

★ CLAPHAM ★
GRAND
A PALACE OF MODERN VARIETY

VENUE
ACCESSIBILITY

BLACKSTAGE
POLE

GENERAL ACCESSIBILITY

- For all access customers we provide a free ticket for a PA or carer/companion when purchasing a full-price ticket. We recommend that you contact us before purchasing any tickets so we can advise you on how best to purchase and availability.
- All access customers will be seated in the stalls with a buzzer on request if not bringing a carer/PA
- The accessible area is located in the Stalls (ground floor) – on the left when looking at the stage, with good sight lines to the stage, step free access to our access toilet, which is located within the Gender Neutral toilet block. Please note on occasion the Gender Neutral toilets can be made single gender, in which case ask one of our ushers to escort you.
- Free earplugs available on site.

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MOBILITY, WHEELCHAIR USERS, STEP FREE ACCESS

- We can provide priority entry to minimise queuing times
- We have step free access at the side of the venue on Severus Road. This is via a ramp which is 30 inches wide, but can be adjusted if a wider space is needed. The weight this can hold is up to 180kg (roughly 28.5 stone). Please contact us if you are unable to move and believe the weight/width to be an issue and we can arrange alternate ways of getting you into the building safely.
- Due to the age of the building, we do not have step free access to the bar (5 steps) or to our upper levels, but we can give you a buzzer which will notify one of our wonderful staff to come and take your order for food/drinks or assist you.
- Our access cubicle is 33 inches wide. If you have a larger chair, please contact the venue directly and we will provide as much information as possible to help you make an informed decision before attending the venue.
- Unfortunately the smoking area is not step free from the access area, however chat to a member of staff and they will be able to assist.

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VISUAL IMPAIRMENT

- For seated shows, reserved seating is possible in the usually in 2nd or 3rd row of the stalls (1st row isn't an optimal view of the stage, but you are more than welcome to request it if this is your preference).
- Ushers available to help get to and from seats/bars/bathroom etc. along with a buzzer on request to get the attention of a dedicated staff member for assistance. Although this is in place, we still do recommend for you to bring along a carer/friend to accompany you

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FOR THE DEAF COMMUNITY - WITHOUT BSL INTERPRETER

- We will have reserved seating in the centre, near the front of the stalls with a clear view of the stage accommodating for lip-readers
- These seats are also near the speakers for those who use bass and rhythm to enjoy the music.

Blackstage is always willing to hire a BSL interpreter. However we would like to ensure this job goes to someone who is BPOC, so please email us in advance (info@blackstagepole.com) to let us know if you need a BSL interpreter for this show.

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FOR THE DEAF COMMUNITY - WITH BSL INTERPRETER

- We will have reserved seating in the centre, near the front of the stalls with a clear view of the stage accommodating for both lip-readers and those who prefer to be in close proximity to the BSL interpreter , or both if that is your preference!
- The BSL interpreter will be issuing 5 minute warnings for show start and interval so give plenty of time to use the facilities, get a drink etc.

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NEURODIVERSITY

We are aware that there are many variations of what someone may need, so although we have things in place such as quiet rooms, ventilated spaces, ability to skip the queue on request etc, please do feel free to reach out to us to have a chat about anything further to make sure you have the best time with us.

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CONTACT INFO

If there is something specific you would like to discuss from visible to non-visible disabilities or any sort of access enquiries, please feel free to call the venue on 020 7223 6523 or email info@claphamgrand.com between 9am – 5:30pm Mon – Sat to have a chat about how to make your visit with us amazing.

These are just a handful of queries the venue have frequently received, but they are more than happy to talk to you about any more specific things that we can do to maximise your visit.

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