

# THE DRUMSHEDS

Thank you for purchasing a ticket to **The Drumsheds**. We are dedicated to being inclusive and accessible, giving world class experiences to everyone.

## CONTACT

For all access-related enquiries, please email [access@thedrumshedslondon.co.uk](mailto:access@thedrumshedslondon.co.uk)

Please stipulate whether you would like us to reply to you via email or if you'd like us to ring you. If the latter, within your email please include your contact number and your preferred time for us to call.

## BOOKING CARER/ASSISTANT

We offer complimentary tickets for support workers / personal assistants to help facilitate your attendance of our venue. To book, please email in advance with yours and your carers/assistants name and we will be happy to assist you.

## PARKING

Limited accessible parking is available for guests with special requirements. If you require this, please email with your vehicle registration number. Please note parking can only be booked in advance.

## SITE ACCESS

The outdoor area at The Drumsheds is made up of loose gravel with some grassed areas, which may be difficult to traverse. For this reason, we will be installing a number of pathways between key areas to enable access for wheelchair users and those with other access requirements.

## VIEWING PLATFORM

There will be a viewing platform in front of the main stage exclusively for the use of attendees with access requirements. Venue staff will be on hand to assist, and to ensure only valid attendees are able to access the platform.

## TOILETS

We have accessible toilets located at all major toilet blocks, and by the main stage viewing platform.

## MEDICAL REQUIREMENTS

If you have any concerns regarding being allowed entry with any medicines and / or medical equipment, please get in touch with us in advance of your booked event.

## VISITORS WHO ARE DEAF OR HARD HEARING

If you require captioned or signed facilities, please do get in touch with us beforehand and we can confirm if we are able to arrange this.

## **VISITORS WHO ARE BLIND OR VISION-IMPAIRED**

If you have a form of vision impairment, our staff will be happy to assist if you require.

## **ASSISTANT DOGS**

We allow guide dogs and assistant dogs at the venue, please email us in advance so we are able to advise the procedure to follow if you require assistance at an event.

## **STROBE LIGHTING**

Occasionally, performances will use strobe lighting. We do our best to dissuade productions from doing so as we appreciate it will prevent some people from attending. If you have any concerns, please get in touch. Please note, though we will do our best to reply to you with a solid answer in good time, we may have to liaise with external promoters to get this answer, which can increase the response time. If strobe lighting is being used as part of a performance that you have purchased tickets to, we will offer a refund or exchange if strobe usage means you cannot attend.

**We hope to be of great help to you and aim to make your experience as enjoyable as possible. If there is anything we have not mentioned above please do not hesitate to get in contact with us via [access@thedrumshedsLondon.co.uk](mailto:access@thedrumshedsLondon.co.uk)**