



Birmingham Hippodrome

Hurst Street, Birmingham, B5 4TB

0844 338 5000 (tel:0844 338 5000)

Send email (<mailto:tickets@birminghamhippodrome.com>)

Visit website (<http://www.birminghamhippodrome.com>)



Access Guide

Introduction

- Services/facilities within the building include Box Office, Patrick Theatre, Circle Restaurant, Coffee Bar, Dance Hub, hospitality and conference rooms, Qdos Lounge and Birmingham Royal Ballet.

Comments

View

- The venue have relaxed performances several times a year for people with an Autistic Spectrum Condition, learning disability, or sensory and communication disorder.

Opening Times (Venue)

- Opening times do vary depending on performances.

Opening Times (Thorp Street Reception)

- Monday 08:00 - 21:00.
- Tuesday 08:00 - 21:00.
- Wednesday 08:00 - 21:00.
- Thursday 08:00 - 21:00.
- Friday 08:00 - 21:00.
- Saturday 08:00 - 21:00.
- Sunday Closed.

Comments

[View](#)

- The reception is open on Sundays when there are performances.

Opening Times (Stage Door Reception)

- This service is open 24 hours.

Location

- There is a bus stop within 150m (164yds) of the venue.
- The nearest National Rail station is Birmingham New Street.

Parking

Photos





5



6

-
- The venue does not have its own car park.

Public Car Parks

[View](#)

- There is a car park for public use within 200m (approx).
- The name of the car park is The Arcadian.
- The car park is located in Bromsgrove Street.

On Street Blue Badge Parking

[View](#)

- On street marked Blue Badge bays are available.
- The dimensions of the marked Blue Badge bays are 275cm x 540cm (9ft x 17ft 9in).
- On street Blue Badge parking is located on Hurst Street.

On Street Standard Parking

[View](#)

- Clearly signed and/or standard marked parking bays are available.
- The dimensions of the standard marked parking bays are 210cm x 550cm (6ft 11in x 18ft 1in).
- Standard marked parking bays are located on Hurst Street.

Drop-off Point

[View](#)

- There is not a designated drop off point.

Comments

[View](#)

- Wheelchair users and patrons with impaired mobility may prefer to use Thorp Street car park, which is directly opposite the stage door and

provides the easiest access to the theatre (photograph 4).

- Photograph 5 and 6 show the Arcadian car park.

Outside Access (Main Entrance - Level 2)

Photos



1



2



3



4



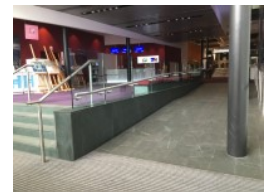
5



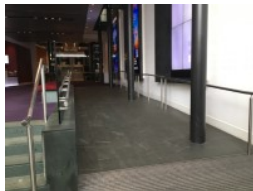
6



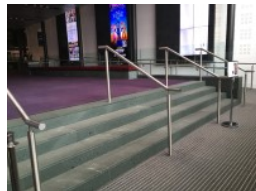
7



8



9



10

Entrance

View

- This information is for the entrance located on Hurst Street.
- There is step-free access at this entrance.
- There is not a bell/buzzer.
- There is not an intercom.
- The main door(s) open(s) automatically (towards you).
- The main automatic door(s) is/are push pad or push button activated.
- The push pad or push button is 95cm from floor level.
- The door(s) is/are double width.
- The width of the door opening is 170cm.
- There is a small lip on the threshold of the entrance, with a height of 2cm or below.

- There is a second set of doors.
- The door(s) open(s) automatically (towards you).
- The automatic door(s) is/are push pad or push button activated.
- The push pad or push button is 107cm from floor level.
- The door(s) is/are double width.
- The width of the door opening is 130cm.

Ramp/Slope

View

- The ramp/slope is located beyond the entrance.
- The gradient of the ramp/slope is slight.
- The ramp/slope is permanent.
- There is a level landing at the top of the ramp/slope.
- There is a/are handrail(s) at the ramp.
- The handrail(s) is/are on both sides.
- The ramp/slope does bypass the step(s).

Step(s)

View

- The step(s) is/are located beyond the entrance.
- There is/are 4 step(s).
- The step(s) is/are not clearly marked.
- The height of the step(s) is/are between 15cm and 18cm.
- The height of the step(s) is/are 17cm.
- There is a/are handrail(s) at the step(s).
- The handrail(s) is/are on both sides.
- Handrails are at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do extend horizontally beyond the first and last steps.

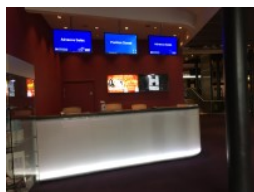
Comments

View

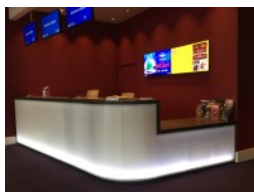
- At the first and second doors there are three double doors to the left of the automatic doors (photographs 1 and 5).
- These doors are heavy, open both ways and are 170cm wide.
- There are also central handrails at the steps.

Reception (Box Office)

Photos



1



2

-
- The desk/counter is 15m (16yd 1ft) from the main entrance.
 - There is not level access to the desk/counter from the entrance.
 - The desk/counter is high (110cm+).
 - The desk/counter has a low (76cm or lower) section.
 - The lighting levels are medium.
 - There is not a hearing assistance system.

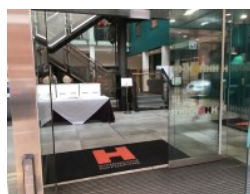
Photos



1



2



3

Outside Access (Thorp Street Entrance - Level 2)

Entrance

[View](#)

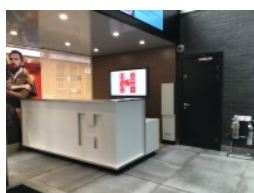
- This information is for the entrance located on Thorp Street.

- There is step-free access at this entrance.
- There is not a bell/buzzer.
- There is not an intercom.
- The main door(s) open(s) automatically.
- The door(s) is/are single width.
- The width of the door opening is 153cm.
- There is a second set of doors.
- The door(s) is/are single width.
- The width of the door opening is 153cm.

Reception (Thorp Street)



Photos



1



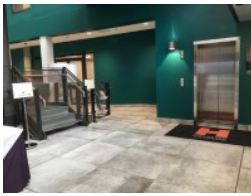
2

-
- The desk/counter is 3m (3yd 10in) from the Thorp Street entrance.
 - There is level access to the desk/counter from the entrance.
 - The desk/counter is high (110cm+).
 - The desk/counter has a low (76cm or lower) section.
 - The lighting levels are medium.
 - There is not a hearing assistance system.

Level Change (Thorpe Street Entrance to Hippodrome Theatre)



Photos



1



2

- There is a ramp/slope to access this area/service.
- The ramp/slope is located to the right of reception.
- The ramp/slope gradient is slight.

Outside Access (Stage Door Entrance)



Photos



1



2



3

Entrance

View

- This information is for the entrance located on Thorp Street.
- There is ramped/sloped access at this entrance.
- There is not a bell/buzzer.
- There is not an intercom.
- The main door(s) open(s) automatically.
- The main automatic door(s) is/are push pad or push button activated.
- The push pad or push button is 97cm from floor level.
- The door(s) is/are double width.
- The width of the door opening is 140cm.

Ramp/Slope

View

- The ramp/slope is located in front of and beyond the entrance.

- The gradient of the ramp/slope is slight.
- The ramp/slope is permanent.
- There is a level landing at the top of the ramp/slope.
- There is a/are handrail(s) at the ramp.
- The handrail(s) is/are on both sides.

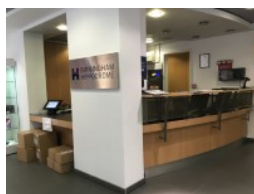
Comments

View

- This entrance is used by visitors to the Dance Hub.
- There is no access from this entrance to the main Hippodrome Theatre.
- The slope in front of the entrance does not have handrails (photograph 2).

Reception (Stage Door)

Photos



1



2

-
- The desk/counter is 4m (4yd 1ft) from the Stage Door entrance.
 - There is not level access to the desk/counter from the entrance.
 - The desk/counter is medium height (77cm - 109cm).
 - The desk/counter has a low (76cm or lower) section.
 - The lighting levels are medium.
 - There is not a hearing assistance system.

Inside Access

Photos



1



2



3



4



5

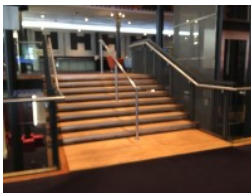


6

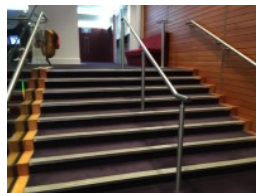
- There is level access to the service(s).
- This venue does play background music.
- Music is played in public areas.
- Motorised scooters are allowed in public parts of the venue.
- The lighting levels are varied.

Other Floors (Main Hippodrome Theatre)

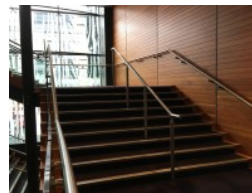
Photos



1



2



3

Steps

View

- The floors which are accessible by stairs are E, 1, 2, 3, 4.
- There are 15+ steps between floors.
- The steps are clearly marked.
- The steps are medium height (11cm - 17cm).
- The steps do have handrails.
- The steps have a handrail on both sides.

- There is a landing.
- The lighting levels are medium.

Comments

View

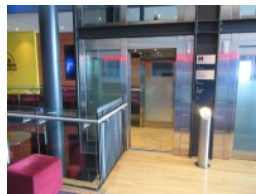
- The 'E' floor stands for entrance foyer.

Lift (Main Hippodrome Theatre)

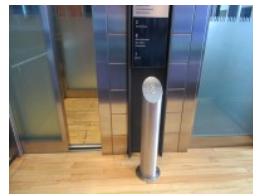
Photos



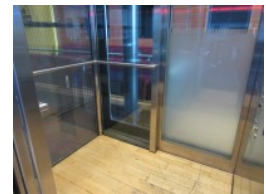
1



2



3



4

-
- There is a lift for public use.
 - The lift is located on the right past the box office reception.
 - The lift is a standard lift.
 - The floors which are accessible by this lift are E, 1, 2, 3, 4.
 - Wall mounted information boards are provided at lift landings.
 - The lift is approximately 28m (30yd 1ft) from the main entrance.
 - Staff do not need to be notified for use of the lift.
 - The clear door width is 90cm (2ft 11in).
 - The dimensions of the lift are 173cm x 124cm (5ft 8in x 4ft 1in).
 - There are separate entry and exit doors in the lift.
 - There is not a mirror to aid reversing out of the lift.
 - The lift does have a visual floor indicator.
 - The lift does have an audible announcer.
 - The controls for the lift are within 90cm - 120cm from the floor.
 - The lift does have Braille markings.
 - The lift does have tactile markings.
 - The lighting level in the lift is medium.

Comments

[View](#)

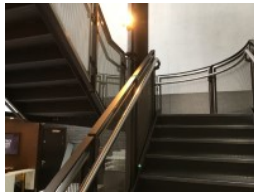
- The 'E' floor stands for entrance foyer.
- There are two lifts available adjacent to each other.

Other Floors (Thorp Street)

Photos



1



2

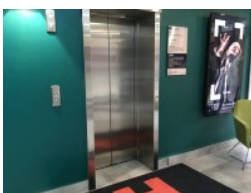
Steps

[View](#)

- The floors which are accessible by stairs are 2, 3, 5.
- There are 15+ steps between floors.
- The steps are clearly marked.
- The steps are deep (18cm+).
- The steps do have handrails.
- The steps have a handrail on both sides.
- There is a landing.
- The lighting levels are medium.

Lift (Thorp Street)

Photos



1

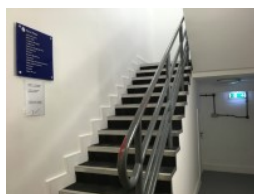


2

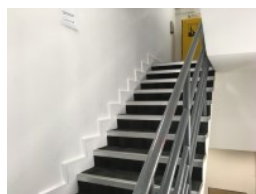
-
- There is a lift for public use.
 - The lift is located opposite the Thorp Street reception desk.
 - The lift is a standard lift.
 - The floors which are accessible by this lift are 2, 3, 5.
 - Wall mounted information boards are provided at lift landings.
 - The lift is approximately 2m (2yd 7in) from the Thorp Street entrance.
 - Staff do not need to be notified for use of the lift.
 - The clear door width is 80cm (2ft 7in).
 - The dimensions of the lift are 140cm x 126cm (4ft 7in x 4ft 2in).
 - There are not separate entry and exit doors in the lift.
 - There is a mirror to aid reversing out of the lift.
 - The lift does have a visual floor indicator.
 - The lift does have an audible announcer.
 - The controls for the lift are within 90cm - 120cm from the floor.
 - The lift does have Braille markings.
 - The lift does have tactile markings.
 - The lighting level in the lift is medium.

Other Floors (Stage Door)

Photos



1



2

Steps

[View](#)

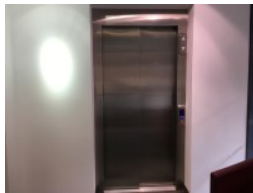
- The floors which are accessible by stairs are 1, 2, 3.
- There are 15+ steps between floors.
- The steps are clearly marked.

- The steps are medium height (11cm - 17cm).
- The steps do have handrails.
- The steps have a handrail on the right going up.
- There is a landing.
- The lighting levels are medium.

Lift (Stage Door)



Photos



1

-
- The lift is located to the right as you enter from the stage door entrance.
 - The lift is a standard lift.
 - The floors which are accessible by this lift are G, 3.
 - Wall mounted information boards are not provided at lift landings.
 - The lift is approximately 7m (7yd 1ft) from the stage door entrance.
 - Staff do not need to be notified for use of the lift.
 - The clear door width is 105cm (3ft 5in).
 - The dimensions of the lift are 109cm x 140cm (3ft 7in x 4ft 7in).
 - There are separate entry and exit doors in the lift.
 - There is not a mirror to aid reversing out of the lift.
 - The lift does have a visual floor indicator.
 - The lift does have an audible announcer.
 - The controls for the lift are within 90cm - 120cm from the floor.
 - The lift does have Braille markings.
 - The lift does have tactile markings.
 - The lighting level in the lift is medium.

Theatre

Photos



1



2



3



4



5



6



7



8



9



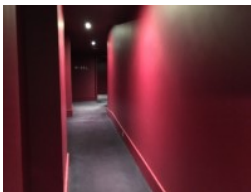
10



11



12



13

-
- There are designated spaces for wheelchair users.
 - Designated seating is located in at the front and rear of the stalls and in the upper circle.
 - Wheelchairs are left with you.
 - A companion may sit with you.
 - Companions sit next to you.
 - This venue does provide audio described performances.
 - There is a hearing assistance system.
 - The hearing system is infrared.
 - Staff are trained to use the hearing system.

- A deposit is not required for the sound enhancement system.
- There is a wheelchair to borrow.
- Concessions are available.
- Assistance dogs are allowed in the auditorium.
- To view the <https://www.birminghamhippodrome.com> website for more information on accessible seating please click here (new tab) (<https://drlqq8xn694xu.cloudfront.net/wp-content/uploads/2017/01/25151452/A3-Seating-Plans-2017.pdf>).

Comments

View

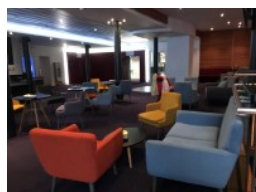
- Accessible seating at the front of the theatre is accessed from level 1 (photograph 2).
- The wheelchair lounge area of the theatre is accessed from level 2 (photographs 3 and 4).
- In this area there are screens at the wheelchair spaces for occasions when audience participation may mar the view (photograph 5).
- Photographs 6 and 7 show the accessible seating at the rear of the upper circle, accessed from level 4.
- There is a slight slope in the stalls (photograph 11).
- There are deep and medium clearly marked steps with and without handrails on the middle and upper circle (photograph 12).
- Photograph 13 show the slope leading to the centre viewing circle.

Eating and Drinking (Coffee Bar - Main Bar)

Photos



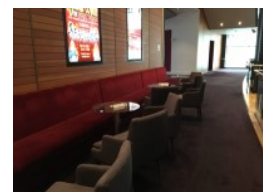
1



2



3



4

-
- The following information is for the bar.
 - The café is located on level 2.

- The bar does serve food.
- Full table service is not available.
- Food or drinks are ordered from the service counter.
- Food or drinks can be brought to the table.
- There is not a lowered section at the counter.
- No tables are permanently fixed.
- Some chairs are permanently fixed.
- Some chairs have armrests.
- The nearest table is approximately 2m (2yd 7in) from the lift.
- The distance between the floor and the lowest table is 30cm (12in).
- The distance between the floor and the highest table is 68cm (2ft 3in).
- The standard height for tables is 68cm.
- There is ample room for a wheelchair user to manoeuvre.
- Plastic/takeaway cups are available.
- Plastic/takeaway cutlery is available.
- Drinking straws are available.
- Children are welcomed in the bar area.
- Menus are wall only.
- Menus are not available in Braille.
- Menus are not available in large print.
- Picture menus are not available.
- Menus are clearly written.
- Menus are presented in contrasting colours.
- The type of food served here is hot and cold meals and snacks.

Comments

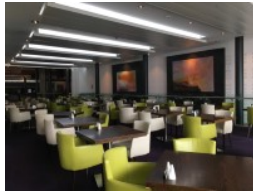
View

- There are similar bar areas on levels 1, 3 and 4.
- These bars provide drinks, cold snacks and programmes.

Eating and Drinking (Circle Restaurant - Level 3)



Photos



1



2



3



4

-
- The following information is for the restaurant/bar.
 - The restaurant is located on level 3.
 - Full table service is available.
 - No tables are permanently fixed.
 - No chairs are permanently fixed.
 - All chairs have armrests.
 - The nearest table is approximately 9m (9yd 2ft) from the lift.
 - The standard height for tables is 69cm.
 - There is ample room for a wheelchair user to manoeuvre.
 - Plastic/takeaway cups are not available.
 - Plastic/takeaway cutlery is not available.
 - Drinking straws are available.
 - Menus are hand held only.
 - Menus are not available in Braille.
 - Menus are not available in large print.
 - Picture menus are not available.
 - Menus are clearly written.
 - Menus are presented in contrasting colours.
 - The type of food served here is hot and cold meals and snacks.

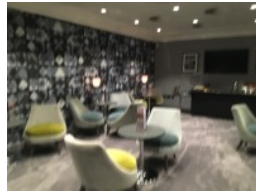
Eating and Drinking (Qdos Lounge)



Photos



1



2



3



4

-
- The following information is for the bar.
 - The bar is located on level 1.
 - The bar does serve food.
 - Full table service is available.
 - Food or drinks are not ordered from the service counter.
 - No tables are permanently fixed.
 - No chairs are permanently fixed.
 - No chairs have armrests.
 - The nearest table is approximately 18m (19yd 2ft) from the lift.
 - The standard height for tables is 57cm.
 - There is ample room for a wheelchair user to manoeuvre.
 - Plastic/takeaway cups are available.
 - Plastic/takeaway cutlery is available.
 - Drinking straws are available.
 - Menus are hand held only.
 - Menus are not available in Braille.
 - Menus are not available in large print.
 - Picture menus are not available.
 - Menus are not clearly written.
 - Menus are presented in contrasting colours.
 - The type of food served here is cold snacks.

Comments

[View](#)

- Access to this area is by booking only.

Accessible Toilet (Level 2)



Photos



1



2

-
- Accessible toilet facilities are available.

Location and Access

[View](#)

- There is written text and pictorial signage on or near the toilet door.
- This accessible toilet is approximately 15m (16yd 1ft) from the lift.
- This accessible toilet is located off the main corridor on level 2.
- There is level access to this accessible toilet.

Features and Dimensions

[View](#)

- This is a shared toilet.
- A key is not required for the accessible toilet.
- The door opens outwards.
- The door is locked by a twist lock.
- The width of the accessible toilet door is 79cm (2ft 7in).
- The door is light.
- The dimensions of the accessible toilet are 175cm x 177cm (5ft 9in x 5ft 10in).
- There is not sufficient turning space in the cubicle for a wheelchair user.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the right.

- The lateral transfer space is 106cm (3ft 6in).
- There is a dropdown rail on the transfer side.
- There is a flush on the transfer side.
- The tap type is lever.
- There is a mixer tap.
- There is an emergency alarm.
- The emergency pull cord alarm is fully functional.
- Disposal facilities are available in the cubicle.
- There is a/are sanitary disposal units.
- There is a/are coat hook(s).

Position of Fixtures

View

- Wall mounted grab rails are available for the toilet.
- As you face the toilet the wall-mounted grab rails are on both sides.
- There is not a shelf within the accessible toilet.
- There is a mirror.
- Mirrors are not placed at a lower level or at an angle for ease of use.
- The height of the toilet seat above floor level is 45cm (1ft 6in).
- There is a hand dryer.
- The hand dryer cannot be reached from seated on the toilet.
- The hand dryer is not placed higher than 100cm (3ft 3in).
- There is not a towel dispenser.
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is not placed higher than 100cm (3ft 3in).
- There is a wash basin.
- The wash basin can be reached from seated on the toilet.
- The wash basin is placed higher than 74cm (2ft 5in).
- The height of the wash basin is 77cm (2ft 6in).

Colour Contrast and Lighting

[View](#)

- The contrast between the external door and wall is good.
- The contrast between the internal door and wall is good.
- The contrast between the wall-mounted grab rail(s) and wall is fair.
- The contrast between the dropdown rail(s) and wall is good.
- The contrast between the walls and floor is fair.
- The lighting levels are medium.

Comments

[View](#)

- There is a similar accessible toilet adjacent in level 2.
- There are three similar accessible toilets on level 1.
- There are two similar accessible toilets on level 3.

Standard Toilet(s) (Level 2)

Photos



1



2



3



4

Availability and Location of Standard Toilets

[View](#)

- Standard toilet facilities are available.

Access to Standard Female and Male Toilet(s)

[View](#)

- The female and male toilet facilities that were surveyed are located off the main corridor on level 2.
- The female and male toilets are approximately 15m (16yd 1ft) from the lift.
- Inside the venue, there is level access to the female and male toilets.
- An ambulant toilet cubicle with wall mounted grab rails is available.

- Lighting levels are medium.

Comments

[View](#)

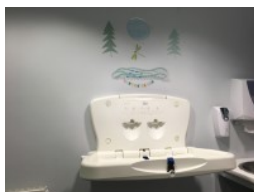
- Additional standard toilet facilities are available on levels 1, 3 and 4.

Parent and Baby Room (Level 2)

Photos



1



2

-
- There is a parent and baby room for public use.
 - The parent and baby room is located off the main corridor on level 2.
 - The parent and baby room is approximately 15m from the lift.
 - There is step-free access to the parent and baby room.
 - Staff do not need to be notified for use of the room.
 - There is pictorial signage on or near the parent and baby room door.
 - The baby change table is not set against the wall, permanently fixed at 75cm from the floor.
 - The baby change table is not height adjustable.
 - The height of the baby change table once extended is 114cm (3ft 9in).
 - There are disposal facilities in the parent and baby room.
 - There is a wash basin in the parent and baby room.
 - The height of the wash basin is 96cm.
 - The wash basin tap type is sensor.
 - There is/are not chair(s) in the parent and baby room.
 - There is not a toilet in the parent and baby room.
 - There is a flashing fire alarm beacon within the room.
 - The lighting levels are good.

Reception (Dance Hub)



Photos



1



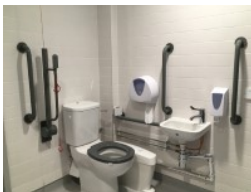
2

-
- The desk/counter is 3m (3yd 10in) from the lift.
 - There is level access to the desk/counter from the entrance.
 - The desk/counter is medium height (77cm - 109cm).
 - The desk/counter has a low (76cm or lower) section.
 - The lighting levels are medium.
 - There is not a hearing assistance system.

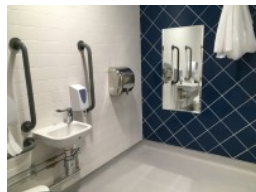
Accessible Changing Room (Dance Hub)



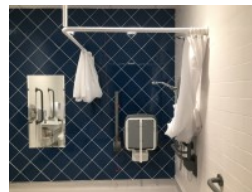
Photos



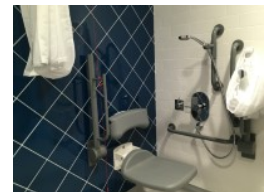
1



2



3



4

-
- There are accessible changing rooms available.
 - The accessible changing room is located on the level 3, at the rear of the venue.
 - The facility is 11m (12yd 1in) from the lift.
 - The door opens outwards.
 - The width of the door is 90cm (2ft 11in).
 - The door is locked by a twist lock.
 - The dimensions of the accessible changing room are 234cm x 248cm (7ft 8in x 8ft 2in).

- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 153cm (5ft).
- There is a dropdown rail on the transfer side.
- Wall mounted rails are available.
- The toilet seat is 49cm (1ft 7in) above floor level.
- There is a sink.
- The sink can be reached from seated on the toilet.
- The height of the sink is 74cm (2ft 5in).
- The tap type is lever.
- There is a mixer tap.
- There is an emergency alarm in the cubicle.
- The alarm was out of reach (higher than 10cm (4") from floor) when surveyed.
- There is not a locker within the accessible changing room.
- There is not a changing bench.
- There is a wheel in shower.
- The facilities available in the accessible shower are handrails and a flip-down seat.
- The height of the seat is 52cm (1ft 8in).

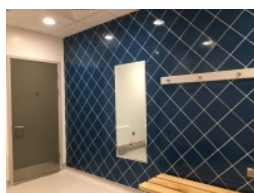
Comments

[View](#)

- There is a dropdown rail in the shower area.

Standard Changing Room (Dance Hub)

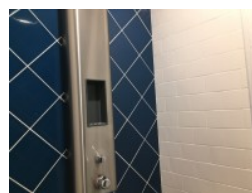
Photos



1



2



3

-
- The standard changing room(s) is/are approximately 11m (12yd 1in) from the lift.
 - The standard changing room(s) is/are approximately 8m (8yd 2ft) from the reception desk.
 - The standard changing room(s) is/are approximately 3m (3yd 10in) from the studio.
 - The standard changing room(s) surveyed is/are located on level 3, at the rear of the venue.
 - There is level access to the standard changing room(s).
 - Shower facilities are available within the changing room(s).
 - There is level access to the shower facilities.

Standard Toilet(s) (Dance Hub)

Photos



1

Availability and Location of Standard Toilets

[View](#)

- Standard toilet facilities are available.

Access to Standard Female and Male Toilet(s)

[View](#)

- The female and male toilet facilities that were surveyed are located on level 3, at the rear of the venue.
- The female and male toilets are approximately 11m (12yd 1in) from the lift.
- Inside the venue, there is level access to the female and male toilets.

- Lighting levels are medium.

Additional Info

- Documents can be requested in Braille.
- Documents can be requested in large print.
- A bowl of water can be provided for an assistance dog.
- An assistance dog toilet area can be provided onsite.
- The assistance dog toilet area is located at the rear of the venue.
- A member of staff trained in BSL skills is not normally on duty.

Comments

[View](#)

- A member of staff is designated to assist with assistance dogs if required.