

# **Access Statement**

## **Access Statement for The Sage Gateshead**

### **1. Introduction**

The Sage Gateshead is one of the country's foremost venues for all types of music. We also run lots of classes, workshops, and sessions for adults and children in our Learning and Participation programme both in the building and around the region. We also host conferences, meetings, weddings, and other private functions.

We are committed to a policy of accessibility for all to ensure that every effort is made so that neither by action nor inaction will any individual or group be unreasonably excluded from any activities, facilities, or services offered.

### **2. Pre-arrival information**

Our Events Brochure is available in large print and audio versions. Customers can be placed on the mailing list for any format upon request.

The Sage Gateshead is located on the south side of the River Tyne, 0.6 miles from Gateshead Metro Interchange.

All of our tickets entitle a customer to one return journey on the Metro service.

The Quaylink bus runs from Gateshead Metro Interchange to The Sage Gateshead approximately every 15 minutes.

All Quaylink buses have kneeling suspension and telescopic ramps for wheelchair access.

For selected classical subscription concerts we provide a dedicated bus service over two routes: Hexham & Corbridge, and Alnwick & Morpeth via Felton. Tickets cost £6.50 and should be booked in advance through our Ticket Office.

### **3. Booking arrangements**

You can book:

In person at The Sage Gateshead's Ticket Office

By phone on 0191 443 4661

On-line at [www.thesagegateshead.org](http://www.thesagegateshead.org)

You can now choose your own seat when booking online

#### **4. Arrival and car parking**

Car Parking is located to the rear of The Sage Gateshead.

3 Blue Badge bays are located next to the west entrance, there are 34 blue badge bays to the rear of the building.

Blue Badge bays account for 15% of our car parking.

Level access to the building is available on the east and west sides, with a gentle gradient in places.

Revolving doors and bi-folding access doors are located at both the east and west entrances.

#### **5. On site**

We have level access to Ticket Office, Coats Desk, our Cafe, Brasserie and Lounge.

Our cafe and brasserie chairs do not have arm rests- allowing for easy transfer from wheelchairs.

4 lifts provide assistance to higher levels to gain entry to the Halls for concerts.

Bar facilities are available on every level of Hall One and Hall Two.

Permanent high-contrast building signage throughout.

Award winning accessible toilet facilities on every level of the building.

Adult changing facilities with showers and winch available. Customers who may require the use of the winch are advised to bring their own sling.

Braille signage for all of our toilets.

Braille located on our stair bannisters identifying the approach to flat landing areas.

Infra-red Senneheiser hearing loop receivers, wheelchairs and rollator walkers are available to pre-book via 0191 443 4666, and can be collected from our Coats Desk. All equipment can be hired free of charge.

Assistance dogs are welcome at The Sage Gateshead.

Wheelchairs and Rollator walkers are available and can be booked in advance.

Gateshead Shopmobility provide an electric scooter which can be hired by members of the scheme from our Coats Desk. Customers can also sign up to the Scheme at The Sage Gateshead.

Hall One can usually accommodate 20 wheelchair spaces, however this is flexible.

Hall Two has a standard of 4 wheelchair spaces, but can accommodate more.

Staff are always available if any assistance is required.

An evacuation plan is in place. If this is a concern please ask for further detail from the Duty Manager.

Customers wishing to find out about The Sage Gateshead's Accessible facilities please see our Access Guide.

## **6. Future plans**

Our accessible facilities and services are constantly reviewed and, where appropriate or required, improved upon. Any changes will be shown here.

## **7. Contact details**

The Sage Gateshead  
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Website: <http://thesagegateshead.org>