

## **Access Online For the Green Door Store**

### **Accessibility**

The Green Door Store welcomes deaf and disabled customers to the venue.

### **Venue Access**

The entire space is on one flat level however there is a 40mm (approx) raised step on the first set of entry doors. Our central set of double-widened doorways are completely flat, making entering, maneuvering and exiting easy. There is a newly refurbished accessible toilet in the entrance corridor accessed via a RADAR key and a gender neutral toilet policy throughout the venue. If a viewing area is required in the live room, please give the venue a minimum of 5 days notice.

### **Bookable Access Facilities + How to Apply**

Personal Assistant tickets (Buddy System)

We offer a Personal Assistant ticket to any customer who may not be able to attend a show without the support of a PA. We also require that our external promoters adhere to this policy. If you require a PA ticket, please communicate this with the ticket seller who should confirm this with you. If you have any issues with this, please contact us directly by email to discuss your requirements. We will then confirm this ticket via email.

### **Accessible viewing area**

If you require use of a viewing area and/or a seat, please let us know in advance, to ensure we are aware of your access needs. We would also advise you to come to the venue early so we can discuss any adjustments that may be necessary in regards to your needs with the allocated space.

### **Accessible parking**

There is sometimes parking available immediately outside The Green Door Store but this can not always be guaranteed. We do not have specific

accessible parking bays. The next nearest available accessible parking is located at the back of the Railway Station on Stroudley Road 0.2 miles from the Venue. From the Railway Station Car park the most accessible route is to head South-east 220ft down Billington Way keeping right. At the roundabout turn right onto Stroudley Road. For 148ft continue down till you reach the bottom of the Road. Turn right onto Fleet Street (A270) for 400ft. Take the next right down Trafalgar Arches after 341ft The Green Door Store is situated on the Right.

### **Stage Times**

We also ask all of our promoters to provide Large print stage times in advance of the show, where possible.

### **Blue Badge Parking:**

<https://bluebadgeparking.com/view/50.822713%2C-0.151509%2C50.839573%2C-0.08971/road#.YC1ByhP7TJ8>

### **Stage & Backstage Area**

We have one-level access to our backstage area. Please be aware that our stage is not currently accessible for wheelchair users. We have plans to purchase a lift. We currently have two user-friendly steps up to the stage.

### **Travel Guide and Arrival Guide**

Taxis can drop customers off outside the Venue. (Please make a staff member aware if you would like us to call you a taxi to take you home). If you are being dropped off by a taxi then we advise you to tell the taxi driver to drop you off in Trafalgar Arches in the Lower Goods Yard of the Railway Station. This should give you access directly to our entrance. The Green Door Store is actually tucked into the lower side of Brighton Railway Station and is a one level journey from the station to the Venue, however, it can only be reached via a very steep hill at the moment. Exiting the rear of the

Station leads to a newly built lift which is then a short one level distance to the Venue. We have a bus station that is also located directly outside the Railway Station and can be reached by the same steep hill. Please see the live map listed under 'Getting Here'.

### **Directions from the Railway/ Bus Station**

From either the Bus or Railway Station, make your way to the top of Trafalgar Street/B2119 and down the hill, keeping on the left hand side. After passing under the bridge and 308ft down the road, a wide road opens up on the left and runs down the side of the Railway Station. This is Trafalgar Arches. Turn left down this road onto Trafalgar Arches. After 400ft The Green Door Store is located on the Left.

### **Toilets**

At the Venue we have one accessible toilet, which is situated 7 metres from the main bar room and 15 meters from the viewing area.

### **Customers with Medical Requirements**

The Green Door Store welcomes customers who may need to bring medication, food, drink or medical equipment to manage a medical condition. We may be able to keep medication refrigerated for you, so just let us know in advance and we will do our best to accommodate.

### **Assistance Dogs**

We welcome assistance dogs into the venue and will happily provide a bowl of water if needed.

### **Strobe Lighting**

We do have strobe lighting at the venue, and if being used, signs will be on display in the evening, please get in touch if you have any concerns.

### **Other Info (e.g. assisted performances)**

At present we do not offer any assisted performance options, but this is something we are exploring.

### **Lowered bar**

We have a lowered bar section for wheelchair users. This is based to the left when looking at the bar. We can also provide on request a list of the products we serve and their prices.

An easy to read menu with our standard drink prices can be downloaded at the bottom of our Access page.

### **Large Text / Easy To Read Guides**

All of our downloads are available in large print.

### **Opening times**

The Green Door Store is open from 7pm daily unless we have an all day event. The live room usually opens from 7:30pm as standard, door times are usually printed on the ticket as well as posted around the venue on the night. The curfew for live early shows is 10.30pm. Our club nights on Fridays and Saturdays are from 11pm-4am.

If you require early entrance into the venue as part of your access requirements, we can make these arrangements but must be informed prior to the event.

### **Contacting Us**

If you need to contact us with a venue access query please note we must have at least five working days notice before the show you are enquiring about. All access related enquiries are dealt with via email.

Please email: [access@thegreendoorstore.co.uk](mailto:access@thegreendoorstore.co.uk) for any enquiries or to get in touch.