



The Anvil Trust Ltd, Churchill Way, Basingstoke RG21 7QR

Facilities for patrons with access needs

ACCESS LIST

We have set up a free Access List in order to improve our service to you. The information you give us for the Access List will help us to find appropriate seats for you quickly and easily. Having this information on file will also save time when you book in future. You can join the Access List by filling in the form available from the Box Office. Extra copies of the Access List form are available from the Box Office or on the Anvil Arts website. Please note it is not a requirement for you to join the Access List in order to book tickets.

WHEELCHAIR USERS

New fire regulations have altered the conditions for granting our public entertainment licence. As a result, we can no longer sell wheelchair spaces in the circle. Transferring out of wheelchairs into seats is also no longer possible. The wheelchair positions in the stalls remain unaffected. We have installed a drop-down counter at the Box Office, which has its own induction loop.

HEARING ENHANCEMENT

The infra-red hearing enhancement system has been upgraded and is now available in the auditorium (not choir stalls) and The Forge. Headsets are available from the Box Office for a refundable deposit of £5. The Box Office counter has an induction loop system which uses the T-switch of a standard hearing aid.

ESSENTIAL CARERS

These tickets are only available to those who require assistance from another person in order to attend The Anvil. Please note that if this is not the case, other concessions may be available to you. It is vital that anyone using an essential carers' ticket must be able physically to assist the patron for whom they are caring to leave the building in an emergency. For insurance and health and safety reasons, Anvil Arts staff cannot give assistance in these circumstances. Members of staff are also not able to leave the building to assist patrons to cars or taxis. Please do not put staff in a difficult position by asking them to do this.

PARKING

Please be aware that parking arrangements in front of The Anvil and in The Anvil car park are to change during next year. The Anvil is not responsible for these arrangements; for further details please contact Parking Control at Basingstoke and Deane Borough Council on 01256 844844.

WEB SITE

The Anvil Arts website contains details of all our events and all our facilities and services for people with access needs. There is a text-only version shown as a link on the home page. Extra copies of the Access List form are also available here.

DATA PROTECTION

The Anvil Trust Ltd holds box office and Access List information in order to provide our service to you. We ask for informed consent for all details held and will never release any details held on the Access List to outside organisations. Please note that telephone calls may be monitored for training purposes.