



Belfast International Arts Festival

Accessibility Information Guide 2024

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Accessibility Statement:

At Belfast International Arts Festival we 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. We operate under the social model of disability, and are 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 free ticket for a carer/companion is available.

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

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.

North Star will have a viewing platform available to anyone requiring a seat, including those using mobility aids and wheelchair users. As spaces will be

limited, please get in touch with our box office in advance to let them know you require access to the platform - ticketing@visitbelfast.com, 028 9024 6609

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 Festival venues provide a wheelchair borrowing service:

- 2 Royal Avenue
- Belfast City Hall
- The Lyric Theatre
- The MAC
- Ulster Hall
- Ulster Museum

BSL Interpreted Events:

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

Events with BSL interpretation in the 2024 festival are listed below:

- **Aurora** | The MAC | Tuesday 29th October | 7.45pm
- **Richard III** | Lyric Theatre | Thursday 7th November | 7.30pm
- **Touch, Hear, Feel** | 39 Corporation Street | Date TBC

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.

If you are interested in attending a BIAF event not listed above, and would benefit from an interpreter, please get in touch to let us know.

Further events still to be confirmed. Please check our website for updates.

Audio Described Events:

Audio description is delivered through a personal headset and provides a description of visual aspects of the performance as they occur on-stage.

Audio Described events in the 2024 festival are listed below:

- **The Vanishing Elephant** | Grand Opera House | 1st October | 7pm
- **Richard III** | Lyric Theatre | Sun 3 Nov | 2.30pm
- **Wild** | C.S. Lewis Square | 26th November | 1pm & 3pm. (Description available via QR code. Please bring your own phone and headphones)

Further events still to be confirmed. Please check our website for updates.

Captioned Events:

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

Captioned events in the 2024 festival are listed below:

- **Richard III** | Lyric Theatre | Wed 6 Nov | 7.30pm

Further events still to be confirmed. Please check our website for updates.

Communicating Cancellation of Access Provisions:

In the unlikely event of cancellation of an access provision and with no other options, our team will:

- Update the event page online and post an update on social media platforms about the cancellation.
- Provide signage on site.
- Where relevant, the Box Office team will email any customers who have registered an access need about the change and, where possible, what we are replacing this with.

Other Services and Policies:

Medical and Welfare Services:

We are unfortunately unable to provide medicine storage.

Please contact festival **venues** directly if you have any concerns about taking medicine during an event. Venue contact details are listed later in this guide.

Changing Places Facilities:

The following Festival venues have changing places facilities available:

- Belfast City Hall
- Crescent Arts Centre

For other available changing spaces nearby in Belfast, please see the following link: [Find A Changing Places Bathroom](#).

Assistance Dogs:

Many of our venues offer a bowl of water for assistance dogs.

The policy for assistance dogs attending events is at the discretion of each venue. Please contact their **venue team** in advance to arrange bringing your assistance dog to an event.

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 event page on our website. A warning will also be included on the ticket booking page, and at the end of your '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 2024 festival with strobe warnings are listed below:

- **Chicken** | Lyric Theatre | Wed 6—Sun 10 Nov | 15.00 & 20.00
Flashing images or strobe lighting / Smoke or haze effects

- **Granny Jackson's Dead** | 47 Malone Road | Thurs 31 Oct - Sun 3 Nov
Use of flashing lights (not strobe).
- **Richard III** | Lyric Theatre | Sat 12 Oct—Sun 10 Nov | 14.30 & 19.30
Smoke or haze effects. Flashing images or strobe lighting

Other warnings

- **Losing It & In Between** | The MAC | Fri 25 - Sat 26 Oct |
Loud sound/ high frequencies. Themes of war/trauma.
- **Granny Jackson's Dead** | 47 Malone Road | Thurs 31 Oct - Sun 3 Nov
Themes of death, grief. Use of flashing lights (not strobe), loud noises, fire.
This is a promenade performance and audiences will be moving around
the space throughout. This performance features immersive technology.
- **Touch Hear Feel** | 39 Corporation Street | Fri 1st - Mon 4th Nov |
This performance is immersive, with performers moving close to audience
members.
- **Impasse** | The MAC | Wed 6 Nov
Age Guidance 12+, partial nudity

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. 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:

Monday to Friday - 7am to 8pm, Saturday and Sunday - 8am to 6pm

Telephone: **028 9066 6630**

A Text Relay service is available. If you are using a textphone you should dial **18001** followed by the full phone number.

Parking

Onsite Disabled Parking:

The following festival venues offer onsite disabled parking spaces:

- **39 Corporation Street** - Over 40 car parking spaces available onsite. 6 Disabled spaces are located near the entrance ramp.
- **Belfast City Hall** - 2 free parking spaces for Blue Badge holders. Need to be booked in advance. The car park is located at the rear of the building on Donegall Square.
- **Duncairn Arts Centre** - 2 disabled parking spots are available onsite. Please contact Bethany at info@belfastmusicsociety.org to book a disabled parking spot in advance, if you need.
- **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. As space is limited, it is recommended to arrive early to make use of disabled parking spaces.
- **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	✓	✓	✗	✓	✗
2 Royal Avenue	✓	N/A	✓		✗
39 Corporation Street	✓	N/A	✓	✗	✓
47 Malone Road	✓	N/A	Harrison Hotel	✗	Harrison Hotel

Venue:	Step Free Access 	Lift 	Accessible Toilets 	Hearing Loop System 	Disabled Parking 
An Culturlann	✓	✓	✓	✗	✗
Áras Mhic Reachtain	✓ Cafe only	N/A	✓ Cafe only	✗	✗
Belfast City Hall	✓	✓	✓	✓	✓
Belfast Empire Music Hall	✗	✗	✓ Toilets downstairs	✗	✗
Crescent Arts Centre	✓	✓	✓	✓	✗
C.S. Lewis Square	✓	N/A	✓	✗	✗
Duncairn Arts Centre	✓	✓	✓	✗	✓
Golden Thread Gallery	✓	✓	✓	✓	✗
Grand Opera House	✓	✓	✓	✓	✗
Linenhall Library	✓	✓	✓	✓	✗
Lyric Theatre	✓	✓	✓	✓	✓
Mandela Hall	✓	✓	✓	✓ Request via website	✗
Naughton Gallery (QUB)	✓	✓	✓	✓	✓
No Alibis Bookshop	✓	N/A	✗	✗	✗
Oh Yeah Music Centre	✓	✓	✓	✗	✗

Queen Street Studios (QSS)	✓	✓	✓	✗	✗
Venue:	Step Free Access 	Lift 	Accessible Toilets 	Hearing Loop System 	Disabled Parking 
Queen's Film Theatre (QFT)	✓	✓	✓	✓	✗
Seamus Heaney Centre (QUB)	✓	✓	✓	✓	✗
Sonic Arts Research Centre	✓	✓	✓	✗	✓
St Anne's Cathedral	✓	N/A	✓	✓	✓
St Mark's Church	✓	N/A	✓	✗	✓
The Deer's Head	✗	✗	✓	✗	✗
The Harty Room	✓	✓	✓	✓	✗
The Telegraph Building	✓	N/A	✓	✗	✗
The John Hewitt	✓	N/A	✓	✗	✗
The MAC	✓	✓	✓	✓	✗
Ulster Hall	✓	✓	✓	✓	✗
Ulster Museum	✓	✓	✓	✓	✓
Ulster Sports Club	✓	✓	✓	✗	✗
Ulster University	✓	✓	✓	✓	✗

Festival Box Office- Visit Belfast Welcome Centre   

9 Donegall Square, Belfast, BT1 5GB

Telephone: **028 9024 6609**

Email: ticketing@visitbelfast.com

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

2 Royal Avenue

2 Royal Avenue, Belfast, BT1 1DA

Telephone:

Email: 2royalave@maywe.co.uk

Accessible parking spaces are available on Castle Place and Donegall Place.
Venue accessibility page: <https://www.belfastcity.gov.uk/2royalavenue#5159-6>

39 Corporation Street

39 Corporation Street, Belfast, BT1 3BA

Telephone: **028 9033 2261**

Email: greta@belfastinternationalartsfestival.com

Disabled parking spaces available onsite, the carpark can be accessed via Corporation Street.

Entry to the event through the ramped entrance facing Gamble Street.

47 Malone Road

47 Malone Road, Belfast, BT9 6RY

Email: crissy@big-telly.com

The show takes place on the ground floor of a domestic property. The front entrance to the property is on level ground. One part of the performance takes place in the backyard, there is access via a ramp.

The performance is wheelchair accessible, but please get in touch to discuss the route. Seating available in all areas of the performance. Some areas of low light, but door lips and corners are clearly marked.

Accessible toilets are available directly next door at The Harrison Hotel.

There is some hotel parking to the back of the property. There is also some on street parking down a number of side streets.

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

The building has ramped access and wide doors to accommodate wheelchairs. The second floor concert hall has **no lift access**. We apologise for any inconvenience.

[Belfast City Hall](#)

Donegall Square, Belfast, BT1 5GS

Telephone: **028 9032 0202**

Email: 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

Access to The Empire Music Hall is via approximately 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.

[Crescent Arts Centre](#)

2 University Road, Belfast, BT7 1NH

Telephone: **028 9024 2338**

Email: 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

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/>

Duncairn Arts Centre

Duncairn Ave, Belfast, BT14 6BP

Telephone: **028 9074 7114**

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

The building is wheelchair accessible with automated doors.

There's step-free access to the ground floor and café area, where the disabled toilet is located. The disabled toilet is also provided with a baby changing area.

The performance space situated on the first floor can be reached using the stairs (20 steps), or the lift.

2 disabled parking bays are available on the grounds. Please get in touch in advance to arrange use of the parking spaces.

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

Golden Thread Gallery

23-29 Queen Street, Belfast, BT1 6EA

Telephone: **028 9033 0920**

Email: info@gtgallery.co.uk

Standard toilets, baby changing and disabled toilets available.

Nearest parking is on street or Castle Court

Friendly staff available to assist with visitor needs.

Permanent workshop space with dedicated activities for children/ young people related to the exhibition available at all times.

Grand Opera House

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

Telephone: **028 9024 1919**

Email: 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

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

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

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

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

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

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

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

Seamus Heaney Centre

38-40 University Road, Belfast, BT7 1NN

Telephone: **028 9097 1077**

Email: shc@qub.ac.uk

Sonic Arts Research Centre (SARC) 

4 Cloreen Park, Belfast, BT9 5HN

Telephone: **028 9097 4867**Email: sarc@qub.ac.ukAccessAble Guide: <https://www.accessable.co.uk/queen-s-university-belfast/access-guides/sonic-arts-research-centre#723d2d34-dacd-8244-8653-818b54a590de>**St Anne's Cathedral** 

Donegall St, Belfast, BT1 2HB

Telephone: **028 9032 8332**Email: admin@belfastcathedral.org

Venue accessibility page:

<https://www.belfastcathedral.org/about/accessibility>AccessAble Guide: <https://www.accessable.co.uk/belfast-city-council/access-guides/belfast-st-annes-cathedral>**St Mark's Church, Dundela** 

2A Sydenham Ave, Belfast BT4 2DR

Telephone: **028 9074 9688**Email: 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.

The Deer's Head 

1-3 Lower Garfield St, Belfast, BT1 1FP

Telephone: **028 9043 4655**Email: <https://www.thedeersheadbelfast.com/contact-us/>

No lift access to live rooms on the first floor. We apologise for any inconvenience caused.

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

AccessAble Guide: <https://www.accessable.co.uk/belfast-city-council/access-guides/the-john-hewitt>

The MAC

10 Exchange Street West, Belfast BT1 2NJ

Telephone: **02890 327007**

Email: tickets@themaclive.com

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

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

The Telegraph Building

124-144 Royal Avenue, Belfast, BT1 1ND, United Kingdom

Telephone: **028 9032 0202**

Email: elaine@shine.net

There is street parking only at the venue. North street car park is close by and has disabled parking spaces available.

Ulster Hall

34 Bedford Street, Belfast, BT2 7FF

Telephone: **028 9033 4400**

Email: 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

Stranmillis 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 Sports Club

96-98 High Street, Belfast, BT1 2BG

Telephone: **028 9023 0771**

Small ramps leading into the front of the bar and beer garden. The lift is available to use for and on all 3 floors.

2 disabled toilets. One on the first floor and one on the second.

There is no parking onsite. There are multiple car parks within a short walking distance available around High Street and Cathedral Quarter.

Strictly over 18's venue.

Dogs are permitted in every room with the exception of the Club as long as they are on a lead at all times.

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:

Telephone: **028 9024 6609**

Email: ticketing@visitbelfast.com

Festival Engagement Officer:

Greta Kelly (she/her)

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

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

I will aim to respond to any access related enquiries within 3 working days.

As our team is very busy leading up to and during the festival period, 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
- Via phone: **028 9033 2261**
- Via our post-event survey which is emailed to bookers after the festival.

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