

# The Ardhowen Access Guide

This guide is designed to provide helpful information for people with access requirements when visiting The Ardhowen.



97 Dublin Road, Derrychara, Enniskillen,  
Co. Fermanagh, BT74 6FZ  
Box Office Tel: 028 6632 5440  
[www.ardhowentheatre.com](http://www.ardhowentheatre.com)  
[ardhowen@fermanaghomagh.com](mailto:ardhowen@fermanaghomagh.com)

The Ardhowen is committed to providing the best possible experience for all our visitors.

## **Programme for the Theatre**

The Ardhowen's Programme is published three times a year and is available from the Theatre's Box Office or website - [www.ardhowentheatre.com](http://www.ardhowentheatre.com).

It can be provided in alternative formats on request.

## **Car Parking**

The venue has approximately 120 car parking spaces.

There are two designated spaces for people who hold a Blue Badge.

Patrons are advised not to use these spaces unless entitled and with their Blue Badge displayed.

A drop off point is available at the front door. If you wish to use the drop off point please contact Box Office in advance.

Please do not park in front of the entrance path as it needs to be kept clear for emergency vehicles.



## Getting to the Venue

There are two paths from the car park area:

- 1) A level path from the upper and middle car parks to the front door.
- 2) A path from the lower car park. This path has steps. The steps have bright nosing and a handrail at one side.

## Entrance

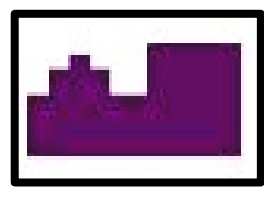
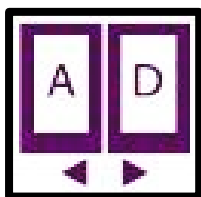
To enter The Ardhowen you must first go through the main glass door into a small entrance area. You will then go through another glass door into the Main Foyer area.

The two glass doors are wide and have automatic door pads at a lowered level.

## Box Office

The Box Office Counter is to the right of the Main Foyer Area.

The Counter is at a lowered level and has a built-in hearing loop system.



## **Auditorium**

The Auditorium can be entered by a person using a wheelchair or anyone who prefers not to use steps through a walkway with a gradual inclined ramp.

The walkway has handrails on both sides.

There are three spaces available for people using wheelchairs in Row C.

If you require one of these spaces please let Box Office know when booking your ticket.

A companion with a person using a wheelchair may be able to sit beside each other if there are seats available. If the three accessible spaces are used, a companion will be seated directly behind the wheelchair user.

## **Restaurant and Bar**

The Restaurant and Bar are on the same level as the Box Office.

The furniture can be easily moved to suit the customers.

## **Stairs to Upper Foyer**

The stairs to the Upper Foyer are to the right and left of the Restaurant area.

The stairs have handrails on both sides.

The stairs have open risers.

From this area you can enter the back of the Auditorium and the Green Room.

There is no lift available.

## **Studio**

The Studio area can be hired for meetings or activities.

It can be entered by steps through the old building.

There is no ramped access from the main building to the Studio. A person with access requirements may need to enter the Studio through the fire exit doors from the side of the building.

## **Flooring**

The Auditorium, Restaurant, Stairs and Box Office areas have blue/ green carpet throughout.

The Studio has a wooden floor.

## **Toilet Facilities**

There is an Accessible Toilet located a short distance along the walkway between the Auditorium and Restaurant.

There is an emergency alarm button beside the Toilet.



## **Facilities for those who are Hard of Hearing**

A 'T' feature hearing aid inductive loop system is available in the Ardhowen. This allows customers to have the performance projected directly through their hearing aid.

The Loop System works best in Rows C, D, E and F.

## **Facilities for those with Visual Impairments**

Guide/Assistance Dogs are welcome in the building.

If you are bringing a Guide/Assistance dog please let Box Office know so they can provide you with the most suitable seat.

The Theatre has clear contrasting signage for the Auditorium, Toilets, Box Office and Emergency Exits.

## **Visual Guide**

The Ardhowen has a visual guide which is available from the Box Office or website.

The guide provides photos of the rooms in the venue and what the visitor will hear, see, smell and feel during their visit.



## **Personal Assistance Support Scheme (PASS)**

The PASS Scheme provides a complimentary ticket to a person for their companion, where that person would not be able to attend or use the services at The Ardhowen without that companion.

A PASS Ticket can be booked by phone or in person and by referencing your Scheme membership number.

You can collect a registration form for this scheme from The Ardhowen Box Office or download it from the website.

## **Feedback**

The Ardhowen welcomes your feedback on any areas that could be improved to enable us to make the visit more enjoyable for all our customers.

The Ardhowen will act to include changes where reasonable and possible to do so.

**If you require any further information or guidance, please contact The Ardhowen Box Office on 028 66 325440 or email [ardhowen@fermanaghomagh.com](mailto:ardhowen@fermanaghomagh.com)**

The Ardhowen  
97 Dublin Road  
Derrychara  
Enniskillen  
Co. Fermanagh  
BT74 6FZ

Box Office Tel: 028 6632 5440

[www.ardhowentheatre.com](http://www.ardhowentheatre.com)

[ardhowen@fermanaghmagh.com](mailto:ardhowen@fermanaghmagh.com)