



## A Cultural Future for Bournemouth, Christchurch and Poole

### Accessibility Guide

We've put together a handy set of answers to frequently asked questions about our access facilities. If you have any further questions, please don't hesitate to contact us at 01202 454746, [leigh.hayler@bcpcouncil.gov.uk](mailto:leigh.hayler@bcpcouncil.gov.uk)

#### Disabled Parking/Drop off

Disabled parking spaces are available in all Poole car parks. There are also designated setting down and collection bays immediately outside the front of the building (Lighthouse Poole).

#### RADAR

Lighthouse is a member of the national RADAR (disabled toilets) scheme. If you require access, but do not have a key then please speak to a member of staff who will be able to help you. There are disabled toilets on all floors.

#### Do you have level access?

There is level access to the foyers, bars, café, toilets and performance spaces and all floors. There are wheelchair spaces available in the theatre. Please contact us at 01202 454746, [leigh.hayler@bcpcouncil.gov.uk](mailto:leigh.hayler@bcpcouncil.gov.uk) if you require a space.

#### Are guide dogs welcome?

Guide dogs and hearing dogs are welcome throughout the centre and dog bowls are available from Ticket Office.

#### Do you have facilities for the deaf, deafened and hard of hearing?

We have signing available at the conference. Please contact us at 01202 454746, [leigh.hayler@bcpcouncil.gov.uk](mailto:leigh.hayler@bcpcouncil.gov.uk) if you require this facility, so we can allocate our signers to workshops.

#### Carer/PA support

If you are unable to access the conference without support from a carer or personal assistant, please book a ticket for them. All tickets to the conference are free.

#### Do you provide wheelchairs?

We have two visitor wheelchairs subject to availability. Please ask at the Ticket Office.

#### Do you have space for prams and pushchairs?

These can be left in our buggy park next to the shop located on the ground floor.

#### Print

If you require documents in large print, please contact [leigh.hayler@bcpcouncil.gov.uk](mailto:leigh.hayler@bcpcouncil.gov.uk)