

GETTING TO THE THEATRE

Hull Truck Theatre, 50 Ferensway, Hull, HU2 8LB



By Car
There is a drop off and collection point 20 metres away from the main entrance of the theatre, on Ferensway.

Secure parking is available next door in St Stephen's multi-storey car park, accessible via Portland Place, off Ferensway by the DoubleTree by Hilton Hotel. At the back of the car park on both Levels 2 and 3 there is signage for Hull Truck Theatre and direct lift access to the square approx. 50 metres from the theatre entrance.

There are five disabled parking bays close to the lift, on Level 2 (two on Level 3), which are charged at the normal daily rate, or just £1 between 5.30pm – 11.59pm. Parking on a Sunday is just £2 all day.

Alternatively, there are five disabled parking bays on Portland Street, by the entrance to the multi-storey car park, which are free for blue badge holders. These spaces are to the rear of Hull Truck Theatre, approx 150 metres from the main entrance and have no time limit.



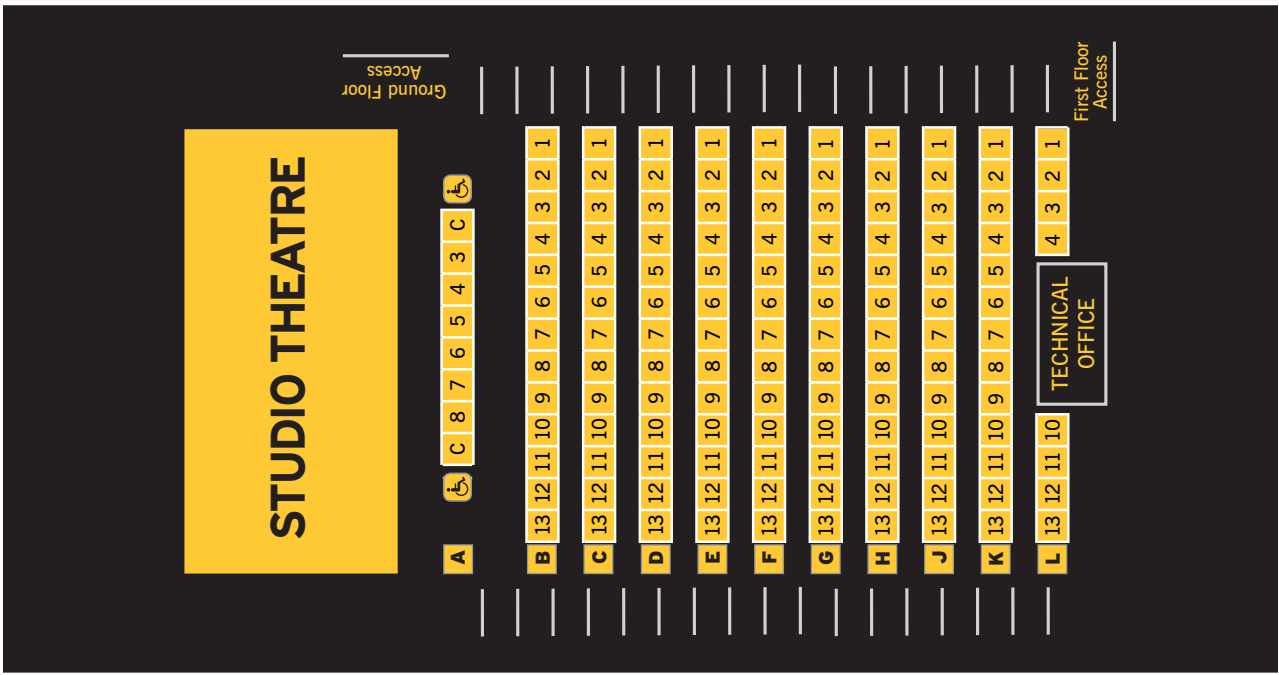
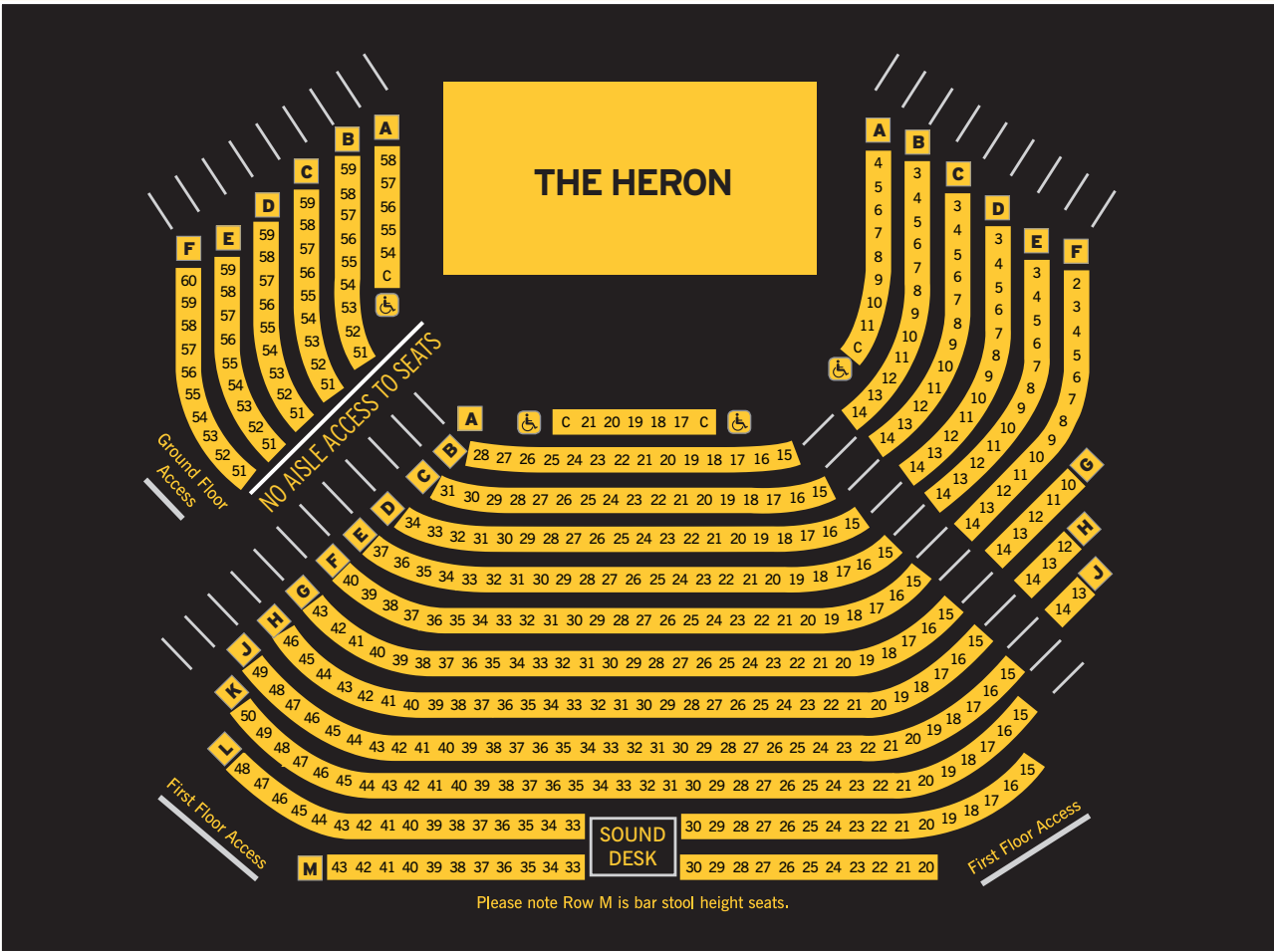
By Taxi
Hull Cars: **01482 828282**
Ride: **01482 575757**



By Train or Bus
The theatre is a two minute walk from Paragon Bus and Rail Interchange.

Take the Ferensway exit out of the station, turn left and cross the crossing. Walk along Ferensway past St Stephen's Shopping Centre and the Holiday Inn Express, at which point you will see Hull Truck Theatre on your left.

SEATING PLANS



WELCOME



Hull Truck Theatre prides itself on being a fully accessible venue, offering a range of assisted performances throughout the year, including Audio Described, Captioned and Relaxed.

We were named UK's Most Welcoming Theatre 2016 (regional winner for Yorkshire and Humberside) and awarded Best Box Office Team in the What's On Stage, WhatsOffStage Awards 2018.

We're dedicated to making sure that every audience member has a positive experience, whether that's booking tickets, watching a show, attending a conference or dining in our Café Bar run by award-winning local catering team, *Shoot The Bull*.

At Hull Truck Theatre we are committed to working to increase accessibility for our visitors and are always happy to receive feedback. If you have any suggestions for improvements or would simply like to tell us what we're doing well, email boxoffice@hulltruck.co.uk or call the Box Office on **01482 323638**.

TICKETS



Access tickets can be booked by calling the Box Office on **01482 323638**, popping in to the theatre or online at hulltruck.co.uk.

Customers who identify as disabled and require an essential companion, in order to attend the theatre, will be offered both tickets at half price when purchased as a pair.

In order to be able to book access seats online, and receive the discounted rate, your initial booking should be made by email, phone or in-person. We can then set up the facility for you to be able to book these tickets online.

THE BUILDING & FACILITIES

There is level access, through two sets of automatic doors, from the street in to the Ground Floor reception area.


To the right, there is a lift which takes you to the First Floor enabling you to access the rear rows of The Heron and Studio Theatres. The lift is fitted with voice commentary.

From the Ground Floor you can directly access the Box Office, Café Bar, The Heron (including all four wheelchair spaces) and the Studio Theatre (including both wheelchair spaces).



Accessible toilets are located on the Ground Floor by the bar and the entrance to the Studio Theatre.

The Box Office features a lowered counter area and access seats can be booked in person, over the telephone and online. There are wheelchair spaces in each theatre along with a number of seats with level access.

For customers with limited mobility our Box Office team can advise on the most suitable seats for your needs and access seats are clearly marked on our online seating plans. Just hover over the information icon  on the seats for more details.



You are welcome to bring your assistance dogs in to the public areas of the theatre, including both theatre spaces. Please inform the Box Office staff when booking so they can seat you appropriately. Alternatively, our Front of House team are happy to dog sit for you, just let us know in advance.



An infra-red hearing system is active in both theatre spaces and a receiver can be borrowed from the Box Office for the duration of a show.

If you require a quiet space, please notify a member of Hull Truck Theatre staff who would be happy to assist.

ASSISTED PERFORMANCES



Audio Description provides information about the visual elements of a show. The Box Office provides infra-red hearing systems, upon request, and Audio Description is delivered live, in between dialogue.



Free Touch Tours are available prior to all Hull Truck Theatre Audio Described performances and allow audience members who are blind or partially sighted the opportunity to explore the set and costumes before the show. Touch Tours begin one hour before the show and places must be booked, at the Box Office, a minimum of 48hrs before the performance.



Theatre Captions are similar to television subtitles and convert spoken word in to visible text that provides those who are D/deaf, deafened and hard of hearing with access to live performances. Captions are also useful for those whose first language is not English or for shows containing characters with strong accents.



Relaxed Performances are specifically designed to welcome people who will benefit from a more relaxed environment. Audience members can move around freely and may leave and enter the theatre space as needed. These shows include additional lighting and gentler sounds. There is a quiet space available for audiences in our Inter@ct room which can be used before, during and after a Relaxed Performance.



British Sign Language (BSL) performances feature an interpreter who interprets the production for those who are D/deaf, deafened or hard of hearing. This is done using gestures, facial expression and body language.

Hull Truck Theatre are proud to be part of the Alzheimer's Society, Dementia Friends programme, the Safe Place Scheme supported by Humberside Police, the Breastfeeding Friendly Premises Award Scheme and Talking Tables.

