre	Screen 2 only	✗	4 steps to access	✗	
The Black Box	✓	N/A			✗
The Harty Room					✗
John Hewitt		N/A		✗	
The MAC	✓				✗
Ulster Hall					✗
Ulster Museum					
Ulster University					✗

## Festival Box Office- Visit Belfast Welcome Centre

9 Donegall Square, Belfast, BT1 5GB

Telephone: **028 9024 6609**

Email: [ticketing@visitbelfast.com](mailto:ticketing@visitbelfast.com)

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/visit-belfast-welcome-centre>

## An Cultúrlann

216 Falls Rd, Belfast, BT12 6AH

Telephone: **028 9096 4180**

Email: <https://www.culturlann.ie/en/contact-us>

Venue Accessibility Information: <https://www.culturlann.ie/en/your-visit>

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/culturlann#8042c18a-974a-d94f-8146-f8061a880a30>

## Áras Mhic Reachtain

287 Antrim Road, Belfast, BT15 2GZ

Telephone: **028 9074 9688**

Email: [eolas@mhicreachtain.com](mailto:eolas@mhicreachtain.com)

The building has ramped access and wide doors to accommodate wheelchairs. The Fite Fuaite event on 27th Oct is in the second floor concert hall with **no lift access**. We apologise for any inconvenience.

The 'Cáis, Ceol & Ól' event on 20th Oct in the cafe is wheelchair accessible.

## Belfast City Hall

Donegall Square, Belfast, BT1 5GS

Telephone: **028 9032 0202**

Email: [visitcityhall@belfastcity.gov.uk](mailto:visitcityhall@belfastcity.gov.uk)

Venue Accessibility Page: <https://www.belfastcity.gov.uk/visitcityhall#378-7>

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/belfast-city-hall>

## Belfast Empire Music Hall

42 Botanic Avenue, Belfast, BT7 1JQ

Telephone: **028 9024 9276**

Email: [info@thebelfastempire.com](mailto:info@thebelfastempire.com)

Access to The Empire Music Hall is via approx 12 stone steps with rails left and right. Two further sets of 2/3 steps into the foyer and main room. Unfortunately there is no lift access. An accessible toilet is available downstairs in the basement. No car parking is available, on street parking is free after 5pm.

## Belfast Exposed

23 Donegall St, Belfast BT1 2FF

Telephone: **028 9023 0965**

Email: [info@belfastexposed.org](mailto:info@belfastexposed.org)

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/belfast-exposed#cb86c8c7-a1c3-488a-ae38-8a7bdd3f1032>

## Crescent Arts Centre

2 University Road, Belfast, BT7 1NH

Telephone: **028 9024 2338**

Email: [Hello@CrescentArts.org](mailto:Hello@CrescentArts.org)

Venue Accessibility Page:

<https://crescentarts.org/about/plan-visit/accessible-facilities>

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/crescent-arts-centre>

## C.S. Lewis Square

402 Newtownards Road, BT4 1HU

Telephone: **028 9045 8114**

Email: [visitorcentre@eastsidepartnership.com](mailto:visitorcentre@eastsidepartnership.com)

Both standard and disabled toilets are located at:

**Westminster Avenue** [behind Holywood Arches Library] (Mon–Sat, 9am–4.30pm)

**EastSide Visitor Centre** (Mon – Sun, 10am – 4pm).

Venue Accessibility Page: <https://visitbelfast.com/partners/cs-lewis-square/>

EastSide Visitor Centre, located on C.S.Lewis square:

<https://www.visiteastside.com/listing/eastside-visitor-centre>

## Duncairn Arts Centre

Duncairn Ave, Belfast, BT14 6BP

Telephone: **028 9074 7114**

Email: [una@174trust.org](mailto:una@174trust.org) (Una Brady - Corporate Services Manager)

Venue Accessibility Page: <https://www.theduncairn.com/accessibility>

## First Presbyterian Church

41 Rosemary Street, Belfast, BT1 1QB

Telephone: **028 9229 0037**

Email: [secretary@firstchurchbelfast.org](mailto:secretary@firstchurchbelfast.org)

Accessible entry to the venue via ramp. No accessible toilets in the church however the church hall has accessible toilets on the first floor which can be accessed via lift. Limited accessible parking spaces are available on request. Rosemary Street is free to park on from 7pm.

## Grand Opera House

2-4 Great Victoria Street, Belfast, BT2 7HR

Telephone: **028 9024 1919**

Email: [boxoffice@goh.co.uk](mailto:boxoffice@goh.co.uk)

Venue Accessibility Page: <https://www.goh.co.uk/your-visit/accessibility/>

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/grand-opera-house>

## Linenhall Library

17 Donegall Square North, Belfast, BT1 5GB

Telephone: **028 9032 1707**

Email: [info@linenhall.com](mailto:info@linenhall.com)

Step-free access available via Fountain Street entrance.

Venue Visitor Page: <https://www.linenhall.com/visit-us/>

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/linen-hall-library>

## Lyric Theatre

55 Ridgeway Street, Belfast, BT9 5FB

Telephone: **028 9038 1081**

Email: [boxoffice@lyrictheatre.co.uk](mailto:boxoffice@lyrictheatre.co.uk)

Venue Accessibility Page: <https://lyrictheatre.co.uk/your-visit/accessibility>

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/lyric-theatre>

## Mandela Hall

77 University Rd, Belfast, BT7 1NF

Email: <https://www.mandelahall.com/contact>

Venue Accessibility Page: <https://www.mandelahall.com/accessibility>

AccessAble Guide:

<https://www.accessable.co.uk/queen-s-university-belfast/access-guides/one-elmwood-students-centre#92bd3072-93cf-dc41-b1c0-4a793f5c3643>

## Naughton Gallery, QUB

Lanyon Building, Queen's University, Belfast BT7 1NN

Telephone: **028 9097 3580**

Email: [art@qub.ac.uk](mailto:art@qub.ac.uk)

The Naughton Gallery is located on the first floor of the Lanyon Building.

Wheelchair access is available via lift from the Welcome Centre.

AccessAble Guide:

<https://www.accessable.co.uk/queen-s-university-belfast/access-guides/lanyon-building-naughton-gallery>

## No Alibis Bookshop

83 Botanic Avenue, Belfast, BT7 1JL

Telephone: **028 9031 9601**

Wheelchair accessible via a ramp to the front entrance. No accessible toilets available. On street parking with limited accessible spaces.

## Oh Yeah Music Centre

15-21 Gordon Street, Belfast, BT1 2LG

Telephone: **028 9031 0845**

Email: [info@ohyeahbelfast.com](mailto:info@ohyeahbelfast.com)

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/oh-yeah-centre>

### Queen Street Studios (QSS)

QSS, The Arches Centre, 11-13 Bloomfield Avenue, Belfast BT5 5AA

Telephone: **07 495 013 947**

Email: [gallery@queenstreetstudios.net](mailto:gallery@queenstreetstudios.net)

The front door is operated by a buzzer release system. You have to pull the doors towards you to enter once you have been buzzed in. Unfortunately, the doors are not automatic.

A staff member can go to the main entrance to assist with the doors if needed.

### Queen's Film Theatre (QFT)

20 University Square, Belfast, BT7 1PA

Telephone: **028 9097 1369**

Email: [qftmanager@qub.ac.uk](mailto:qftmanager@qub.ac.uk)

Venue Accessibility Page: <https://queensfilmtheatre.com/Access>

AccessAble Guide:

<https://www.accessable.co.uk/queen-s-university-belfast/access-guides/queen-s-film-theatre>

### Sonic Arts Research Centre (SARC)

4 Cloreen Park, Belfast, BT9 5HN

Telephone: **028 9097 4867**

Email: [sarc@qub.ac.uk](mailto:sarc@qub.ac.uk)

AccessAble Guide:

<https://www.accessable.co.uk/queen-s-university-belfast/access-guides/sonic-arts-research-centre#723d2d34-dacd-8244-8653-818b54a590de>

### St Mark's Church, Dundela

2A Sydenham Ave, Belfast BT4 2DR

Telephone: **028 9074 9688**

Email: [office.dundela@down.anglican.org](mailto:office.dundela@down.anglican.org)

Wheelchair accessible, disabled toilet, and two designated wheelchair seats that would accommodate four wheelchairs.

Parking: Limited parking around the church and church hall, plus on the street.

**Strand Arts Centre**  

152-154 Holywood Road, Belfast BT4 1NY

Telephone: **028 9067 3500**Venue Accessibility Page: <https://www.strandartscentre.com/your-visit/access/>**The Black Box**   

18-22 Hill Street, Belfast BT1 2LA

Telephone: **028 9024 4400**Email: [admin@blackboxbelfast.com](mailto:admin@blackboxbelfast.com)Venue Accessibility Page: <https://www.blackboxbelfast.com/accessibility-faq/>

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/black-box>**The Harty Room, QUB**   

Music Building, University Square, Belfast, BT7 1NN

Telephone: **028 9097 5227**

AccessAble Guide Harty Room:

<https://www.accessable.co.uk/queen-s-university-belfast/access-guides/music-building-harty-room>

AccessAble Guide Music Building:

<https://www.accessable.co.uk/queen-s-university-belfast/access-guides/music-building>**The John Hewitt Bar**  

51 Donegall Street, Belfast, BT1 2FH

Telephone: **028 9023 3768**Email: [johnhewitt@boundarybrewing.coop](mailto:johnhewitt@boundarybrewing.coop)

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/the-john-hewitt>**The Limelight Belfast**   

17 Ormeau Avenue, Belfast, BT2 8HD

Telephone: **028 9032 7007**Email: [info@limelightbelfast.com](mailto:info@limelightbelfast.com)

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/katy-s-bar>

## The MAC

10 Exchange Street West, Belfast BT1 2NJ

Telephone: **028 9023 5053**

Email: [tickets@themaclive.com](mailto:tickets@themaclive.com)

Venue Accessibility Page: <https://themaclive.com/accessibility>

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/the-mac>

## Ulster Hall

34 Bedford Street, Belfast, BT2 7FF

Telephone: **028 9033 4400**

Email: [boxoffice@waterfront.co.uk](mailto:boxoffice@waterfront.co.uk)

Venue Accessibility Page:

<https://www.ulsterhall.co.uk/visit/accessibility-at-the-ulster-hall/>

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/ulster-hall>

## Ulster Museum

Stranmills Road, Botanic Gardens, Belfast, BT9 5AB

Telephone: **0845 608 0000**

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/ulster-museum>

## Ulster University

York Street, Belfast, BT15 1ED

Telephone: **028 7012 3456**

AccessAble Guide:

<https://www.accessable.co.uk/belfast-city-council/access-guides/ulster-university-belfast-campus>

Venue Access Page:

<https://www.ulster.ac.uk/yourbelfastcampus/maps-and-facilities/accessibility>



## Contact:

For access enquiries relating to ticket booking and specific events, please contact our Box Office at Visit Belfast.

### Festival Box Office (Visit Belfast):

Telephone: **028 9024 6609**

Email: [ticketing@visitbelfast.com](mailto:ticketing@visitbelfast.com)

### Festival Engagement Officer:

Greta Kelly (she/her)

Telephone (Tues - Thurs): **028 9521 9742**

Email (Mon - Fri): [greta@belfastinternationalartsfestival.com](mailto:greta@belfastinternationalartsfestival.com)

I will aim to respond to any access related enquiries within 3 working days. Please note our team is very busy during the festival period, so responses may be delayed during this time.

## Feedback:

We invite customers to offer feedback in a variety of ways:

- Via e-mail: [enquiries@belfastinternationalartsfestival.com](mailto:enquiries@belfastinternationalartsfestival.com)
- Via phone: **028 9033 2261**
- Via our post-event survey which is emailed to bookers after the festival.

Audience feedback is valued, and is used to support future planning of events and to further increase accessibility.