

INTRODUCTION

- Welcome to our access page. Here you will find all information relating to access at TOM, including access ticketing, what to expect when you arrive and info on the facilities available. Our priority is inclusion, and everyone should be able to enjoy our events.

CONTACT DETAILS

- Access Lead: Laura Scobie
- Online: Join our Access Register to book tickets online. Go to our website to find out more.
- Email: boxoffice@theoldmarket.com
- Phone: 01273 201801 -Mon-Fri, 10:00-16:00 (excludes Bank Holidays).
- In person: Box Office is open Mon-Fri, 12:00-15:00 (excludes Bank Holidays) and is located on 11a, Upper Market Street, Hove, BN3 1AS.
- What3Words location: [///cost.voted.hunt](https://www.what3words.com/cost.voted.hunt)

- On weekdays, we aim to respond to access-related enquiries within 24 hours. We aim to respond to weekend/ Bank Holiday enquiries the next working day.

ACCESS FACILITIES AND HOW TO BOOK

- We have reasonable adjustments in place to make your customer journey simple and fuss-free, so please let us know if there is a form of communication that suits you best.
- You can now book access tickets online if you have signed up to our Access Register scheme. Visit our website for more details.
- Companion tickets: The Old Market provides companion tickets across all our events for customers who would otherwise be unable to attend the venue. We accept this at face value and on a basis of trust (no proof required). You can book companion tickets online (after signing up for the Access Register), over the phone, or in person.

SEATED EVENTS

- Wheelchair spaces: We can allocate up to two wheelchairs and two companion spaces at our full-capacity seated events. You are also welcome to arrive in a wheelchair and then transfer into a physical seat. We can keep unoccupied wheelchairs safely in our side lobbies for the duration of a performance. Wheelchair and companion spaces can be booked online, via phone or in person. These spaces are reserved on DD13-DD14 and HH16-HH17.

For events with lower capacities (such as TOM's Film Club), we can allocate up to two wheelchairs and two companion spaces on A13-A16.

Learn more about what we offer on our website.

STANDING EVENTS

- Wheelchair Spaces and Side Seats: Should you require a wheelchair space or a side seat at one of our standing events, we can accommodate up to three wheelchairs and three side seats maximum between both of our viewing areas. We cannot offer seats to accompanying companions, but they are welcome to stay nearby during the course of the event. Spaces and seats must be booked online, over the phone, or in person in advance of an event, but once you arrive at our

venue, there may be an opportunity for you to pick the area that suits your needs the most (subject to availability). Although we don't have a raised viewing platform, we can accommodate with the following:

- Our first viewing area is located at the front of the auditorium (in front of the stage, near the side entrance doors). You will get a better view from here. This area is available on both our generic standing and 'In The Box' events.
- Our second viewing area is located just by the entrance to the auditorium (accessible from TOM's Bar). This is a safer, more contained area, but you won't get as good a view from here. This area is only available on our generic standing events and is not available on any of our 'In The Box' events.

Learn more about what we offer on our website.

TRAVEL AND DIRECTIONS

- By Car: The nearest car park with accessible parking bays is the NCP Regency Square Car Park,

which is 0.5 miles away from the venue. There is also limited parking available right outside the venue, on the street, for blue badge holders (blue badge parking is located on double yellow lines, please arrive early to make sure you secure a space). Distance is approx. 15 metres from kerb to venue entrance. Although there is a drop-kerb on the pavement, please be aware there is a public seat not far from the drop kerb which could restrict an ability to navigate.

- By Taxi: Taxis are able to drop customers off right outside the main entrance of the venue. Although there is a drop-kerb on the pavement, please be aware there is a public seat not far from the drop kerb which could restrict an ability to navigate.

Streamline Taxis: 01273 202020

- By Bus: If travelling by bus from Brighton, the nearest bus stop is 160 metres away on Western Road. The stop is called Brunswick Place (outside the Farrow & Ball shop). If travelling by bus from Hove, the nearest bus stop is 170 metres away on Western Road. The stop is called Norfolk Square (outside the Co-op Supermarket). Bus services include: 1, 1A, 2, 5, 5A, 5B, 6, 46, 49, or (at night

time) N1 and N5. The 700/ N700 Stagecoach bus also runs along this route. All buses can accommodate one wheelchair (including electric wheelchairs) at one time.

- By Train: Brighton station is the nearest train station to the venue and is 1 mile away.

VENUE DESCRIPTION AND WHAT HAPPENS WHEN YOU ARRIVE

- Before you get to us, if you require assistance (such as early entry), please let us know before your visit. We can let you in around 10 minutes before doors open.
- Box Office, TOM's Bar and the performance space opening times are event specific. For most seated events, our doors open 45 minutes prior to start time, and for standing events, the door time is nearly always the same as the stated start time. Please check your booking confirmation for start times and keep an eye out for emails from us for more information closer to the time of an event.

- Upon arrival at the venue, please make yourself known to our Box Office or Front of House team, who will welcome you and be able to advise you where to go. As we have moved to e-ticketing for all our events, your downloaded e-ticket is all you'll need to show us in order to gain entry. Please note, we may ask for photo ID at specific events. We will always let you know if that is that case in advance of the event.
- The Old Market has step free access from the street and throughout the venue, including access to the Box Office, TOM's Bar and the Main House.
- Access to the lower level in the venue is either via 19 steps or via platform lift, which is 31" wide and 43" deep. This provides access to our toilets (including our accessible toilet).
- We also have a platform lift from our stage door to the backstage dressing rooms, which is 32" wide and "43" deep.
- If you wish to sit in our tiered seating area, please note that the seats are raised two steps per row,

each step measures 43.5” wide, and we have a total of 22 steps.

TO ASSIST WITH YOUR VISIT

- Toilets: We have an accessible toilet available within the venue. It is accessed via the platform lift and is 12 metres away from the bottom of the platform lift. The distance from the main auditorium to the lift is approximately 23 metres (55 metres if walking down the stairs). Radar keys are available to collect from Box Office. We don't have a *Changing Places* toilet available at our venue, and the nearest facilities are located at Shelter Hall. Complimentary sanitary products are available in our bathrooms.
- Assistance Dogs: We welcome assistance dogs into the venue and will be more than happy to provide them with water for the duration of your visit. During a performance, an assistance dog would be sat next to you.
- Strobe Lighting, Flashing Lights and Haze: We may occasionally have performances which contain strobe lighting, flashing lights and/or haze. Wherever possible, we will try and give

customers this information in advance of booking. If you have any concerns, please call us to discuss further.

- **Noise Cancelling/ Ear Protection:** We provide disposable foam ear plugs at all our standing music events. These are available to collect from the bar. We also have a limited amount of ear defenders available that you are welcome to borrow for the duration of a show (you are also welcome to bring your own). Ear defenders are available from our box office.
- **Breakout Spaces:** We can provide a designated space as a breakout or sensory space. If you will require this, please contact us ahead of your visit.
- **Customers with Medical Requirements:** We welcome any attendees who may need to bring medicine, food, drink or medical equipment with them to manage a medical condition. Please let us know at the time of booking if you need to bring any of this with you when you visit us so that we can let our teams know.

- Assisted Performances: We are always striving to provide a number of different assisted performances to TOM, including Audio Described, British Sign Language Interpreted, Captioned and Relaxed performances. Please check our website event listings for all assisted performances.
- If you have any questions, or if you would like to take a look around the venue ahead of your visit, please email boxoffice@theoldmarket.com or call 01273 201801
- We look forward to welcoming you to our venue very soon. Laura and Team TOM x