

•PLEASANCE•

Access Statement

The Pleasance Theatre Trust is committed to promoting equality and providing a welcoming and accessible environment for all its patrons, employees and performers, irrespective of their gender, gender reassignment, race, disability, sexual orientation, marital status, age, religion, belief or political affiliation.

We are continually looking at how to better our facilities, procedures and training to create a fully inclusive and enjoyable festival experience.

Over the last 5 years we have made significant progress in our commitment to accessibility. By working alongside our partners at the Edinburgh University, Edinburgh University Students' Association and Edinburgh International Conference Centre, we have improved our facilities so that all of our performance spaces at our 3 main venues are now accessible for wheelchair users. We have also increased provision for access patrons in other ways, including offering all frontline festival staff disability awareness training and expanding the number of shows in our programme offering accessible performances within their run.

We recognise that there is always more that can be done to improve the way our venue operates and we will endeavour to continually assess the accessibility of our venue and artistic programme.



We are always open to new partnerships which will assist us in this venture and welcome any feedback either via the contact details below or through [Euan's Guide](#).

Contact Us

To contact us regarding access queries, please email access@pleasance.co.uk or call the box office on 0131 556 6550. We will try to respond to any enquiries as quickly as possible, however requests received outside of regular work hours may take slightly longer.

We welcome calls from customers using Typetalk.

Find us

Pleasance Courtyard (Venue 33)

Pleasance Courtyard
60 Pleasance
Edinburgh
EH8 9TJ

Pleasance Dome (Venue 23)

Potterow
1 Bristo Square
Bristo Square
Edinburgh
EH8 9AL

Pleasance at EICC (Venue 150b)

150 Morrison Street
Edinburgh
EH3 8EE

Pleasance Pop-Up: Levels (Venue 175)

9C Holyrood Rd,
Edinburgh
EH8 8FQ

Opening Times

Pleasance Courtyard (Venue 33)

Site 09:00 - 03:00
Box Office 09:00 - 00:00

Pleasance Dome (Venue 23)

Daily 09:00 - 05:00
Box Office 09:30 - 00:00

Pleasance at EICC (Venue 150)

Box Office from 1 hour before first
performance – 15 minutes after last

Pleasance Pop-Up: Levels (Venue 175)

No onsite Box Office
Please use Box Office at Courtyard nearby

Please note that some opening times may vary depending on show times.

Your Visit

Box Office Facilities

All our sites offer lower counters at their main box office. The Courtyard's main box office is located to the right of the main archway and up the access ramp, The Dome's box office is located to the left as you enter from Bristo Square into the main atrium and The EICC's box office is located in the main foyer just as you enter the building.

Concessions & Personal Assistant Tickets

All visitors who are registered disabled are eligible for concession tickets where applicable, as well as a complimentary personal assistant ticket if it is required. Please note, currently these can only be booked over the phone or in person. We hope to offer online booking in the future.

Due to health and safety regulations, we are only able to offer a finite number of wheelchair spaces per performance, the number of spaces available per performance space are dependent on size and layout.

If you are attending a performance at one of our venues and have any access needs, please get in touch with our box office team to make us aware of your visit in advance so that we may accommodate you as best we can.

Early Entry

If you have access needs that require you to gain early entry to a performance, where possible please notify our box office ahead of your arrival so we can let the venue crew know to expect you.

Wheelchair Users

All performance spaces at the venues Pleasance Courtyard, Pleasance Dome and Pleasance at EICC are wheelchair accessible. Please note that accessibility for "pop-up" spaces both within and outside these venues may vary due to the nature of the space.

We have two wheelchairs available for visitor use, subject to availability. If you would like to use one of our in-house wheelchairs, please ask a member of staff upon arrival or, to pre-book, please call the box office on 0131 556 6550.

In the event of an emergency evacuation in a non-level access venue, please remain where you are and a member of staff will assist you in exiting the venue.

If you are an artist with limited mobility looking to perform at the Pleasance, you can find our performer's access guide [here](#) which gauges each venue's suitability from an artist point of view - including information about accessibility for backstage areas.

D/deaf & Hearing Impaired Patrons

Subject to availability, portable hearing loops are available for all performance spaces. We recommend you notify us in advance that you require use of this facility and arrive in plenty of time ahead of the advertised start time to collect the hearing loop from the main box office for the site.

We have number of performances offering BSL interpreted and captioned performances, to find out more information about shows offering accessible performances please visit our accessible performance listing page which can be found here:

<http://bit.ly/Ed18AccessPerformances>

Medication

You are welcome to bring medication on site, however please be aware that the Pleasance operates a bag searching policy to comply with our licensing requirements and for the safety of all audience members. If searched and asked to identify the medication, please don't be offended, our security team is fully qualified and will endeavour to conduct any searches as discreetly and sympathetically as possible.

Programme

A large print version of the Pleasance's programme can be found at the main box office for the Courtyard, Dome and EICC venues.

Alternatively you can call our Box Office on 0131 556 6550 or visit us in person if you require a programme reading service.

Accessible Performances

Our commitment to accessibility extends to our artistic programme and we are constantly looking for new ways and relationships to help support companies endeavouring to offer accessible performance.

Types of accessible performances offered in our venues include:

- Captioned Performances
- BSL Interpreted Performances
- Relaxed Performances
- Touch Tours

In 2017 just under a third of all shows offering an accessible performance within their run were at Pleasance venues. For a full list of accessible performances in this year's programme please follow this link:

<http://bit.ly/Ed18AccessPerformances>

Getting Here

Setting Down

For arrival by car or taxi, the most convenient set down point for each venue are as follows:

- Pleasance Courtyard - On Pleasance, the road running alongside the entrances to the Courtyard (west of the venue).
- Pleasance Dome - The Bristo Square bus stop on Lothian Street, a short distance to the front entrance (visible from the drop-off point).
- Pleasance Pop-Up: Levels - on Holyrood Road outside the venue.
- Pleasance At The EICC - On Morrison Street directly outside the venue.

By Bus

Travelling by bus to the Pleasance Courtyard and the Pleasance Dome

Both the Pleasance Courtyard and the Pleasance Dome are well served by local bus services. The following all run along Nicholson Street (Festival Theatre), from which both the Courtyard and Dome are a very short step-free walk (approx 300 metres). Please note that all services run via North Bridge.

- 8 Muirhouse - Royal Edinburgh Infirmary, Moredon (via St. Andrews Square)
- 3/3A Birkenside or Mayfield - Wester Hailes (via Princes Street)
- 5 Oxfgangs - Brunstane, Asda (via Meadowbank)
- 7 Newhouse - Ferniehill (via Leith Walk)
- 14 West Granton - Greendykes (via Leith Walk)
- 29 Silverknowes - Govebridge (via Princes Street)
- 30 Clovenstone - Musselburgh (via Princes Street)
- 31 East Craigs - Bonnyrigg Toll then Cockpen Rd or Polton Mill (via Princes Street)
- 33 Baberton - Hyvots Bank (via Princes Street)
- 37/37A Penicuik - Silverknowes (via Princes Street)
- 49 Portobello, Asda - Rosewell (via Leith Walk)

In addition the following services stop at Bristo Square and are convenient for the Pleasance Dome:

- 2 Gogarburn - The Jewel (via the Grassmarket)
- 41 Cramond - Craighouse Campus (via Princes Street)
- 42 Portobello - Silverknowes (via Princes Street)

Travelling by bus to Pleasance Pop-up: Levels

- 6 Hanover Street – Scottish Parliament
- Additionally this venue is a 4 minute step free walk from the Courtyard and is in proximity to the buses running along Nicholson Road

Travelling by bus to Pleasance at the EICC:

Several local buses stop at Lothian Road, which is approx. 300 metres from the EICC. Additionally, Lothian Buses service No. 2 stops just a few metres from the EICC's main entrances.

All Lothian Buses are accessible, they are equipped with:

- Low entrances that can “kneel” to kerb height to give step free access where possible
- Retractable boarding ramp for wheelchair access
- Completely flat areas on the lower deck (with no internal steps)
- High visibility handrails
- A dedicated wheelchair space
- Drivers who are specially trained to help customers enjoy the full benefit of their buses

Please note that most buses in Edinburgh require you to give them the exact fare and cannot give you change!

By Train

The Pleasance Courtyard, Pleasance Dome and Pleasance Pop-Up: Levels are all a short walk or taxi ride from Edinburgh's Waverley station. All entrances to the station are step-free.

The closest train station to the EICC is Haymarket. The station is accessible and is less than 500 metres from the venue. Waverley Station is one mile from the EICC. All entrances to the station are step-free. Further details can be found in [Waverley Station's accessibility guide](#).

Parking

You can find a list of local blue bay parking on the Edinburgh Council website [here](#).

For parking near the Pleasance Courtyard and Pleasance Pop-Up: Levels, you can find accessible parking spaces at the following places:

- Holyrood Road NCP Carpark (located 350m from the Pleasance Courtyard)

For parking near the Pleasance Dome, you can find accessible parking spaces at the following places:

- Q-Park Quartermile (located 500m from the Pleasance Dome)
- Nicholson Square Car Park (located 150m from the Pleasance Dome with limited parking spaces)

For parking near the EICC, you can find dedicated accessible parking spaces at the following places:

- Sheraton Hotel Car Park (located 150 meters from the EICC, with limited accessible parking spaces)
- Semple Street Car Park (located 300 meters from the EICC)
- Castle Terrace NCP Car Park (located 650 meters from the EICC)

In addition there is on street parking around all out venues which is free and without time limit for Blue Badge holders.

By Tram

Edinburgh Trams stop directly outside Haymarket Station, which is the closest tram stop to the EICC. The trams provide frequent connections from the city centre to Edinburgh Airport.

Getting Between Venues

The Courtyard and the Dome are situated a 10 minute walk from each other, being situated on either side of Nicholson Street. Pleasance Pop-Up: Levels is also a 10 minute walk from the Dome, and approximately 5 minutes from the Courtyard, being situated on Holyrood Road, running perpendicular to Pleasance Road.

The EICC is a 25 minute walk from the Pleasance Dome and 35 minute walk from the Pleasance Courtyard. Alternatively you can take a number 2 bus from Nicholson Square, which is equidistant between the Courtyard and the Dome, to Morrison Street (stop XL).