

The Platform Morecambe Venue Access Information

1. Introduction

The Platform is a music and events venue operated by Lancaster City Council.

Lancaster City Council are working with **Attitude Is Everything** across all of their venues to help improve our accessibility and be inclusive to the deaf and disabled community. We are committed to the Attitude is Everything charter for best practice.

The Platform are 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.

2. Contact Details

The Platform

Old Station Buildings

Marine Road Central

Morecambe

LA4 4DB

Tel: 01524 582803 – Tuesday and Thursday 12pm – 4pm

Email: boxoffice@lancaster.gov.uk

Our Box Office is located at the front of The Platform, the staff there can help with box office enquiries, including ticketing and early access and will refer any other enquiries to The Platform management team. The opening times are **12pm until 4pm Tuesday and Thursday**. The telephone lines are also only open at these times.

3. Venue Description

Our venue is a former railway station on the seafront in Morecambe, the fabric of the building has remained relatively unchanged so we do have wide doorways and level access throughout.

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 350 people.

Cabaret style

Chairs around small round tables (4 or 5 to a table) for up to 200 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 550 people.

4. Access Facilities

Assistance tickets

If you cannot attend a show without a personal assistant, please contact the box office on platformboxoffice@lancaster.gov.uk

Early Access

If you have mobility restrictions due to a medical condition, we can offer a 5 minute early access period to allow you to comfortably find a suitable seat. You must contact the Box Office at least 24 hours before the event in order to request this, otherwise we may not have the resource available to provide this service. Please see Section 2 for opening times and contact details for 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 happily find a suitable wheelchair space at the end of a row or in the side seating wings. 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.

Deaf and hard of hearing

The loop system is not activated as standard on a performance as some amplification equipment can cause feedback, please inform staff before the show if you require the system activated. We are happy to offer captioning or BSL for most performances but we will need reasonable advance notice to put these in place.

5. Travel Guide

Car

Venue postcode: **LA4 4DB**

Lancaster City Council have two large pay and display car parks surrounding the venue and they have multiple accessible bays. The nearest of these is Goods Yard Car Park which is accessed from the promenade and is less than 100 meters from the front doors.

There is limited parking on the promenade outside the venue with 3 dedicated accessible spaces. It is possible to pick up and drop off on the grounds of the venue on most events but please notify the box office first. **There is a strict 5mph limit on the forecourt and pedestrians have right of way.**

Public Transport

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

From the train station cross at the zebra crossing and head along 'The Flock of Words' walkway towards the Midland Hotel (white art-deco building), turn left after a pub called The Station. The Platform entrance situated under the canopy at the front of the building.

There is a bus stop directly outside the venue and Morecambe bus station is opposite the train station with links to Lancaster and Carnforth (see directions above)

6. Arrival Guide and Box Office

The foyer Box Office will open approximately 30 - 45 mins 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 stewards 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, there is no seating in this area but the box office can provide a chair if needed, we have automatic doors on entry to the foyer and the venue.

Tickets can be purchased or collected from the box office which is a single, low level counter with a 2 way speaker and loop system.

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 side of the venue with the bar along the back wall and the toilets opposite (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 large print bar menus available and one can be found at the queuing point or on request.

7. Toilet facilities

Our venue toilets are to the far side of the stage, opposite the bar. There is a soft close door into the corridor, there are 3 doors on the right hand side, Gents, Ladies then Disabled/baby change in that order.

Gents

2 urinals, 2 sinks and 2 toilet cubicles.

Ladies

4 toilet cubicles with sanitary bins and 3 sinks.

Disabled/Baby Change

Single room measuring approximately 1.5 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.

Please be aware that the toilets are situated inside the venue and are not accessible when the venue is closed.

There are public toilets nearby at the Festival Market that are open until 7pm, these include a changing places facility (please see Festival Market Office, found in the centre of the Festival Market, for key).

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 platformboxoffice@lancaster.gov.uk

Many thanks to Attitude is Everything for their guidance in compiling this document.