

Middlesbrough Town Hall Access Information

Middlesbrough Town Hall and all of our staff are committed to making your visit to the venue as welcoming and comfortable as possible, please find below further information on the venue facilities and services available.

Our Access Information Guide is also available to download to ensure you have the relevant information you need when planning your visit with us.

If you have any further access requirements or questions relating to the accessibility of Middlesbrough Town Hall please contact the Access Co-ordinator Kesia Bruce, telephone 01642 729729 or e-mail venueaccess@middlesbrough.gov.uk

By post our address is Middlesbrough Town Hall, Albert Road, Middlesbrough, TS1 2QJ.

We aim to respond to all queries within 24 hours.

Booking Information:

The box office is open 10am-6pm Mon-Sat. You can book tickets in person at the box office or by calling the box office on 01642 729 729 (please note Personal Assistant tickets can't currently be booked online).

A complimentary Personal Assistant ticket is available at the venue's discretion to those who need assistance from another person to be able to access the Venue & evacuate safely. Please request your companion ticket at the time of booking, evidence will be requested. Once your evidence has been accepted it will be valid on our booking system for a 12 month period (6 months in the case of a doctor note)

Proof of Eligibility

The following forms of evidence make an individual automatically eligible for a free Personal Assistant ticket in addition to their ticket:

- a letter from the local authority confirming receipt of disability allowance
- local authority disability pass – this does not include Blue Badges.
- local authority visual impairment card
- disability rail card
- doctor's note (valid for 6 months)
- CEA Card

We recognise that the evidence above may not include everyone that has an access requirement. If you do not have the above but wish to apply for a free personal assistant ticket, please contact us and it will be assessed on a case-by-case basis.

Venue Description:

Middlesbrough Town Hall is a multi-space venue which is wheelchair accessible with step-free access and accessible toilet facilities on ground floor, the Crypt and 1st floor mezzanine (balcony and gallery cannot be accessed via the lifts). The venue has several different performance spaces and rooms, the majority of spaces are accessible by lift over the 2 floors of the building (the only spaces the lifts do not service are the Main Hall Balcony and Gallery). Please see below details for each of the main spaces.

Main entrance is via Albert Road, additional public entrance is located on Dunning Street.

Box Office, Bar and Fire Station:

Step free access to box office, ground floor bar, Fire Station and accessible toilets. Box office and bars all have lowered counter sections for wheelchair access.

The Crypt:

Lower ground floor with lift access, when set up for a performance standing or seated an accessible viewing area is located at the front of the stage with accessible toilets within 5m of the viewing area.

Main Hall:

1st floor location with lift access (accessible toilets within 40m)

Standing performance – viewing platform is provided to the back left of the room. Platform is accessed via a ramp and staffed by a steward throughout, space is open to an accompanying carer.

Seated performance – allocated accessible spaces are provided towards the front of the hall

The Courtroom:

Access on 1st floor via lifts. Accessible viewing areas are made available for both seated and standing events and are within 10m of accessible toilets.

The Studio:

Access on 1st floor via lifts. Stepped access to the space with a lift available within the room. Room is within 5m-15m of accessible toilets.

Customers and their companions are welcome to visit in advance to familiarise themselves with the layout of the venue, please request an advance visit when booking.

Travel Guide:

Parking

All council car parks are free after 6pm. Those close to the Town Hall include mima, on-street at Corporation Road, on-street at Albert Road, on-street at Baker and Bedford Streets, France Street (white bays), Buxton Street, and Gurney Street. Please follow this link to [Middlesbrough Town Centre Parking](#) for details.

The closest vehicle drop off point is on Albert Road approx. 10m from the main entrance

Taxis ranks are located on Albert Road or Dunning Street

Bus

The nearest bus stops can be found on Albert Road just outside the main entrance and Middlesbrough Bus Station is a 5-10min walk from the venue. Bus service information can be found at [Connect Tees Valley](#)

Train

Middlesbrough Train Station is a 5min taxi journey from the venue and information on local rail services can be found at [Connect Tees Valley](#)

On arrival:

The Box Office is open 10am to 6pm, Monday to Saturday and is closed on bank holidays unless there is a show when the box office will open one hour prior to the start of the show.

Early access is possible if booked in advance, please request at the box office when making your booking.

From the main entrance on Albert Road the box office is located on the right hand side just inside the main doors. If you already have your tickets then you do not need to go to the box office. If you are collecting tickets then you will need a form of ID which includes your address. No further proof will be required to be shown at the venue as we hold this on file when you make your booking.

If you have organised any specific access requirements in advance i.e. a wheelchair space, then please introduce yourself to a steward or member of our box office staff who will arrange for you to be shown to your seats/viewing area. If you have any access requirements i.e. assistance into the auditorium or early entrance to avoid moving through crowds then the staff will be more than happy to help if this has not already been arranged when booking.

During & after the show

If you require any assistance during or after the show then please let a member of staff know at the beginning. If we have assisted you into your seating we will ensure that wheelchairs or walkers are brought to you at the interval or at the end and can assist you out to use the facilities at the interval if you wish.

If at any time during the performance you require assistance please make yourself known to a member of staff inside the auditorium who will come to you.

First Aid/Medical services

A first aid trained member of staff will be on site at all times with additional cover by Medics UK for larger performances and events. Please inform a steward in the case of a medical issue.

If you need to bring any medications, food or (non-alcoholic) drink to manage a medical condition, or medical equipment you are welcome to do so. Please alert our staff on entry if this is the case to avoid any confusion within the venue.

Hearing Loops

Induction hearing loops are available in all spaces apart from the Fire Station and Foyer. A portable hearing loop is available at the Box Office.

Assistance Dogs

Assistance dogs are welcome – please let us know in advance at the time of booking if possible.

Strobe Lighting

If Strobe Lighting is going to be used in one of our shows, we will make this clear by displaying posters next to all of the main entrances and exits. Where possible we aim to highlight the use of strobes in our printed and online programmes.

Large Brochure guides are available on request.