

BIF 2024 ACCESS GUIDE - FINAL 21.6.24

This document has been produced on the basis of the best available information as at June 2024 and is intended for general information purposes only.

Venues

Buxton Opera House (BOH)

www.buxtonoperahouse.org.uk/visit-us/access

Dedicated car parking bays for Blue Badge holders: YES 15

These are on the lower level of the Pavilion Gardens car park which is on the same level as the BOH forecourt.

Access: YES

There is step free access to the auditorium from the forecourt through the stalls entrance; the wheelchair entrance is 720mm at its narrowest point.

Wheelchair spaces: YES 3

There are three wheelchair spaces in the stalls area of the theatre.

Accessible Toilet: YES

There is an accessible toilet on the left before entering the auditorium.

Hearing Loop: YES

There is a hearing aid loop at the main box office and an enhanced hearing system in the auditorium (which has recently been updated) for people with hearing impairments. This works through special headsets which are available from the theatre box office. Please reserve one when you book your tickets, specifying whether you want to use it with or without a hearing aid. A £10 cash deposit is required.

The Pavilion Arts Centre (PAC)

www.buxtonoperahouse.org.uk/visit-us/access (also includes information on PAC)

Dedicated car parking bays for Blue Badge holders: YES 7

These are on the upper level of the Pavilion Gardens car park.

Step free access: YES

There is step free entrance to the PAC from St. John's Road which is on the same level as the upper level of the Pavilion Gardens car park. There is also a wheelchair accessible lift (door width 870mm) from the ground floor foyer near the Ice Cream Parlour which serves the 1st, 2nd and 3rd floors of the PAC.

NB: THE LIFT ONLY MOVES WHILST THE CONTROL BUTTON IS PRESSED.

Wheelchair spaces: YES 2

There are two wheelchair spaces at the front of the bleachers on the ground floor of the PAC.

Toilets: YES

There are two wheelchair accessible toilets in the Pavilion Gardens, one on the second floor of the PAC, accessible from the lift, and a second on the ground floor in the Café by the spiral staircase. There is also a Changing Places toilet opposite the Ice Cream Parlour which can be accessed with a RADAR Key available from the Ice Cream Parlour or the Retail Arcade desk.

Hearing Loop: YES

There is a hearing loop in the small PAC box office and an enhanced hearing system in the PAC but it may not work well and is scheduled for replacement. It works through headsets which are available from the PAC box office. Please reserve one when you book your tickets, specifying whether you want to use it with or without a hearing aid. A £10 cash deposit is required.

The Pavilion Gardens including the Octagon

<https://paviliongardens.co.uk/visiting-pavilion-gardens-buxton/getting-here-and-parking/>

Dedicated car parking bays for Blue Badge holders: YES 15**Step free access: YES**

The Pavilion Gardens offers level access from its car park onto the Promenade and throughout its Conservatory, Café, Retail Arcade, Art Gallery, Ice Cream Parlour (where Waterstone's shop is located) and the Octagon Concert Hall. The PAC level can be reached either from the St John's Road entrance or by using the accessible lift opposite the Ice Cream Parlour.

Toilets: YES

There are two wheelchair accessible toilets in the Pavilion Gardens, one on the second floor of the PAC, accessible from the lift, and a second on the ground floor in the Café by the spiral staircase.

There is also a Changing Places toilet opposite the Ice Cream Parlour which can be accessed with a RADAR Key available from the Ice Cream Parlour or the Retail Arcade desk.

Hearing Loop: YES

A hearing loop system is installed on the lower desk in the Retail Arcade.

The Assembly Rooms and Blue Room, Buxton Crescent Hotel

www.ensanahotels.com/buxton/en

Dedicated car parking bays for Blue Badge holders: NO

Access: YES

Both venues are on the first floor of the building. There is step free access from the Pavilion Gardens (West) end of the Crescent colonnade via the raised pavement round the front of the hotel. There is a lift from the ground to the first floor and the entrances to the Assembly Rooms and the Blue Room. The lift is 900mm wide and 2130mm deep

Toilet: YES

There is a wheelchair accessible toilet on the first floor.

Hearing Loop: NO

Palace Hotel

Dedicated car parking bays for Blue Badge holders: YES 2

These are near the accessible entrance. All parking at the Palace is chargeable by inputting the car registration number to a touch screen which is down one step from the hotel reception.

Access: YES

Access is a long uphill route first on the footpath along the wall at the base of the hotel garden, up Palace Road and in at the vehicle access gates, along the front of the hotel past the conservatory and then right at the end of the building. There are signs in the windows of the hotel indicating the route.

Step free access: YES

There are two ramps on the side of the hotel, the first one does not provide public access. The second one leads to the door to the spa and is usually left open during the day; there is also a bell on the left of the door to alert reception if it is locked. Once inside the building, the route is on a level to the function rooms where BIF events are held.

Toilet: YES

Hearing loop: NO

St John's Church

www.buxtonparish.org.uk

Dedicated car parking bays for Blue Badge holders: NO

There is a small church car park on the Manchester Road at its junction with St John's Road. Blue Badge holders are able to park in this car park for the duration of the concert and subject to availability.

Step free access: YES

There is ramp access through one of the two north doors of the church (not the vestry door which has steep steps) which is opened before the event as soon as the performance space is clear. This is approached on the level from the church car park - see above.

Toilet: YES

There is an accessible toilet at the back of the church at the foot of the stairs to the balcony.

Hearing Loop: YES

The Old Hall Hotel (Friends' Hub)

www.ensanahotels.com/old-hall-hotel/en

Dedicated car parking bays for Blue Badge holders: NO

There is parking - subject to availability - immediately outside the hotel.

Access: YES

The Friends' Hub can be approached through the restaurant thus avoiding the steps from the street. There is step free access from the pavement throughout the ground floor of the hotel.

Wheelchair spaces: n/a

Accessible Toilet: YES

There is an accessible toilet beyond reception and round the corner from the ladies and gents.

Hearing Loop: YES

There is a mobile loop hearing aid system situated in reception

Poole's Cavern

www.poolescavern.co.uk

Access: YES

Dedicated car parking bays for Blue Badge holders: YES

Access: YES

Allow 25-30 minutes walking time from central Buxton or 10-12 minutes for driving and car parking. There is level access throughout the visitor centre.

Wheelchair spaces: NO

Please note that only the first part of **Opera in the Cavern** is wheelchair accessible.

Accessible Toilet: YES

Toilet facilities in the Visitor Centre are accessible.

Hearing Loop: YES

Walking Routes and Times between Venues

These are indicative figures, in minutes, between venues' entrances:

		FROM					
		BOH	PAC	ASY RM	St JOHN'S	OLD HALL	PALACE
TO	BOH		4	7	5*	2	11*
	PAC	4		8	4*	5	11*
	ASSEMBLY ROOMS	7	8		8*	5	12*
	St JOHN'S	5*	4*	8*		5*	11*
	OLD HALL	2	5	5	5*		11*
	PALACE	14*	14*	15*	13*	14*	

Note: Times marked with an asterisk include an allowance for the time taken to cross St John's Road and/or Manchester Road.

In addition to the above times, allow for the typical time (in minutes) taken to exit from your seat to a venue's main entrance:

BOH	5 - 7
PAC	4
ASSEMBLY ROOMS & BLUE ROOM	4
St JOHN'S	3
OLD HALL	0
PALACE	3

Hidden Disabilities Sunflower

www.hdsunflower.com

Some disabilities, conditions or chronic illnesses are not immediately obvious to others and individuals can be questioned or challenged because they don't look "like you have a disability". This is why the Hidden Disabilities Sunflower has been created - to encourage inclusivity, acceptance and understanding. It is a simple tool for individuals to share that they have a hidden disability voluntarily. Simply by wearing the Sunflower, they're letting everyone know that they might need extra help, understanding, or just more time.