

# Accessibility at Cambridge Junction

If you have any access requirements or questions please contact Cambridge Junction prior to your visit so we can make your experience as convenient as possible. Our staff are happy to assist you during your visit and will take necessary actions prior to your arrival to make sure you and your party are catered for.

You can contact our box office (10am - 6pm Mon - Sat) 01223 511 511 or email [tickets@junction.co.uk](mailto:tickets@junction.co.uk)

## Parking

Dedicated disabled parking spaces operated by Cambridge Leisure are situated in front of our J2 venue. Additional disabled parking can be found at ground floor level of the multi-storey car park off Clifton Way.

For more information about parking and getting to our venue visit:  
<https://www.junction.co.uk/visitor-info/maps-directions>

## Access Inside the Venues

All venues have flat floor access.

Some music events in J2 and all events in J1 are standing only (unless otherwise stated). Customers with access requirements or those who have difficulty standing for long periods should inform the box office in advance of the event so we can ensure a comfortable viewing position is provided.

We regret that, given the nature of the space, we cannot always guarantee a seated position will give a reasonable view of the performance in J1. In the interests of Health and Safety, it is not possible to place free-standing stools or seats at the front of the auditorium in J1 or J2.

## Wheelchair Users

Wheelchair users are urged to book in advance as accessible spaces reserved for wheelchairs are released for general sale once all other seats are sold. All venues (J1, J2, & J3) have flat floor access.

## Accessible WC Facilities

Accessible WC facilities can be located in all venues.

**J1** – x2 flat floor access toilets (one located near the box office, one near the lift lobby)

**J2** – x1 flat floor access (located opposite the box office) & x1 at balcony level (located near lift)

**J3** – x1 changing places toilet - flat floor level and fully accessible (located just inside the entrance of J3)

## Gender Neutral Toilets

We offer gender neutral toilet facilities at selected events. Toilets will be clearly marked including information on the number of cubicles/urinals inside. If you require a private area, accessible WC facilities are located in all venues, at all times (see above). If you would like more information regarding toilet facilities prior to your visit, please check individual web listings or contact our box office at [tickets@junction.co.uk](mailto:tickets@junction.co.uk) or on 01223 511511

### **Hearing Impaired**

Cambridge Junction is equipped with an induction loop in foyer areas. Within both main spaces (J1 and J2), infrared hearing assistance systems are in operation. Please switch your hearing aid to 'T' for the duration of the performance. If you are having difficulty with the reception, please inform a member of staff and they'll try to improve the sound.

The fire alarm is equipped with flashing beacons throughout the spaces to aid you should evacuation be necessary.

Some performances may be captioned or signed. Please refer to individual listings for further information.

### **Visually Impaired**

Large-print publicity material can be provided if required: please contact the box office and they will be happy to help.

If you are visually impaired and require any assistance during your visit, please inform a member of staff.

### **Assistance Dogs**

For those with registered working dogs, a member of staff can be arranged to dog-sit for you for the duration of the performance.

Please let us know at least 24 hours in advance if this is required.

### **Anxiety**

If you are feeling anxious or nervous about coming to Cambridge Junction please feel free to speak to staff before or during your visit. We are happy to show you around the venue before the performance/show, reserve a seat at the end of a row, make sure you are located close to an exit, provide a quiet space etc. Our staff are here to make you feel welcome and comfortable during your visit.

### **Equality**

Cambridge Junction works closely with groups and organisations to provide a safe, welcoming space for everyone. We are a venue that strives to be inclusive and promote equality for all.

If you would like to talk to our staff regarding any issues or concerns you may have, feel free to contact us before, during or after your visit. If you would like to discuss a confidential/private matter please let us know as we are happy to provide a quiet, private space.

### **Special Effects**

Special effects such as haze and strobe lighting are used during some performances at Cambridge Junction.

Please do contact us if you have any concerns or queries.

**BOX OFFICE** | [tickets@junction.co.uk](mailto:tickets@junction.co.uk) | 01223 511 511 | Mon - Sat (10am - 6pm)

