

## **Accessibility**

### **Welcome**

The Mill Welcomes Deaf and disabled customers to the venue.

The Mill is keen to promote equality of opportunity for people with disabilities and to take the necessary steps to meet their requirements.

This guide is designed to inform everybody who comes to The Mill what we can offer customers who may have access requirements.

### **Contact details**

**Access Officer:** Prudence

**Email:** [accessibility@themjrgroup.com](mailto:accessibility@themjrgroup.com)

**Phone:** 01179259273

We aim to reply to queries within 2-3 working days.

### **Venue Description**

There is no step free access at the front entrance due to the stairs leading to both Room 2 and main room.

Step free access into the venue will be via a sloped entrance on Adderley Street which will lead directly into the main performance space and our wheelchair accessible viewing area which is located to the side of the stage.

The roof terrace at The Mill is not accessible to wheelchairs/mobility scooters and customers who are unable to traverse stairs

### **Bookable Access Facilities**

#### **Personal Assistant Ticket**

We are keen to promote equality of opportunity for people with disabilities and where possible have taken the necessary steps to meet customers' requirements.

We offer one complimentary Personal Assistant pass per ticket holder. PA ticket holders should be able to meet the needs and assist the person they are accompanying in the event of an emergency. After purchasing one ticket, send me your order number found in your confirmation email, and I'll arrange the complementary PA ticket. You will be asked for evidence for the PA ticket to be issued.

We ask for a photocopy/ scan (dated in last 12 months)

DLA/PIP letter

Attendance Allowance Letter

War Disablement Pension

Evidence that registered severely sight impaired

Recognised Assistance dog ID card

Access card

We recognise that the evidence above might not include everyone that has an access requirement. If you do not have any of the above evidence but wish to apply for one or more access provisions, please email us on [accessibility@themjrgroup.com](mailto:accessibility@themjrgroup.com) stating why you require them.

### **Viewing Area/Platforms**

If you require the use of viewing area and/or seat, please let us know in advance where possible, to ensure we are aware of your access needs.

The side stage viewing area at The Mill in the main room is accessible, stage is 3ft elevated from the ground and performance is viewed from side stage on ground floor.

We can offer seating on the mezzanine level for those who are able to traverse 1 flight of stairs but are unable to stand for long periods of time.

There will be a member of security monitoring this area throughout the night.

## **Toilets**

The accessible toilets are located at the back of the main room on the right hand side, opposite the stairs.

## **Parking / Travel Guide**

### **Is there parking ?**

The venue itself does not have a car park but there are many public car parks around the area

There is Green Parking Ltd. Digbeth Public Car Park, Digbeth High Street, Oxford Street, Birmingham B5 6DY. This is a 0.4 miles from the venue which can take 9 minutes to walk.

### **Drop off + pick up points**

You can be dropped off and picked up on the street outside the venue – Adderley Street

### **Nearest public transport**

There is a bus stop 250 meters away from the venue

Moor Street Station is located a 20 minute walk from the venue

Digbeth Coach Station is only a 15 minute walk.

## **Arrival Guide**

### **Box Office**

When you arrive at the venue a member of the door staff will greet you and check you in.

If you are collecting a personal assistant ticket please make sure your tickets are out to be inspected and let the member of staff know this has been arranged for you.

Once this has happened a manager will walk you round to our accessible entrance and take you into the main performance space. At

this point you will either be shown to one of the accessible areas and any seating you may have arranged.

There will be a member of security at the entrance to the wheelchair accessible viewing area throughout the night.

### **Could we provide early entrance upon request?**

If you believe you may need early entrance to the venue due to your accessibility requirements please email us on [accessibility@themjrgroup.com](mailto:accessibility@themjrgroup.com) to discuss this.

### **Customer with Medical Requirements**

We welcome customers who may need to bring medications, food, drink or medical equipment to manage a medical condition. We may be able to keep medication refrigerated for you, so just let us know in advance and we will do our best to accommodate. You'll need to contact us in advance should you need to bring any of these items.

Contact [accessibility@themjrgroup.com](mailto:accessibility@themjrgroup.com) if concerned

If an emergency arises during an event please approach the closest member of staff and they will be able to help you.

### **Access to Performance**

The Mill does not yet have a hearing loop system fitted within the venue

At present we do not offer any assisted performance options, but this is something we are exploring.

There are no dedicated lowered areas of the bar but accessible customers are able to be served from the hatch on the side bar located in the main room.

### **Assistance Dogs**

We welcome assistance dogs into the venue and will happily provide a bowl of water if needed. However, not all events are suitable so please contact us beforehand. We may be able to offer a location where the dog could stay during the gig, but please get in touch to discuss this further.

### **Strobe Lighting**

Lighting varies depending on the event but there will be signs up at the venue during the event stating if Strobe lighting will be used within a show.

Please contact us and if we are aware that strobe lighting will be used in a performance we will let you know

If you have any concerns please do feel free to contact us on [accessibility@themjrgroup.com](mailto:accessibility@themjrgroup.com)