

# **Belfast International Arts Festival**

**Accessibility Information Guide 2025** 

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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.

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:

- 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 2025 festival are listed below:

- → My English Persian Kitchen | Lyric Theatre | Friday 24 October | 8.00pm
- → Elaine Feeney & Ali Watkins | The MAC | Saturday 8 November | 6.00pm

Please contact venue 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 visual aspects of the performance as they occur on-stage.

Audio Described events in the 2025 festival are listed below:

- → Anchored in Air | C.S. Lewis Square | Saturday 18 October | 1.00pm & 3.00pm. (Description available via QR code. Please bring your own phone and headphones).
- → The Rest of Our Lives | The MAC | Saturday 8 November | 7.45pm

#### **Captioned Events:**

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

Captioned events in the 2025 festival are listed below:

- → Geoff Dyer and Joe Dunthorne | The Crescent | Tuesday 14 October | 7.00pm
- → John Banville | The MAC | Saturday 8 November | 7.00pm
- → Elaine Feeney & Ali Watkins | The MAC | Saturday 8 November | 6.00pm

#### **Touch Tours:**

A touch tour is a guided introduction for blind and partially sighted audience members.

Touch tours will be offered at the following events:

→ Anchored in Air | C.S. Lewis Square | Saturday 18 October | 1pm & 3pm

Our accessible performances are presented with the support of The Foyle Foundation.

#### **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:

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 2025 festival with strobe warnings are listed below:

→ BPM: Barneys, Parties and Melters | Brian Friel Theatre | Saturday 1 November | 2.00pm
Contains strobe lighting, smoke and very loud music.

#### **Other warnings**

- → Unreconciled | The Lyric | Friday 17 Sun 19 October | 3.00pm & 8.00pm
  - Contains strong language/ scenes of a sexual natures/ references to sexual violence.
- → **Denouement** | The Lyric | Tuesday 21 October Sat 15 November Contains depictions of drug use, references to self-harm or suicide, references to death. Strong or offensive language. Scenes of violence.
- → My English Persian Kitchen | The Lyric | Friday 24 Sat 25 October | 3.00pm & 8.00pm Contains depictions of domestic violence/ loud noises/ live cooking.
- → My Grandfather's House | Secret Venue | Tuesday 28 Sunday 2 November | 11.00am, 3.00pm & 8.00pm Contains issues related to 'The Troubles'.
- → The Fallen | The Crescent | Friday 31 October—Saturday 1 November | 7.30pm
  - Content Warning: A noose is present on stage.
- → The Rest of Our Lives | The MAC | Saturday 8 November | 7.45pm Contains middle-age themes and strong language.

# **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:

- <u>Cahoots Cityside Retail Park</u> disabled parking bays for Blue Badge holders only.
- <u>Duncairn Arts Centre</u> 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.
- 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: | •      |   |           | Hearing Loop |         |
|--------|--------|---|-----------|--------------|---------|
|        | Access | E | Toilets 🖔 | System 🥙     | Parking |

| Visit Belfast<br>Welcome Centre | <b>✓</b>            | <b>✓</b> | ×                     | <b>✓</b>               | ×                     |
|---------------------------------|---------------------|----------|-----------------------|------------------------|-----------------------|
| An Culturlann                   | <u> </u>            | <u> </u> | <u> </u>              | ×                      | ×                     |
| Áras Mhic<br>Reachtain          | ✓ Cafe only         | N/A      | ✓ Cafe only           | ×                      | ×                     |
| Belfast Empire<br>Music Hall    | ×                   | ×        | ✓ Toilets downstairs  | ×                      | ×                     |
| Crescent Arts<br>Centre         | <b>✓</b>            | <u> </u> | <b>✓</b>              | <b>✓</b>               | ×                     |
| C.S. Lewis Square               | <u> </u>            | N/A      | <u> </u>              | ×                      | ×                     |
| Duncairn Arts<br>Centre         | <b>✓</b>            | <u> </u> | <u> </u>              | ×                      | <b>✓</b>              |
| Grand Opera<br>House            | <u>~</u>            | <b>✓</b> | <u>~</u>              | <u>~</u>               | ×                     |
| Linenhall Library               | <u> </u>            | <u> </u> | <u> </u>              | <u> </u>               | ×                     |
| Lyric Theatre                   | <b>✓</b>            | <u> </u> | <b>✓</b>              | <u> </u>               | <u> </u>              |
| Mandela Hall                    | <b>✓</b>            | <b>✓</b> | <u> </u>              | Request via website    | ×                     |
| Naughton Gallery<br>(QUB)       | <u>~</u>            | <b>✓</b> | <u>~</u>              | <b>✓</b>               | <b>✓</b>              |
| No Alibis<br>Bookshop           | <u>~</u>            | N/A      | ×                     | ×                      | ×                     |
| Queen Street<br>Studios (QSS)   | <u>~</u>            | <b>✓</b> | <u>~</u>              | ×                      | ×                     |
| Venue:                          | Step Free<br>Access | Lift     | Accessible<br>Toilets | Hearing Loop<br>System | Disabled<br>Parking P |
| Queen's Film<br>Theatre (QFT)   | <b>✓</b>            | <b>✓</b> | <u>~</u>              | <b>✓</b>               | ×                     |

| Sonic Arts<br>Research Centre | <b>✓</b> | <b>✓</b> | <b>✓</b> | ×        | <b>✓</b> |
|-------------------------------|----------|----------|----------|----------|----------|
| St Mark's Church              | <u> </u> | N/A      | <b>✓</b> | ×        | <u> </u> |
| The Deer's Head               | ×        | ×        | <u> </u> | ×        | ×        |
| The Harty Room                | <b>✓</b> | <b>✓</b> | <u> </u> | <b>✓</b> | ×        |
| The John Hewitt               | <u> </u> | N/A      | <b>✓</b> | ×        | ×        |
| The MAC                       | <u> </u> | <b>✓</b> | <u> </u> | <u> </u> | ×        |
| Ulster Hall                   | <u> </u> | <u> </u> | <u> </u> | <u> </u> | ×        |
| Ulster Museum                 | <u> </u> | <b>✓</b> | <b>✓</b> | <u> </u> | <u> </u> |
| Ulster University             | <u> </u> | <u> </u> | <u> </u> | <u> </u> | ×        |

### 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

# 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 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 & & & P

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: <a href="https://www.theduncairn.com/accessibility">https://www.theduncairn.com/accessibility</a>

# Grand Opera House 选选账》

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

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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: <a href="https://www.accessable.co.uk/belfast-city-council/access-">https://www.accessable.co.uk/belfast-city-council/access-</a>

guides/linen-hall-library

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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: <a href="https://www.mandelahall.com/accessibility">https://www.mandelahall.com/accessibility</a>
AccessAble Guide: <a href="https://www.accessable.co.uk/queen-s-university-belfast/access-guides/one-elmwood-students-centre#92bd3072-93cf-dc41-b1c0-4a793f5c3643">https://www.mandelahall.com/accessibility</a>
AccessAble Guide: <a href="https://www.accessable.co.uk/queen-s-university-belfast/access-guides/one-elmwood-students-centre#92bd3072-93cf-dc41-b1c0-4a793f5c3643">https://www.accessable.co.uk/queen-s-university-belfast/access-guides/one-elmwood-students-centre#92bd3072-93cf-dc41-b1c0-4a793f5c3643</a>

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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: <a href="https://www.accessable.co.uk/queen-s-university-belfast/access-">https://www.accessable.co.uk/queen-s-university-belfast/access-</a>

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.

# 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) 选选述》

20 University Square, Belfast, BT7 1PA

Telephone: 028 9097 1369 Email: qftmanager@qub.ac.uk

Venue Accessibility Page: <a href="https://queensfilmtheatre.com/Access">https://queensfilmtheatre.com/Access</a>

AccessAble Guide: https://www.accessable.co.uk/queen-s-university-belfast/access-

guides/queen-s-film-theatre

# Sonic Arts Research Centre (SARC) & & P

4 Cloreen Park, Belfast, BT9 5HN

Telephone: 028 9097 4867 Email: sarc@qub.ac.uk

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

St Mark's Church, Dundela & E P

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: <a href="https://www.thedeersheadbelfast.com/contact-us/">https://www.thedeersheadbelfast.com/contact-us/</a>

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

# The Harty Room, QUB క్రీ క్రీ 🔊

Music Building, University Square, Belfast, BT7 1NN

Telephone: 028 9097 5227

AccessAble Guide Harty Room: <a href="https://www.accessable.co.uk/queen-s-university-belfast/access-guides/music-building-harty-room">https://www.accessable.co.uk/queen-s-university-belfast/access-guides/music-building-harty-room</a>

AccessAble Guide Music Building: <a href="https://www.accessable.co.uk/queen-s-university-belfast/access-guides/music-building">https://www.accessable.co.uk/queen-s-university-belfast/access-guides/music-building</a>

# The John Hewitt Bar 5

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

# 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 选选述》P

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

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York Street, Belfast, BT15 1ED Telephone: 028 7012 3456

AccessAble Guide: <a href="https://www.accessable.co.uk/belfast-city-council/access-">https://www.accessable.co.uk/belfast-city-council/access-</a>

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

#### **General Access Enquiries:**

Telephone (Tuesday - Thursday): 028 9521 9740

Email (Monday - Friday): <a href="mailto:enquiries@belfastinternationalartsfestival.com">enquiries@belfastinternationalartsfestival.com</a>

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: <a href="mailto:enquiries@belfastinternationalartsfestival.com">enquiries@belfastinternationalartsfestival.com</a>
- → 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.