

ACCESS FOR PEOPLE WITH DISABILITIES

See Southampton Action for Access (SAFA) website www.safa.org.uk

GENERAL

FURTHER INFORMATION

The contact details are shown for the different places mentioned so that contact can be made for any more information that may be required.

TOILETS

Information as to toilets is included in some of the specific headings below. The following information is taken from The National Key Scheme Guide (Accessible toilets for disabled people) 2005. The toilets listed are those that RADAR understands are fitted with the National Key Scheme lock. The toilets not operated by the Local Authority are in most cases, according to the RADAR book, provided essentially for the customers or users of the premises and not available as of right to the public. They will also usually be available when the premises are open.

Southampton Council Public Toilets

Bitterne – Maytree Road, near Sainsbury's, Bitterne Precinct
Portswood – Westridge Road
City Centre – Bargate Street, near The Bargate Monument, East Park Pavilion (daytime)
St Mary Street - Kingsland Square
Weston – Mayfield Park

Toilets in privately owned premises

Shirley – Bright Water Inn 370 Shirley Road. (J D Wetherspoon pub); Malvern Tavern, Winchester Road (pub).
City Centre – The Marlands Shopping Centre
Debenhams Store, Queensway
Southampton Central Station, Platforms 1 & 4 (South West Trains)
Giddy Bridge, London Road (J D Wetherspoon pub)
Standing Order, High Street (J D Wetherspoon pub)
Yates's Bar, Above Bar Street (Yates)

CAR PARKING

Surface Car parks and on-street parking bays operated by the city council.

Charges apply between 0800 and 1800 Monday to Saturday inclusive and from 12 Noon to 1800 on Sundays. In respect of vehicles of disabled people where the current disabled person's Blue Badge is clearly displayed on the dashboard, the vehicle may be parked without limit of time and without payment. If the expiry date is not clearly visible, there is a risk of the vehicle being issued with a Penalty Charge Notice.

Multi Storey Car Parks operated by Southampton City Council

While the Council provides free parking for holders of the disabled badge in the majority of its car parks, the exceptions are the barrier controlled car parks at Grosvenor Square, Marlands, Eastgate Street and Salisbury Street multi-storey parks. Where a car park is barrier controlled a ticket is required to exit the car park (this is issued on entering the car park) and any charges in respect of the time the vehicle has been in the car park (whether displaying a Blue Badge or not) must be paid to exit the car park and will not be refunded.

While there are allocated disabled parking bays in most of these car parks, the badge can be used in the other bays if the disabled ones are full. Vehicles parked in disabled bays in these car parks which do not display currently valid Blue Badges are now liable to be issued with a Penalty Charge Notice.

Blue badge holders should refer to the booklet that comes with the badge for guidance on its correct and proper use.

Private car parks

National Car Parks, Portland Terrace, Southampton. Telephone 023 8022 7157

The full charge for parking has to be paid regardless of whether a valid Blue Badge is being displayed.

West Quay Retail Park Car Park

See Shopping Centres, page 10.

WestQuay Shopping Centre Car Parks

See Shopping Centres pages 9/10 and see below as to Shopmobility at WestQuay Shopping Centre.

Ocean Village Car Parks

The following information is that shown on the ticket machines at Ocean Village. We have been told by Ocean Village Management that, provided the Blue Badge is clearly displayed, people with a disability can park free of charge at the Ocean Village car parks.

There is a car park at the back of Cineworld Cinema. Must only park in marked bays. Charges apply seven days a week (2am to 6pm) £1 per hour £4, up to 24 hours £8, (Feb 2008) and failure to observe the requirements leads to a fine and release fee.

Overlooking the Marina is Ocean Village Pay and Display, and there is a multi-storey car park which is full accessible with lifts. Charges are the same as at Cineworld.

Red Funnel Car Park at The Triangle near Town Quay

There are no concessions at this car park for those with a disability.

Note that breach of conditions involves a fine of £35 plus the costs of recovery and that by parking in the car park, the vehicle driver is consenting to wheel clamping until the sums are paid. Failure to pay and display or failing to park in a marked bay incurs a penalty charge of £60. The parking at The Triangle Car Park is controlled by APCOA Parking (UK) Ltd whose telephone numbers are: Monday to Friday 01204 536900 and Saturday and Sunday 01202 589070.

The parking here requires a ticket at all times – ie there are no free periods. Parking charges can be paid in cash at the machine, or by Mastercard, Visa and Delta at the machine or by using mobile phone and following instructions displayed.

Charges (Sep 2007)

Daily: 12 hours: £5.40, 24 Hours £7.60

2 days: £15, 3 days £24, 5 days £30

Monthly: £105

Quarterly: £290

Annual £1040

Town Quay Car Parks

Private parking areas: Check very carefully to ensure that you are not parked on a private parking space of which there are a number at Town Quay. Wheel clamping and fines operate, and are enforced, in respect of these private spaces.

The area marked Blue Zone is the public parking area at Town Quay. This is privately owned and operated. There are no concessions for car owners with a disability. As at Feb 2008, the charges are:

30 minutes	40p
30 minutes to 2 hours	£1.00
2 hours to 4 hours	£2
4 hours to 6 hours	£3
Over 6 hours (daily)	£20.00

No charge Christmas Day and Easter Day.

Charges otherwise apply 7am to 6pm.

There is a warning that any vehicle not displaying a valid ticket or permit (issued by Town Quay) or parking in excess of allocated time will be immobilised between the hours of 7am and 6pm. Security International Group 0870 5673321. Release fee given as £115 inclusive or towed away fee £125 + VAT + £15 +VAT per day storage.

SHOPMOBILITY

There are two centres in Southampton

7 Castle Way, near Bargate

Telephone/Fax: 023 8063 1263, Minicom: 023 8023 6003 and e-mail: shopmo@nildram.co.uk.

Hours: 9.30am to 5pm

Manual and electric wheelchairs and scooters and a 'shopping companion' service enabling people to shop and use other city centre facilities independently.

The car park at this Shopmobility is solely for people who are renting scooters from Shopmobility.

WestQuay Shopping Centre

Telephone: 023 8063 6100 Fax: 023 8063 6101 e-mail: shopmobility@west-quay.co.uk

Hours: Seven days a week. Details for Shopmobility and WestQuay: 023 8023 6789

Powered wheelchairs and scooters, manual wheelchairs, volunteers able to push wheelchairs, escort visitors in scooters or powered chairs or give a guiding arm to visually impaired visitors by arrangement, staff trained in sign language, reserved car parking spaces, dedicated drop off and pick up point for Dial A Ride, Community Transport and other vehicles too high to enter the car park.

Before being able to hire from Shopmobility WestQuay it is necessary to Register with them, a process that takes about 10 minutes at their office at WestQuay and does require the production of documentary proof of address. For members of the WestQuay Shopmobility the charge is then £2 per hire and for non members £3 per hire.

WestQuay Shopmobility: There are parking spaces for disabled people next to WestQuay Shopmobility BUT these particular spaces are only for people who are hiring scooters/wheelchairs from WestQuay Shopmobility. In the case of such hirers the parking ticket will be validated by WestQuay Shopmobility at the end of the visit, when the scooter/wheelchair is returned and there is then no car parking charge to be paid on exiting the car parks.

MAIN VISITOR ATTRACTIONS

Bargate – Upper floor – not currently open

Access – via steep flight of steps with handrail down the centre and on each side

Lifts - none

Toilets – none

Archaeology Museum (God's House Tower)

Access: Flights of steps to exhibition floors

Lifts: None

Toilets: None

Blue Funnel Cruises,

Ocean Village, Southampton SO14 3TJ. Telephone: 023 8022 3278, fax: 023 8057 1471, website: www.bluefunnel.co.uk. E-mail: office@bluefunnel.co.uk

Access/Ramps: Access on to the vessels is by ramp down to and on to lower deck of the boat. This is suited to manual wheelchairs as there can be difficulties with electric wheelchairs. There is no disabled access to the upper decks as they can only be reached by flights of steps.

Toilet for the disabled: Yes, at lower deck level.

City Art Gallery

Civic Centre (Commercial Road entrance) Southampton SO14 7LP. Telephone: 023 8083 4563, fax: 023 8083 2153, e-mail: art.gallery@southampton.gov.uk. Website: www.southampton.gov.uk/art

Access: Gallery is on the first floor and all galleries are located on that floor. The Gallery is fully accessible to wheelchair users. There are ramps at the entrance to the ground floor foyer.

Lifts: to first floor (staircase as well)

Toilet for the disabled: Yes, in foyer at ground floor level

Other information: Guide dogs are admitted. There are regular British Sign Language interpreted talks for hearing impaired visitors and free workshops are also offered for the visually impaired. For more details please refer to the website or telephone the number given above.

Southampton Tourist Guides Association (STGA) Guided Walks

Booking Secretary Don Robertson, Telephone 023 8057 1858

Access: STGA conduct Guided Walks for the public in Southampton's Old Town every Sunday and Bank Holiday Monday starting at 10.30am. The walks start from the south side of the Bargate just outside the entrance to the Bargate Shopping Centre and take approximately one and a half hours. In the summer months, there are walks on other days of the week and information can be obtained from Southampton Tourist Information. The public Guided Walks are free, except that a group of more than 8 people must, please, book a private walk, for which there is a charge, by contacting the Booking Secretary. People with a disability are welcome to join the walks (subject to the point about groups of more than 8) and the Guide will, as far as reasonable possible, follow a route so that it is accessible to all. However, the guided walks include going in to some of Southampton's medieval vaults and cellars, access to which is only by way of steps. The point of exit from a vault is at the same place as entry.

Toilets for the disabled: There are public toilets near the Bargate, at the start of the Guided Walks, and on Town Quay which is near the end of the walk. There are no public toilets on any other part of the route.

Hawthorns Urban Wildlife Centre, The Common, Southampton SO15 7NN. Tel: 023 8067 1921, fax: 023 8067 6859, Minicom: 023 8067 8079, e-mail: wildlife.centre@southampton.gov.uk

Access: The Hawthorns building and grounds have full wheelchair access. A wheelchair is available for tours of the grounds and guided walks. The Hawthorns Centre guide is available in larger print, audio tape and other languages.

Lifts: None – not applicable

Toilet for the disabled: Yes

John Hansard Art Gallery, University of Southampton, Highfield, (off University Road), Southampton SO17 1BJ. Telephone: 023 8059 2158, fax: 023 8059 4192, e-mail: info@hansardgallery.org.uk, Website: www.hansardgallery.org.uk

Access: The John Hansard Gallery is a single storey building with ramped access at the front entrance.

Lifts: None – not applicable.

Toilet for the disabled: The Gallery houses a fully accessible toilet for wheelchair users.

Further Information: Parking accessible to disabled visitors is available in designated bays at the rear of the Gallery building. A gently sloping path leads visitors from these spaces alongside the Gallery to the front entrance. **Guide dogs** are admitted and the Gallery also offers orientation tours (by appointment to all visitors with access needs. Regular **signed talks and tours** are available for deaf and partially deaf visitors. Contact for access tours and signed talks and tours is Ronda Gowland (023 8059 2160; r.gowland@hansardgallery.org.uk) Large format versions of the gallery leaflet and gallery guides are available from the Gallery on request.

Maritime Museum

Access: Ground floor has no steps and is flat. Upper floor, including *Titanic* exhibition is by way of a flight of steps.

Lifts: None

Toilets: None

Millais Art Gallery, Southampton Institute, East Park Terrace, Southampton SO14 0YN. Telephone: 023 8031 9916, fax: 023 8033 4161, website: <http://millais.solent.ac.uk>, e-mail: millais.gallery@solent.ac.uk

Access: The Gallery is fully accessible to wheelchair users and welcomes visitors with disabilities and special needs. Entrance is from the sides of the John Everett Millais Building, one entrance having a ramp to an automatic door into the foyer of the building and the other entrance having stairs to double doors leading into the foyer of the John Everett Millais Building.

Lifts: None

Toilet for the disabled: Toilets and a fully accessible toilet for wheelchair users are just along the corridor from the Gallery in the John Everett Millais Building. The Gallery attendant will guide the way.

Other Information: Guide dogs are admitted. The Gallery also offers **orientation tours** (by appointment) to all visitors with access needs. **Signed talks and tours** are available for deaf and partially deaf visitors. For talks and tours please contact the Exhibition Organiser on 023 8031 9916. Large format versions of leaflets and interpretive material are available on request.

Old Town Walls (see also Southampton Tourist Guides Association)

Access - Lifts/ramps: There are no lifts along any part of the Old Town Walls. There is a long ramp that goes down from Bargate Street to a point outside the lower entrance to Waterstones (WestQuay) then another ramp that takes you down to Western Esplanade at the foot of the walls. The length of the walls at this lower level can then be followed and there are pedestrian ways coming up from this lower level, into the lower parts of the Old Town, which do not have steps. At the north western end of the Old Town Walls, it is possible to access the inner part of a section of the walls (near Catchcold and Arundel Towers) and there is also an accessible section, but only at ground level (approached through West Gate or from Bugle Street) at the rear of West Gate

Toilet for the disabled: There is a toilet just at the back of the Town Wall in Bargate Street (near Shopmobility), a disabled toilet in WestQuay Shopping Centre (go in the entrance to the Centre near Waterstones and Waitrose) and at the Town Quay (across the road from the end of High Street and Mayflower Park (across the road from the Maritime Museum).

Solent Sky Aviation Museum (formerly Hall of Aviation). Albert Road South, Southampton SO14 3FR. Telephone: 023 8063 5830, fax: 023 8022 3383. Website: www.spitfireonline.co.uk

Access: from ground level without steps. Upper floor accessible by lift. There is no lift access to the deck of the flying boat at Solent Sky – access is by steps only.

Lifts/ramps: Yes, to upper floor of Museum

Toilet for the disabled: Yes

Town Quay

Access: Level access from road. There are automatic doors except that at the northern end of the main enclosed area the doors are not automatic. These doors can be avoided by going down the outside of the building.

Ramps: These exist to get on to the board walk areas but there is no ramp down to the area with tables outside Cuccinis restaurant.

Toilets: Disabled toilets within main building

Tudor House Museum (currently 2008 – closed for refurbishment and repair)

Access: When open, ground floor and garden can be accessed via a door on the left hand end of the building facing from Bugle Street.

Lifts: None

Toilets

St Michael's Church, St Michael's Square

The Church is not always open (except for Services) but the outer doors are usually open during the day enabling visitors to go into an internal covered glass porch area from which it is possible to see through into the Church.

Access: From west door in St Michael's Square, when church open, there is a ramp leading down to the floor of the church. Church floor is then flat

Lifts: None

Toilets

CINEMAS

Odeon, Leisure World, West Quay Road (13 Screen Cinema). For listings telephone 0871 22 44 007. Website: www.odeon.co.uk.

Access is from flat ground outside where there are car parking spaces. Complete access to all screens at floor level, accessible toilets, wheelchair spaces, headsets available, one of the box office tills is at a lower level. For specific enquiries as to facilities please telephone 023 8063 0150.

Harbour Lights Picture House, Ocean Village, Southampton. Telephone: 023 8033 5533, Booking fax: 023 8023 4444, Minicom: 023 8033 5533, E-mail: (before 12 noon on the day for which you wish to book, at harbourlights@picturehouses.co.uk), 24 hour information line: 023 8023 4234. Website: www.picturehouses.co.uk

Access: A ramp from the car parking area gives easy access to the entrance and there are low level counters at the kiosk for the convenience of wheelchair users. All areas of the cinema are accessible to customers with limited mobility, including wheelchair users. A lift gives access to both auditoria which are at first floor level.

Lifts: Yes

Seats for wheelchair users and companion: Seats are not always sold on a reserved basis but the cinema will be pleased to reserve wheelchair spaces or seats for any particular parts of the auditorium if this is helpful. Please contact the cinema in advance. Advance booking by telephone, post, fax the internet or through a friend is always a good idea so that cinema staff can readily provide assistance if required.

Toilet for the disabled: Toilets which include a fully accessible separate toilet are on the ground floor, the same level as the box office and kiosk. There is an emergency callpoint in the disabled toilet should it be necessary to summon a member of staff.

Parking for the disabled: As you approach Harbour Lights through Ocean Village there are Pay and Display Car Parks and wheel clamping operates in respect of those car parks. If you go through the Ocean Village car park approaching Harbour Lights you will come to a row of bollards. Beyond the bollards (towards the Cinema) you come in to Harbour Lights Cinema's own car parking area. Car parking in the **cinema car park** is free and there are spaces for the disabled at the front and one at the back of the cinema.

Further information: Guide dogs: are welcome at the Cinema. If you wish to take your dog in to a performance, please let the cinema staff know when booking so that an aisle seat can be arranged. Alternatively, your dog can be cared for by a member of staff for the duration of the performance. Staff will be happy to provide drinking water for a guide dog. **Sight aids:** Stair rails have bumps underneath to indicate the number of steps approaching each level. Three bumps mean that you are on the third step from the landing, two bumps that you are on the second step and one bump that you are on the final step. **Large print** film schedules and menus are available on request. **Telephone:** There is a public payphone on the ground floor in the gallery. Hearing aid users should turn their aids to the T position to benefit from the inductive coupler. The telephone is mounted at a low level for the convenience of wheelchair users. There is also a freephone in the foyer for customers who would like to order a taxi.

Assisted hearing facilities: There are induction loop facilities in the box office and in both screens. Certain performances carry subtitles and these are clearly indicated in the programme.

The Phoenix (Southampton Film Theatre). Independent Film Company.

The office address is The Staff Club, University of Southampton SO17 1BJ. The films are shown in Boldrewood Medical Sciences Complex between Burgess Road East and Bassett Crescent East. Telephone 0870765 0763. Website: www.thephoenix.org.uk, e-mail: enquiries@thephoenix.org.uk

Access: There is a ramped entrance from the car park area in to the building and the Cinema is on the same floor as the entrance. There is wheelchair access to the auditorium.

Lifts: Not applicable.

Induction loop: Yes

Spaces for wheelchair users - Yes

Toilet for the Disabled: - Yes

Car Parking: There is free car parking at the Boldrewood Complex next to the building.

Bassett Crescent East can be accessed from Burgess Road East.

Other Information: Guide dogs are admitted in to the building and Cinema. There is no need for contact to be made with the Cinema before attending but if there are any points that cause any concern, please telephone the Cinema on 0870765 0763.

Cineworld , Ocean Village, Ocean Way, Southampton. Advance booking and programme information: 0871 200 2000. Website: www.cineworld.co.uk

Access: UGC Cinemas operate a comprehensive disability programme providing wheelchair spaces, removable seats, ramps or lifts. For advance booking of wheelchair spaces and carer seats

Seats for wheelchair users and companion: see under Access and Other information

Other information: For advance booking of wheelchair spaces and carer seats, please contact the Agent Team between 10am and 10pm (Monday to Sunday) at UGC's telephone booking service on 0871 200 2000. When using this service, please select your Cinema followed by the 'enquiries' option and, finally, 'operator'.

LEISURE CENTRES

Bitterne Leisure Centre, Dean Road, Bitterne, Southampton SO18 6AQ. Telephone: 023 8043 7647, fax: 023 8039 3332

Access: There is ramped access to the Centre

Lifts: Not applicable

Toilet for the disabled: Yes

Parking: There is free car parking next to the Centre

Other Information: The Centre gives priority to those with special needs. Disabled swimming facilities are available to make the experience enjoyable for all users. The pool is equipped with a hoist, purpose built steps for ease of access, disabled changing facilities accessible by using a radar key equipped with shower and locker facilities. All carers swim for free (on production of a valid ID). The Penguin disabled swimming club meets once a week for a social swim at Bitterne Leisure Centre. Contact reception for further details.

A number of machines in the fitness suite can be adapted for disabled users including the Integra wide pulldown, specially designed for the inclusion of all users. Integra benefits from high visibility touch and adjustment points, so equipment is suited to the visually impaired. Many items also feature swing away seat, offering the choice to bring in the user's own wheelchair.

Chamberlayne Leisure Centre, 150 Weston Lane, Southampton SO19 9SJ. Telephone: 023 8043 7668, fax: 023 8043 3260, e-mail: chamberlayne.lc@southampton.gov.uk

The following is from the Centre's brochure 2004/05.

Chamberlayne Leisure Centre has many activities available for those with special needs and priority has been given to those with special needs in the design of the building. There is a wheelchair basketball club, disabled trampolining sessions and the holiday play scheme caters for children with special needs. The fitness suite contains a number of machines which can be adapted for disabled users. The centre has been built all on one level with easy access to all areas of the building, Braille is used on all the signage throughout the centre and separate toilets and changing facilities are available.

PUBLIC TRANSPORT

BUS

First Bus 023 8022 4854 8.30am to 5pm (Mon-Fri), 9am to 3.30pm (Sat)

Solent Blue 023 8061 8233 (0830-1700 Monday to Saturday)

Local office at Eastleigh Bus Station Website: <http://www.bluestarbus.co.uk/>

Some buses have low floor entry and there is space on Bluestar buses for a wheelchair and a buggy. Passengers with special needs are advised to telephone BlueStar on 023 8061 8233 to check travelling arrangements on the service desired to be used.

National Express Coach Station, Harbour Parade, Southampton.

Disabled Persons Travel Helpline: 0121 423 8479, Textphone (for customers who are deaf or hard of hearing: 0121 455 0086, Fax: 0121 454 8052,

e-mail: DPTH@nationalexpress.com. The postal address for National Express Customer Support, Disabled Persons Travel Helpline, PO Box 9854, Birmingham B16 8XN

National Express (NE) make a commitment that if a disabled customer needs any assistance and NE are told what is required at least 24 hours before the time of intended travel, NE will advise what assistance they can give at all stages of the journey where they are able to provide their own staff. The more information that NE have about the requirements the better prepared they are to meet needs when a disabled person travels with them. Within 24 hours NE will do their best to meet any requests wherever possible. By calling the Disabled Persons Travel Helpline, specialist information can be given regarding journey, reservations and ticket sales.

Coach Station facilities available at Southampton (taken from National Express leaflet – Serving our Disabled Customers – issued May 2003). NB The facilities may be subject to change without notice:

Disabled Persons' toilets, baby changing facilities, Help/Information Point, Accessible Public Telephones, Waiting Area with Seats, Wheelchairs available, clipboards/magnifying glass, Disabled Persons Parking.

Staff are available from 08.15 to 17.30 but this may differ on weekends and Bank Holidays.

There is NO Induction Loop at Southampton Coach Station.

Uni-Link, University of Southampton, Southampton SO17 1BJ.
Telephone: 023 8059 5974, e-mail: unilink@soton.ac.uk; website:
www.unilink.soton.ac.uk

Access – all Unilink buses have platforms that can be lowered to kerb level for ease of access. Uni-link operate the free Link bus service that runs between the south side of the Central Rail Station and the Town Quay, with stops at The Mall Marlands/Asda, WestQuay, St Michael's Church, Town Quay.

Spaces for wheelchair users: There are two spaces for wheelchairs on each of the Unilink buses.

Other information: Timetables are available in large print

FERRY

Hythe Ferry

Ramped access to pier and ferry, at low tide ramps can be very steep. Pier is approximately 700metres long, but a small electric train (with no wheelchair access) runs along it.

TRAIN

SOUTHAMPTON CENTRAL STATION 023 8021 3600

There is flat access to the north and south sides of the Central Station. For disabled passengers arriving on one of the inner platforms there is a lift that can be used to access the exit platforms. Assistance in boarding/leaving train.

SHOPPING CENTRES

Bargate, East Bargate Telephone 023 8033 3599, fax: 08700 110477, e-mail:
info@bargatecentre.com. Website in course of preparation at:
<http://www.bargatecentre.com>

Access: There are lifts in the Centre and entrances are on the level.

Lifts: Yes. See parking information

Car Parking: There is a car park for the Bargate Shopping Centre and it is necessary to pay for parking. There is NO exemption for holders of the disabled badge. On level 3 of the Bargate car park there are 10 spaces specifically designated for the disabled but if these are occupied the vehicle can be parked in an ordinary space. On Level 3, the doors giving access from the parking area to the lifts are blocked open for ease of use. It is therefore best to use that level. Lifts can be accessed from the other floors but the doors on the other floors are not blocked open and so have to be opened manually.

Toilet for the disabled: Yes, in the basement area of the Bargate Shopping Centre near the café. It is operated by a Radar Key. If you do not have such a key of your own, please ask at the café or ask any member of staff as each one has a Radar key.

Mall, Marlands, Civic Centre Road/Above Bar Street, Southampton
Telephone: 023 8033 9164. Website: www.themall.co.uk/marlands

Access: Coming in from Above Bar there is one automatic door on the right hand side as you approach the entrance to the Centre. This is operated by a press pad near the door. When coming out of the Centre at this point, there is a similar pad inside. On the Portland Terrace side there are automatic doors opposite the pedestrian crossing. The entrance to the Centre further down Portland Terrace has doors that do not open automatically.

Lifts: Yes

Toilet for the disabled: Located on the first floor of the Centre next to the lifts.

Car Parking: There is no car park attached to the shopping centre itself but public car parks are near by and have lifts for access to level 10 (Street level).

WestQuay

Access: All entrances to WestQuay are at street level without steps

Lifts: Yes to the different floors of the Centre. Some of the shops in WestQuay have a mezzanine floor and where this is the case, access can be obtained by asking a member of staff.

Toilet for the disabled: Yes

Parking: In the WestQuay car parks there are parking spaces for the disabled at each level and these are by the lifts. On entering the car parks a ticket is taken and EXCEPT in the case mentioned for WestQuay Shopmobility all parking must be paid for on exiting the car parks.

WestQuay Shopmobility: There are parking spaces for disabled people next to WestQuay Shopmobility BUT these particular spaces are only for people who are hiring scooters/wheelchairs from WestQuay Shopmobility. In the case of such hirers the parking ticket will be validated by WestQuay Shopmobility at the end of the visit, when the scooter/wheelchair is returned and there is then no car parking charge to be paid on exiting the car parks.

West Quay Retail Park, Harbour Parade, Southampton.

Access: The retail units are all accessed at ground level from the car parking areas.

Lifts: No

Parking: This information is on notice boards at the car parks. The car parks at the West Quay Retail Park are privately owned and are only for customers of the Retail Park. The Retail Park's car parks are patrolled. The maximum stay is 2 hours and there is no return within 2 hours. Failure to comply may result in a £50 penalty ticket. Vehicles must be parked only in marked bays. There are bays for disabled badge holders and only such badge holders may park in those bays. There is a clamping release fee of £100. The car parking at West Quay Retail Park is operated by Euro Car Parks Ltd, telephone 020 7388 9777.

THEATRES/CONCERT HALLS

Mayflower Theatre, Commercial Road, Southampton SO15 1GE. Telephone: 023 8071 1811. Minicom: 023 8023 8937. Website: www.mayflower.org.uk

Information taken from the Mayflower Theatre Programme September 2004/June 2005

Access: There is an accessible disabled entrance located to the side of the theatre giving access into the auditorium. It is regretted that the foyer and bars are not accessible because of the nature of the historic building. A member of staff will help with requirements. Currently there is no level access to the box office at the theatre. There is a ticket desk at the lower floor of WestQuay Shopping Centre to which there is full access.

Lifts: Yes

Seats: There are 16 spaces for wheelchairs in the Stalls. These can be purchased for £5 at discounted performances and otherwise for the lowest Stalls price. The spaces include 8 in the back row of the Stalls each with a seat next to it for a companion. The other wheelchair spaces are located to the side of the back of the Stalls. Essential companions may use a free standing space as near as possible to the wheelchair user's space or buy a seat at the concession discount where available. Some seats at the front of the Stalls are reserved for patrons with guide dogs. A number of seats are reserved for people wishing to take advantage of interpreted and captioned performances for which seats are also available for companions. Please let the Box Office know if you wish to sit in the reserved area.

Toilet: An accessible unisex toilet is located at the back of the Stalls.

Other Information: The deaf and hard of hearing can take advantage of the theatre's **infrared amplification system**. Special receivers are required, available at the box office (£5 refundable deposit) and it is advised that one is reserved in advance. **Audio described performances** are also offered at which a commentary can be heard through a headphone on visual aspects of a production. Headsets need to be reserved in advance.

Nuffield Theatre University Road, Southampton SO17 1TR. Telephone: 023 8067 1771. Website: www.nuffieldtheatre.co.uk

The following information is taken from the Nuffield Theatre programme.

Access: For customers who use wheelchairs there is level access to all facilities. There are four accessible car parking spaces for disabled customers.

Lifts: No, all wheelchair spaces are level access.

Seats: The Theatre offers one free seat for those accompanying wheelchair users or customers deemed to need a care assistant.

Toilet for the disabled: Yes

Further information: Hearing enhancement – the auditorium is fitted with a 'Williams Sound' infra-red system which enables customers with a hearing impairment to enjoy, fully, all performances. An infra-red receiver can be borrowed from reception on the night of the performance. **Audio description** – audio described performances for blind and visually impaired customers bring theatre to life through a receiver and earpiece. Set-feels are also offered 45 minutes before the performance. To arrange a Set-feel and register attendance to a described performance, contact the Front of House Manager. **Signed performances:** British Sign Language interpreted performances for deaf and hard of hearing customers are offered once during each Nuffield Theatre production. Please advise the Box Office when making a booking so that suitable seats can be allocated.

Turner Sims Concert Hall, University of Southampton, Highfield Campus. Box Office: 023 8059 5151. Website: www.turnersims.co.uk

The following information is taken from the brochure for Turner Sims Concert Hall.

Access: There are spaces for wheelchairs in the Concert Hall and disabled car parking spaces nearby. The parking in University Car Parks is free after 5pm on weekdays and all day at weekends. Locations of car parks are shown on the map inside the programme produced by the Concert Hall. There is good access to the Box Office, bar and toilet facilities.

Lifts: No

Spaces for wheelchairs: Yes, see above but it is advisable to notify the Box Office, when booking, that a space is required.

Induction Loop: Yes for people with impaired hearing. Headsets may be reserved from the Box Office by reserving in advance.

Toilet for the disabled: Yes

Other information: Large print leaflets and programmes are available from the Box Office. Guide dogs are welcome but please advise the Box Office when booking so that an appropriate space may be provided to accommodate the dog.

Southampton Guildhall, West Marlands Road, Civic Centre, Southampton, SO14 7LP. Box Office: 023 8063 2601 Website: www.southampton-guildhall.com

Information from their website

Access: There are 2 allocated parking spaces in the car park for concert goers with disabled badges. Level access to the Guildhall is via a purpose-built ramp to the right of the main entrance.

Spaces for wheelchairs: In the auditorium at concerts and at Stand-Up concerts there is a viewing platform for wheelchair users.

Induction loop: Yes

Toilet facilities: Level wheelchair accessible toilet on the ground floor of the auditorium.

Guide Dogs: Welcome but please inform the Box Office at the time of booking. Specific requests or comments should be directed to the Guildhall Management Team who will endeavour to accommodate them.

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