



### **Access for All**

Nantwich Town Council is committed to making your visit as comfortable as possible. Please contact the Box Office directly if you have additional requirements so we can ensure you have a pleasant and enjoyable visit with us.

### **Facilities for Wheelchair Users**

We have a large number of spaces available for wheelchair users for performances in the Main Hall, which can be booked via the Box Office.

Accessible toilets can be found on the ground floor. Lifts are available to provide access to the Peggy Killick Suite on the first floor.

The entrance to the Civic Hall and box office is accessible for wheelchair users.

The Main Hall has ramps to allow access to the kitchen and cloakroom and the bar has a dropped counter.

### **Hard of Hearing**

The Main Hall has a Sennheiser Wi-Fi system for people with hearing impairments. Free headsets for use during your show may be collected from the Duty Manager before the performance starts.

### **Visual Impairments**

Leaflets are available in large print on request and we offer a warm welcome for assistance dogs.

### **Complimentary Companion Tickets**

When bought alongside a full-price ticket a complimentary ticket is available for accompanying companions who are essential for your visit. These tickets can be booked in person at the Civic Hall or over the telephone. We may ask for proof of disability, including:

- PIP (Personal Independence Payment)
- DLA
- Letter from a medical professional (A Doctors note or a letter from an occupation therapist)
- Carer's Allowance
- A Nimbus Access Card with the +1 symbol
- Social Services letter - Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 - 95 dBHL or worse.
- War Pensions Mobility allowance
- Blind or partially sighted registration certificate (BD8 or CVI certificate)
- A personal letter from the GP, community nurse or social worker
- Benefit award letters
- Copy of a blue badge (we would need to see both sides)

### **Parking**

There are several public car parks around the Town Centre, with a large one at the back of the Civic Hall, that includes several accessible bays. Car parks are pay and display car parks managed by Cheshire East Council. Daytime prices can be viewed on Cheshire East Council's website.

Cars can also pull up at the front of the building to drop off and pick up.

Note: when purchasing tickets for non-Council venues or events, please refer to the venue/organisers directly for accessibility or speak to us on 01270 628633 and we will try our utmost to assist.