

## **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) We will respond to queries within 5 working days.

## **Booking Tickets with Access Requirements**

If you have any particular access requirements you would like us to be aware of prior to your visit, you can add this information in the drop-down section of the order form or by calling us on 01223 511511 or emailing [tickets@junction.co.uk](mailto:tickets@junction.co.uk).

## **Companion Tickets**

Companion tickets are available to book, but you must email [tickets@junction.co.uk](mailto:tickets@junction.co.uk). For some Pay What You Feel events you can add free 'Personal Assistant' ticket(s) to your order online. If you have any questions or queries about booking access tickets or companion tickets, please contact us.

## **Parking at the Venue**

Dedicated accessible parking spaces operated by Cambridge Leisure are situated in front of our J2 venue. These parking bays are now cashless. Payment must be made via the Ringo app which can be downloaded by visiting: <https://ringgo.co.uk>. The area code is 9308.

Additional accessibility parking can be found at ground floor level of the multi-storey car park off Clifton Way. Customers visiting Cambridge Junction during the day may collect a validation code at the J2 Box Office to obtain a discounted rate. For more information and for parking tariffs visit: <https://cambridgeleisure.co.uk/daily-parking-tariff>

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

## **Relaxed Performances**

A relaxed performance is a show that considers the needs of all audience members. Relaxed performances are for everyone to enjoy, especially for those who would benefit from a more relaxed environment.

A relaxed performance will very often include heightened lighting in the auditorium, an 'open door policy' where audiences members are free to come and go as they please and loud noises or music might be turned down or omitted completely.

A dedicated chill-out space is available for each relaxed performance.

## **Visual Story**

A visual story is produced for each relaxed performance. This is sent out before the show so that you have an opportunity to read it, share or study the information. These give details of: The venue, the characters, the plot of the show and further information we think may be important to you.

A list of our current relaxed performances can be found here:

[https://www.junction.co.uk/access-listing/?access=relaxed\\_performance](https://www.junction.co.uk/access-listing/?access=relaxed_performance)

## Seating

### Seating in J1

Seating is unreserved unless you have access requirements. Please let us know in advance if you require wheelchair access/a seat near an exit/a seat near a toilet etc. We are happy to reserve you a space in advance to accommodate you and your companions.

### Seating in J2

Seating in the J2 auditorium is predominantly unreserved (unless otherwise stated). The seats are cushioned benches with no armrests. We have designated wheelchair spaces at the front of the auditorium and on the balcony (with lift access). Please do let us know in advance if you require additional space, or are a wheelchair user so we can ensure you and your companions are sat together.

### Standing Events

Due to the nature of the venue, we are unable to provide a raised platform for wheelchair users. We do however reserve a space at the front (house left) for wheelchair users and their companions. If you arrive when doors open, you will gain access to the event space early and one of our stewards will escort you to the designated area. In our J2 venue there are additional wheelchair user spaces available on the upper balcony. Please do let us know your access requirements at the time of booking so we can accommodate your needs.

## Wheelchair Users

Our J1, J2, and J3 spaces have flat floor access.

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. If you have any particular access requirements you would like us to be aware of prior to your visit, you can add this information in the drop-down section of the order form or by calling us on 01223 511511 or emailing [tickets@junction.co.uk](mailto:tickets@junction.co.uk).

## Companion Tickets

Companion tickets are available to book, but you must email [tickets@junction.co.uk](mailto:tickets@junction.co.uk). For some Pay What You Feel events you can add free 'Personal Assistant' ticket(s) to your order online. If you have any questions or queries about booking access tickets or companion tickets, please contact us.

## Visiting Us For The First Time?

Please visit: <https://www.junction.co.uk/wp-content/uploads/2023/09/Visual-Story-of-Building.pdf> to download a visual story document. This will give you details of the layout of the venue so you can get an idea of what to expect prior to your visit.

You can contact our box office regarding all access requirements by email on [tickets@junction.co.uk](mailto:tickets@junction.co.uk)

## **Toilet Facilities / 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)

Please visit: <https://www.junction.co.uk/wp-content/uploads/2023/09/Visual-Story-of-Building.pdf> to download a visual story document. This will give you details of the layout of the venue and locations of access toilet facilities so you can get an idea of what to expect prior to your visit.

## **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.

## **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 visit: <https://www.junction.co.uk/access-listing/> to see our current events with additional accessibility services.

## **Visually Impaired**

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

If Audio Description is available the icon will be displayed. Audio Described performances can be found at [https://www.junction.co.uk/access-listing/?access=audio\\_described](https://www.junction.co.uk/access-listing/?access=audio_described)

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 chill out space etc. Our staff are here to make you feel welcome and comfortable during your visit.

We also offer a 'chill out' space at most of our events. This a designated area where you are free to relax and decompress during your visit. If you need to use the space, please ask a member of the event staff to point you in the right direction.

## **Visiting Us For The First Time?**

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## **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.

If we know in advance that special effects will be used this will be displayed in the event listing page.

Please do contact us if you have any concerns or queries about specific effects or events.

## **Contact**

If you are contacting us regarding missing e-tickets please try these suggestions:

1. Log into your account via our website and select the "e-tickets" tab. From there you can download your e-tickets.
2. Check the spam folder of the email account you used to purchase the tickets or the 'other' inbox if Gmail.
3. Failing this contact the Box Office using the form or details below. You may need to confirm some details with us.