



**THE DUNCAIRN
CENTRE FOR
CULTURE & ARTS**

Accessibility

At the Duncairn, we welcome Deaf and disabled customers. We pride ourselves to be an inclusive space for the whole community to enjoy.

Accessibility Contact Details

Una Brady

Corporate Services Manager

Email una@174trust.org

Phone 02890 747114

Postal Duncairn Ave, Belfast BT14 6BP

We aim to reply to any access-related query within 5 working days.

Accessibility Guide

Venue Description

Our building is wheelchair accessible with automated doors. There's step-free access to the ground floor and café area, where the disabled toilet is located. The disabled toilet is also provided with a baby changing area.

The performance space situated on the first floor can be reached using the stairs (20 steps), or the lift.

Accessible parking

Two disabled parking spots are available on our grounds. Prior to your visit, please contact our Corporate Services Manager to book a disabled parking spot if you need it.

Free tickets for carers

We offer a free carer ticket to any customer who needs essential assistance to attend a performance at the Duncairn. If you require a free carer ticket, please email duncairn@174trust.org

Access to viewing areas

The seating arrangement depends on the type of event, which allows for flexibility to accommodate different needs. Please get in touch to know any specific arrangements for the event you want to book and specify your needs. We'll do our best to accommodate you.

Arrival Guide

Doors open 30 minutes before the start of an event unless stated otherwise on the event description. If you have any special needs, we suggest you arrive early. Our staff will welcome you and guide you to your seat.

We ask customers to bring their tickets to events. Nevertheless, our door staff will have your name on the bookings list in case you forget.

Toilets

The nearest accessible toilet is located on the ground floor and is accessible through the stairs or the lift. Please don't hesitate to ask any staff member for assistance and directions.

Customers with Medical Requirements

We welcome attendees who need to bring medicines, food or drink to manage a medical condition, or medical equipment. Please contact us if you have any concerns.

Assistance Dogs

We welcome assistance dogs in the venue as well as in the café. Please let us know in advance if you require a water facility for your assistance dog and we'll have it ready for your visit. Please email duncairn@174trust.org with your needs.

Strobe Lighting

There are no strobe lights in the venue.