

•PLEASANCE•

ACCESS GUIDE

PLEASANCE COURTYARD

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CONTACT US

ACCESS@PLEASANCE.CO.UK

BOX OFFICE: 0131 556 6550

WWW.PLEASANCE.CO.UK/CONTENT/ACCESSIBILITY

**PLEASANCE COURTYARD
60 PLEASANCE
EDINBURGH
EH8 9TJ**



WELCOME TO THE COURTYARD!

At Pleasance, we want to make your experience the best it can be.

Please get in touch ahead of your visit with any questions or concerns.



0131 556 6550



access@pleasance.co.uk

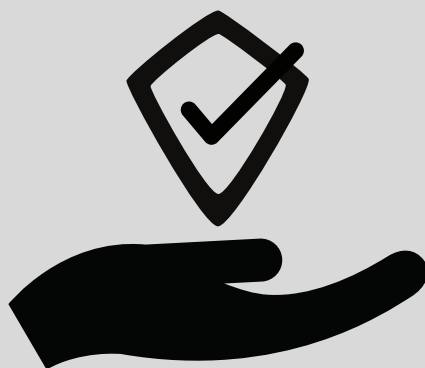
**We welcome
feedback to help us
improve the
experience of all
visitors.**





ACCESS REQUIREMENTS

**Please let us know if you would like
any additional support or early
access arranged ahead of your visit**



**Our staff are trained to assist
with access bookings**

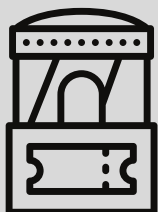


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BOX OFFICE

HOW TO BOOK



IN PERSON



Our Courtyard Box Office is open 9am-late

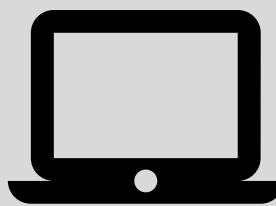
We close 15 minutes after the last show of the day

Our main courtyard box office

- is wheelchair accessible
- has a lowered counter

ONLINE (24/7)

www.pleasance.co.uk



BY PHONE

0131 556 6550

**WE OFFER FREE CARER OR
PERSONAL ASSISTANT TICKETS**

Please call our Box Office to arrange

TICKET COLLECTION



Pleasance is an E-ticketing venue

When you purchase tickets, you will receive an email confirmation with a QR code



If you prefer a printed copy, you can still pick up your tickets from the Box Office

The Box Office is open for ticket collection until 15 minutes after the last show starts

LATECOMERS MAY NOT BE ADMITTED

We recommend arriving on site at least 30-40 minutes early



FACILITIES

- **STEP FREE ACCESS TO ALL COURTYARD VENUES**
- **ACCESSIBLE TOILETS**
- **LOWERED COUNTERS**
- **HEARING LOOPS**
- **ASSISTANCE DOGS ARE WELCOME**
- **ACCESSIBLE PERFORMANCES INCLUDING:**
 - SIGNED**
 - CAPTIONED**
 - AUDIO-DESCRIBED**
 - & RELAXED SHOWS**



ACCESSIBLE SHOWS



Check out our website to see which shows offer accessible performances



Access support may not apply to every performance



- **For some Audio-Described, Captioned and Signed shows at larger venues, you may need to book a specific type of access ticket**

Access tickets may include:

- **seating in a specific section close to the interpreter**
- **seating with a clear view of captions**
- **booking an audio-description unit if required**



YOU CAN BOOK ACCESS TICKETS INDEPENDENTLY ONLINE

But if you have any additional requirements, require wheelchair assistance or need to arrange a complimentary personal assistant ticket, please book through the box office.

ACCESS

COURTYARD ACCESS

The main courtyard area is cobbled

For level access in the front courtyard, there is an access highway

This is a matted route made out of trackway leading diagonally over the cobblestones

Please note, the matting does not extend into the rear courtyard

LOWERED COUNTERS

- Box Office
- Pleasance One Bar
- Arts Industry Reception
- Some food & beverage Concessions



STEP FREE ACCESS

THERE ARE 4 COURTYARD LIFTS

<u>LIFT LOCATION:</u>	<u>ACCESS TO:</u>
Pleasance One Bar	Pleasance One Above
Next to Main Box Office	Attic Cellar
Next to Beneath	Beneath Beyond Upstairs
Behind toilets between Grand + Forth	Forth



Lifts are located in non-public backstage areas and will require staff assistance

Please approach staff or head to the info point for lift + ramp access on arrival

ACCESS SERVICES

HEARING LOOPS

Hearing Loop systems are available in all Courtyard spaces - these **MUST** be reserved at time of booking through the box office



ASSISTANCE DOGS

Assistance dogs are welcome on site - please let us know in advance if you need us to look after your dog during a show



ACCESSIBLE PERFORMANCES

Enhanced performances are arranged on a show by show basis. See our website or contact the box office for more information.



Please ask if you would like further detail on adjustments made for relaxed performances.

LARGE PRINT

You can request large print versions of any materials by email.



MAP

We are finalising our Courtyard site map for 2022.

In the meantime, please contact the box office with any specific questions or click the link below to view last year's map

**2020-21
COURTYARD MAP**

VENUE ROUTES



All venues have level access. Number of steps up (+) or down (-) indicated by numbers. Access to lifts can be arranged on request at Box Office.

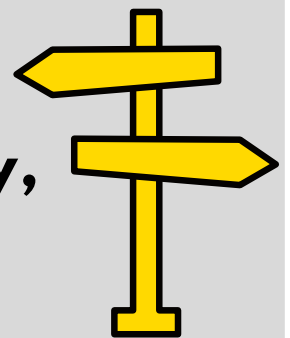
PLEASANCE BELOW 5- Main queue on road outside. Lift access through Pleasance Bar - ask at Box Office or bar.	PLEASANCE UPSTAIRS 20+ Queue in courtyard. For access via locked lift ask at Box Office.
PLEASANCE ABOVE 20+ Main queue on road outside. Lift access through Pleasance Bar - ask at Box Office or bar.	PLEASANCE GREEN 0 Access via The Green area. Quite steep ramp at entrance. All seating movable.
PLEASANCE ONE 25+ Main queue on road outside. Lift access through Pleasance Bar - ask at Box Office or bar.	PLEASANCE FORTH 50+ Main Entrance to venue beside Arthur's Bar. Level access via locked lift at rear of building - ask at Box Office for assistance.
PLEASANCE TWO 20+ Main queue in courtyard on far right. Wheelchair and level access via locked door at rear of venue - speak to staff or Box Office for access.	PLEASANCE CABARET BAR 0 Queue in courtyard. Once inside either remain in ground level seating or five steps down to stage level. All seating movable.
PLEASANCE BEYOND 20+ Queue in courtyard. For access via locked lift ask staff or at Box Office	PLEASANCE GRAND 0 Ramped entrance via driveway off main road. Seats while queuing available inside.
PLEASANCE BESIDE 0 Queue in courtyard on far right. Entrance via gentle ramp.	BABY GRAND 0 Ramped entrance via driveway off main road.
PLEASANCE ATTIC 40+ Queue in courtyard. Steep staircase. Lift access from front.	BUNKER ONE 0 Access via driveway off main road.
PLEASANCE CELLAR 15- Queue in courtyard. Steep external steps. Lift access from front.	BUNKER TWO 0 Access via driveway off main road.
PLEASANCE BENEATH 5- Queue in courtyard. For access via locked lift ask at Box Office.	BUNKER THREE 0 Access via driveway off main road.

VENUE GUIDE



ENTRANCE

Walking through the main archway, you will enter the front courtyard and see the access highway across the cobblestones



OUR MAIN BOX OFFICE IS ON THE RIGHT
THE INFO POINT & ARTS INDUSTRY RECEPTION ARE ON THE LEFT

TOILETS



Accessible toilets can be found in the following locations:

- **Left as you enter through the main archway (Pleasance One building foyer)**

- **In the foyer to The Grand**



- **Behind The Grand and nearby to Forth**

PLEASE SPEAK TO STAFF IF YOU REQUIRE ANY ASSISTANCE



BOX OFFICE

COME ON DOWN AND SAY HI TO OUR FRIENDLY TICKETING TEAM!

At the Box Office, you can find out show information or ask questions about booking tickets suited to your needs.



Reserved hearing loops should be collected from the Box Office ahead of each performance.





CONCESSIONS

There are multiple food & beverage stands at the Courtyard site



please check the **SITE MAP** for details

The Pleasance One Bar has a lowered point of service



ACCESSIBLE PICNIC BENCH TABLES ARE AVAILABLE





THE GRAND

- Ramped entrance via driveway off main road
- Seats while queuing available inside
- Accessible seating at the front of the seating rake
- Hearing loop available - please reserve with the Box Office in advance
- Nearest accessible toilet is located within The Grand foyer





BABY GRAND

- **Step free venue access via ramp**
- **Nearest accessible toilet is located in The Grand Foyer**
- **Location of accessible seating depends on the performance, but is usually located somewhere on the first row**
- **Hearing loop available - please reserve with the Box Office in advance**



BUNKER ONE



- **Step free venue with level access**
- **Nearest accessible toilet is located in The Grand foyer**
- **Location of accessible seating depends on the performance, but is usually located somewhere on the first row**
- **Hearing loop available - please reserve with the Box Office in advance**
- **Bench Seating (with back support)**



BUNKER TWO



- **Step free venue with level access**
- **Nearest accessible toilet is located in The Grand foyer**
- **Location of accessible seating depends on the performance, but is usually located somewhere on the first row**
- **Hearing loop available - please reserve with the Box Office in advance**



BUNKER THREE



- **Step free venue with level access**
- **Nearest accessible toilet is located in The Grand foyer**
- **Location of accessible seating depends on the performance, but is usually located somewhere on the first row**
- **Hearing loop available - please reserve with the Box Office in advance**



PLEASANCE FORTH



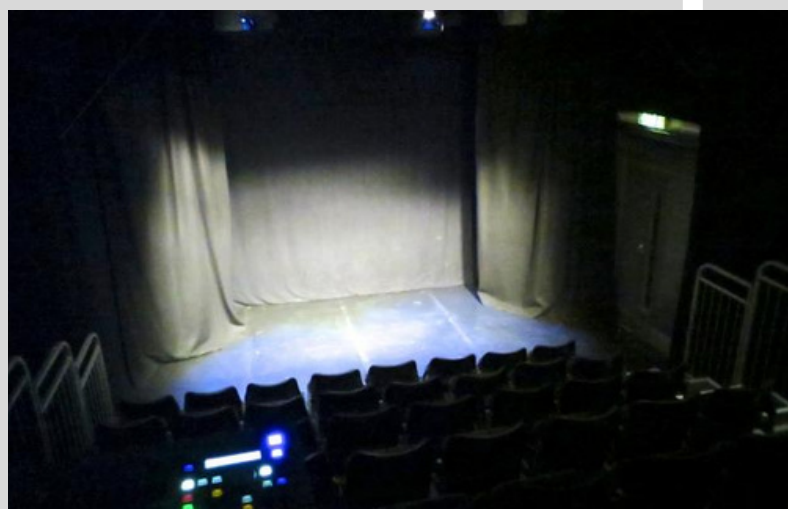
- **Main entrance located beside Arthur's Bar**
- **Level access via locked lift to 3rd floor - please ask at Box Office or Info point for assistance**
- **50+ steps up when not taking the lift**
- **The nearest accessible toilet is located in the Grand foyer**
- **Hearing loop available - please reserve with the Box Office in advance**



PLEASANCE BELOW



- **Main queue located on road outside venue**
- **Level access to basement via Pleasance Bar lift - ask at Bar or Box Office for assistance**
- **5 steps down when not taking the lift**
- **Nearest accessible toilet is located in Pleasance One**
- **Hearing loop available - please reserve with the Box Office in advance**



PLEASANCE ABOVE



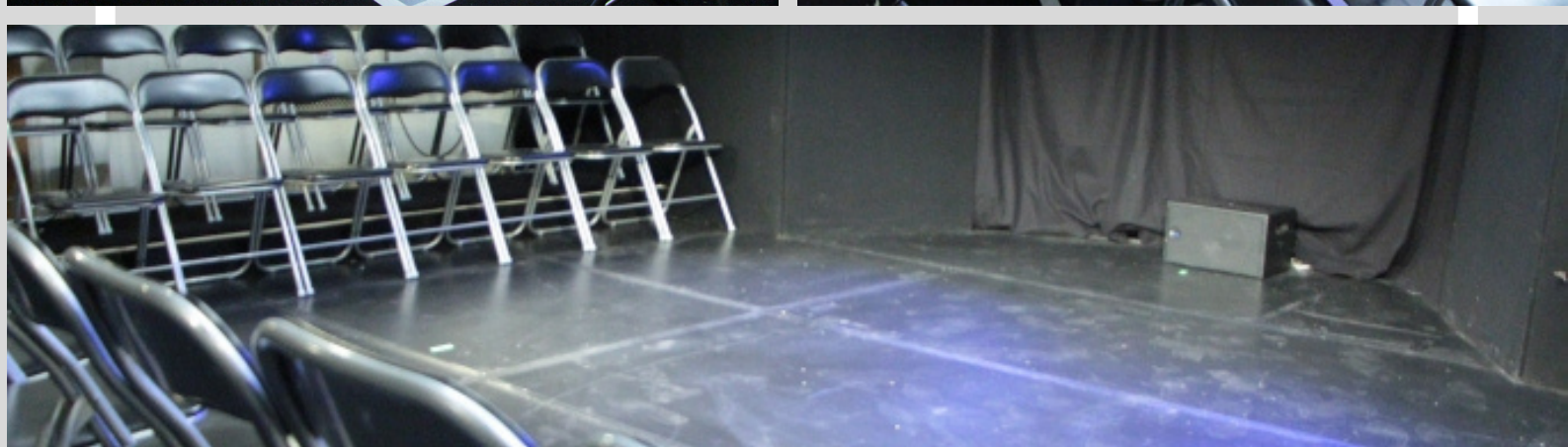
- **Main queue located on road outside venue.**
- **Level access to 1st floor via Pleasance Bar lift lift - ask at Bar or Box Office for assistance**
- **20 steps up when not taking the lift**
- **The nearest accessible toilet is located by the Upstairs space**
- **Hearing loop available - please reserve with the Box Office in advance**



PLEASANCE ATTIC



- **Main queue in the courtyard**
- **Level access to 2nd floor via lift from front of venue**
- **40 steps up a steep staircase when not taking the lift**
- **(There are handrails and the stairs are broken up by landings)**
- **The nearest accessible toilet is in the Pleasance One building foyer**
- **Hearing loop available - please reserve with the Box Office in advance**



PLEASANCE CELLAR



- **Queue in courtyard**
- **Level access to basement via lift from front of Courtyard venue**
- **15 steps down a steep external staircase when not taking the lift**
- **(There are handrails)**
- **The nearest accessible toilet is located on the top floor - accessible by lift**
- **Hearing loop available - please reserve with the Box Office in advance**





PLEASANCE ONE

- **Main queue on road outside**
- **Level access via lift through Pleasance Bar - ask at bar or Box Office for assistance**
- **25 steps up when not taking the lift**
- **The nearest accessible toilet is located in the foyer of Pleasance One**
- **Hearing loop available - please reserve with the Box Office in advance**



PLEASANCE TWO



- Raked seating with wheelchair seating reserved in front row
- Wheelchair accessible via backstage ramp
- Nearest accessible toilet is located in the building next door via locked lift - please ask site staff for assistance
- 20 steps up from street level
- Hearing loop available - please reserve with the Box Office in advance



CABARET BAR



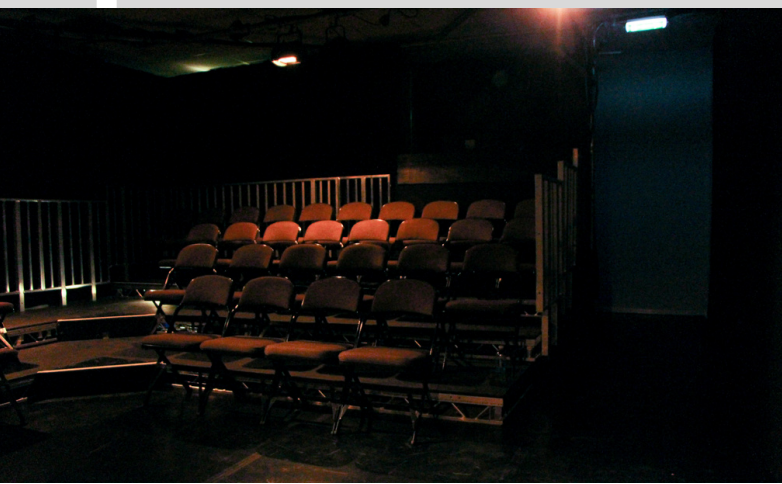
- **Step free seating (moveable chairs)**
- **Wheelchair accessible via ramp directly from Courtyard**
- **Wheelchair seating in the front row**
- **Accessible toilet located in building foyer**
- **Hearing loop available - please reserve with the Box Office in advance**



PLEASANCE BENEATH



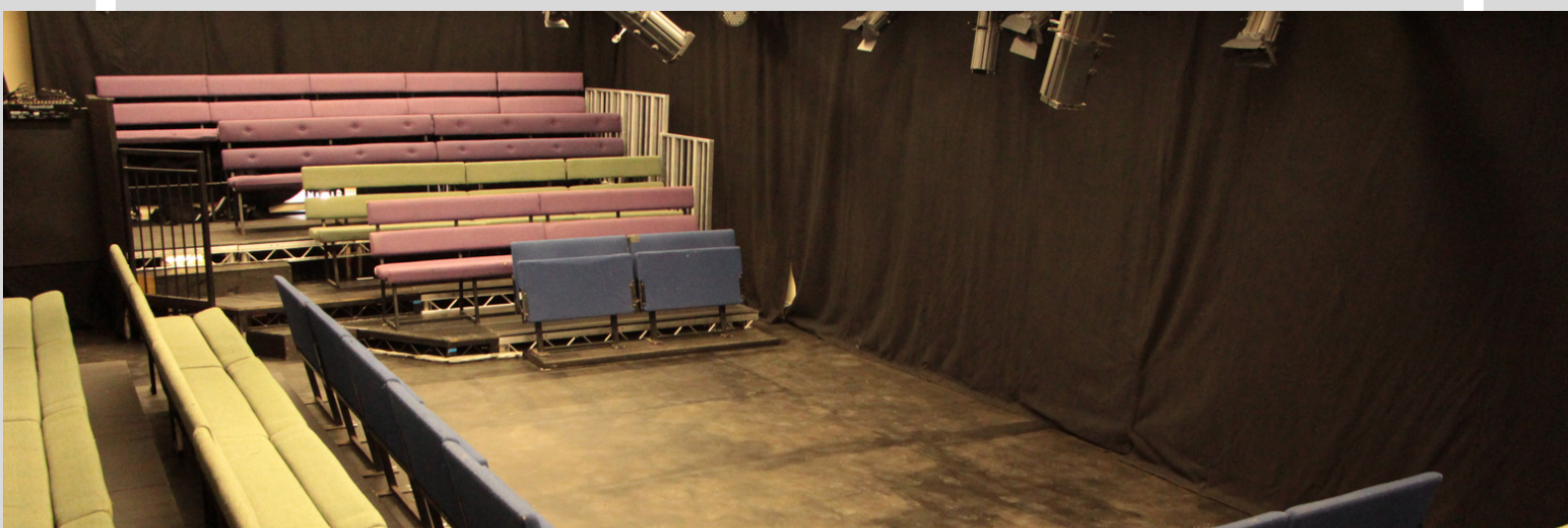
- Raked seating
- Wheelchair accessible via locked lift - please speak to site staff for assistance
- Nearest accessible bathroom is in Pleasance One foyer
- 5 steps down to access seating bank
- Hearing loop available - please reserve with the Box Office in advance





PLEASANCE UPSTAIRS

- **Bench style raked seating (with back support)**
- **Accessible via lift - please speak to staff for assistance**
- **Nearest accessible bathroom is Pleasance One Foyer**
- **20 steps up from ground level if not using lift**
- **Hearing loop available - please reserve with the Box Office in advance**



PLEASANCE BESIDE



- **Queue in courtyard on far right hand side**
- **Step-free wheelchair accessible via gentle ramp from Courtyard**
- **Nearest accessible bathroom is in Pleasance One foyer**
- **Hearing loop available - please reserve with the Box Office in advance**





PLEASANCE BEYOND

- **Queue in courtyard**
- **Raked seating**
- **Wheelchair access via locked lift - please speak to staff for assistance**
- **Nearest accessible bathroom located in Pleasance One foyer**
- **20 steps up from street level**
- **Hearing loop available - please reserve with the Box Office in advance**



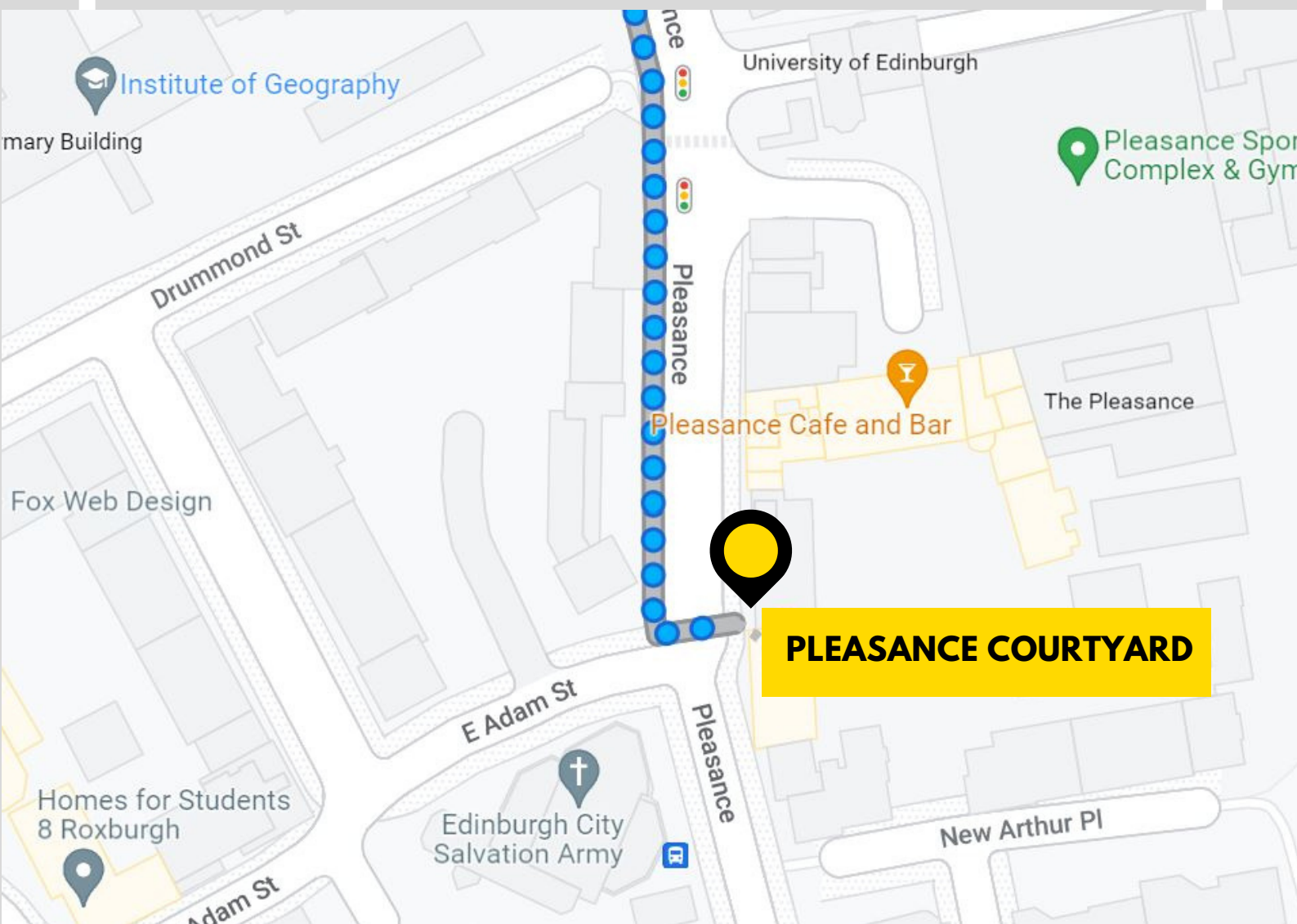
PLEASANCE GREEN - KIDZONE



- **Level access from The Green area**
- **New temporary airclad structure**
- **(pictures below are a representation not a true likeness)**
- **Fairly steep ramp at entrance**
- **Moveable seating**
- **Nearest accessible bathroom located in Pleasance One foyer**
- **Hearing loop available - please reserve with the Box Office in advance**



ROUTES TO THE VENUE



VENUE ADDRESS

**60 Pleasance, Edinburgh
EH8 9TJ**

**We strongly advise using
public transport wherever
possible!**



FROM BUS STOPS



NICOLSON STREET BUS SERVICES (0.3 miles from Courtyard)

1

Lothian & Border bus services including:

8 Muirhouse
3/3A Birkenhead
5 Oxfords - Brunstane
7 Newhouse
14 West Granton
29 Silverknowes

29 Silverknowes
30 Clovenstone
31 East Craigs
33 Baberton
37/37A Penicuik
49 Portobello

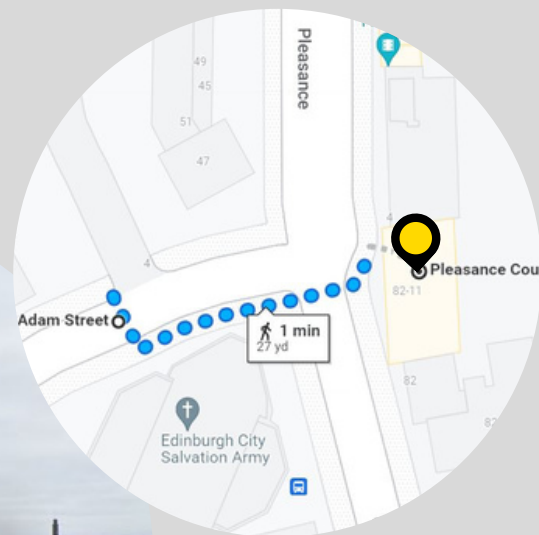
PARKING & TAXI DROP-OFF

- There is limited on-street metered parking on East Adam Street but please check local signage
- Edinburgh City Council has a map of local parking and accessible bays and multi-storey car parks within the city centre



View each link for more information

- The most convenient multi-storey car park is the NCP Holyrood (EH8 9UL) which has 4 disabled bays



The closest taxi pick-up & drop-off point is on EAST ADAM STREET

BY FOOT

Approximate walking times from/to the Pleasance Courtyard:

8 mins - Pleasance Dome

9 mins - Bristo Square

10 mins - Royal Mile

13 mins* - Waverley Station (*or short taxi-ride)

15 mins - Assembly Hall

16 mins - Princes Street (Scott Memorial)

18 mins - Edinburgh Castle

25 mins - Edinburgh International Conference Centre (EICC)

Please note, all timings are approximate and will vary depending on the time of day, weather and how much of a hurry you are in!



FEEDBACK



You can give us feedback about your experience at anytime:



Leave us a review on EUAN'S GUIDE Pleasance Courtyard



Call the box office on 0131 556 6550

We welcome calls from customers who use Typetalk



Email:

**access@pleasance.co.uk
boxoffice@pleasance.co.uk**



Speak to a member of staff on-site

THANK YOU



•PLEASANCE•