



Venue Access Information

1. Introduction

Morecambe Winter Gardens is committed to providing an equal experience for all customers in a way that is safe for everyone and compliant with fire and health and safety regulations. Although most of our access options are available as standard practice, there may be limitations depending on the seating style and type of performance being attended.

We are always happy to explore the best possible solution with our customers, please contact us in advance of attendance using the contact methods below.

As a historic venue currently undergoing renovation, some access options may vary based on performance type or seating configuration. We encourage guests to contact us in advance to discuss the best possible solutions for their visit.

2. Contact Details

Address:

209 Marine Rd, Morecambe LA4 4BU

General enquiries and Assistance Tickets:

enquiries@morecambewintergardens.co.uk

Box office enquiries:

boxoffice@morecambewintergardens.co.uk

Access enquiries:

access@morecambewintergardens.co.uk

3. Venue Description

Our venue is a historic theatre on the seafront in Morecambe. Outside is a large rainproof canopy, our box office is situated to the left of the entrance gates. We have a level entrance into a foyer, the doors are original and not automatic but we have volunteers in this area to help.

The auditorium is sloped towards the stage at a gradient of 1:12, the stage is sloped towards the audience at the same gradient giving excellent sightlines throughout the stalls. the ground floor can be accessed throughout with no steps.

During our renovation, toilets are situated outside the building in cabins accessed through our right hand side fire exit, there is a step out onto the car park. Accessible toilets can be found in our cafe / bar area.

The auditorium does not have fixed seating and can be set up in one of three approved ways:

Theatre style

Chairs set out in fixed rows, unreserved, for up to 500 people.

Cabaret style

Chairs around rectangular tables (4 or 5 to a table) for up to 250 people

Standing (limited seating)

No seating in front of the stage with the option of some seating towards the sides of the auditorium if capacities allow. Up to 500 people.

These capacities will change once building work is completed so please check with us for an update.

4. Access Facilities

Assistance tickets

If you cannot attend a show or access the facilities without a personal assistant, please register with [Access Card](#) Once you have the card, please email enquiries@morecambewintergardens.co.uk with your card number.

Early Access

We can offer a 5 minute early access period to give people with mobility issues a chance to find a suitable seat. This must be booked in advance with the Box Office.

Designated seating

We will endeavour to make any reasonable adjustments to our seating to accommodate anyone who would not have an equal experience otherwise. Unfortunately we cannot remove seating from the central seating block on a theatre style show as the seating bars must remain in place. We will provide wheelchair spaces and accessible spaces, usually situated around the sides and back of the main seating area on tables, we can seat a party of 4 on each table. All areas have an excellent view of the stage. Please ask the stewards for assistance or advice.

Designated viewing space on a standing show

We can assist with access to the front of the stage with a clearly signed viewing area for wheelchair users, this is not a raised or cordoned off area but in with the standing crowd. Please see the stewards on the night. We can provide chairs if required but these would have to be situated towards the side of the venue.

5. Travel Guide

Car

Venue postcode: **LA4 4BU**

There are multiple car parks within a few minutes of the venue, the nearest being Pleasureland car park

There is limited free parking on the promenade outside the venue on both sides of the road with 2 dedicated accessible spaces approximately 50 meters from the front entrance.

Public Transport

The train station is less than a quarter of a mile from the venue.

From the train station cross at the zebra crossing and head along Thurnam street to the Marine Rd, turn left and you will see the theatre canopy ahead.

There is a bus stop directly outside the venue, with services to Westgate and Lancaster University. Morecambe bus station is opposite the train station with links to Lancaster, Heysham and Carnforth

6. Arrival Guide and Box Office

The Box Office will open approximately 1 hr before the start of a performance where tickets will be available to buy or be collected. Staff will be on hand to advise on access requirements, please let the box office staff know if you have requested early access.

On Arrival

On arrival at the venue the audience will enter through the foyer where staff will be able to assist with any requirements and scan tickets. On entering the auditorium, the stage is directly in front, the bar with accessible toilet facilities is to the right, the main toilets are on the right hand side of the stage past the bar.

Bar and Toilets (see point 7 below for toilet facilities)

Both the bar and toilets are inside the auditorium so cannot be accessed until the doors are opened (usually 30-45 mins before the performance time), they are at the far right of the venue with the bar along the right side wall and the toilets through the fire exit corridor (to the right hand side of the stage as you view it)

The bar does not have a lowered serving area but we can serve from the side of the bar if you notify a member of staff. There are public toilets nearby at the Festival Market that are open until 7pm, these include a changing places facility.

7. Toilet facilities

Our temporary venue toilets are to the right side of the stage, past the temporary bar. There is a soft close double door into the corridor, At the end of the corridor there is a door to outside, the toilet blocks are directly in front.

Disabled/Baby Change

Located through the cafe area on the left hand side past the service area.

Single room measuring approximately 3 x 2 meters with one toilet, one sanitary bin and one sink. There is a baby change unit, lowered coat hook, hand rails and floor level emergency pull cord.

8. Customers with Medical Requirements

We welcome attendees that need to bring medicines, equipment, food or drink to manage a medical condition. Please see the duty manager if you require a private space to administer medication.

9. Assistance Dogs

Assistance dogs are always welcome in our venue. If there is anything that you or your dog may require then please contact us in advance of your attendance.

10. Strobe Lighting

Although we do not hold a strobe machine on the premises we do have a full lighting rig that can simulate strobe effects, please contact the duty manager if you have any concerns and we will take any necessary precautions.

11. Other Info

If you wish to give any feedback on this document or any other access issues please email access@morecambewintergardens.co.uk

Many thanks to [Attitude is Everything](#) for their guidance in compiling this document.