

Welcome to The Queen's Hall



Accessibility Guide

Updated August 2021

**Accessing the Building and
Buying a Ticket**

Please note, the Box Office may look a little different to the images we have used here, but the details remain the same.

Introduction

The following information has been written to help you prepare for your visit to The Queen's Hall. If you have any questions before you arrive, please contact us and ask for Emma or Gordon who will be happy to help you. You can also arrange a visit before you come to an event. Please contact us if you have any comments or feedback on this document.

You can read our Covid re-opening safety measures by clicking [here](#).

Telephone: +44 (0)131 668 2019

Email: info@queenshalledinburgh.org

Address: The Queen's Hall, 85-89 Clerk Street, Edinburgh EH8 9JG

Website: www.thequeenshall.net

There are a lot of staff at events to help you if you have questions or need assistance. They are dressed in black with black 'STAFF' face masks and will be standing near the doors to the Hall or behind the Bar. There are also staff in the Box Office before an event starts. Please ask if you need staff to write things down if you have difficulty understanding them because of the face masks.



This is what The Queen's Hall looks like from the outside. The banners might be different colours.

Staff are available to help during your visit.

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Or email us directly at our Email: info@queenshalledinburgh.org

Accessing the Building

Space

- Located on a busy main road
- Sits slightly back from the pavement behind gates and railings

Lighting

- Very little light on the building
- Street lamp on pavement outside main entrance

Noise

- Traffic, including sirens
- Background chatter, laughter and other excited noises

Textures

- Building is stone, may feel cold and damp and slightly rough
- Ground and steps also made of stone and can be uneven in places
- Metal railings painted black can be rough to the touch and become wet if it rains
- Outside doors painted black, quite smooth to the touch
- Inside doors made of glass, can be cold to the touch

Steps

- There are 2 to 3 steps up to the building
- These vary in height from 16cm to 18cm
- Step-free access is via a ramp up to the right-hand entrance

Doors

- Several single and double doors; enter through any that are open. Staff will assist. Width from 111.5cm to 128cm. Not power-assisted
- Door furthest right is power-assisted. Width: 91cm
- Doors remain open until the event starts then are closed
- Power-assisted door is the only access after event start

Other information

- May be a queue to get into the building
- Need to show your ticket to staff before entering
- May be asked to scan an NHS Test & Protect QR code
- Will need to wear a face mask unless medically exempt
- A security guard may ask to look inside your bag
- Noticeboards advertise upcoming shows
- Brightly coloured banners show name of the venue
- Sign with name of the venue above main doors
- Floor-standing noticeboard directs to power-assisted door if arriving after event starts

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General outside view



Entrance most frequently used – to right of main entrance



Power-assisted step-free access



Ramp to power-assisted door

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Buying a Ticket: The Box Office

Space

- Wide at entrance, narrower towards back
- Box Office counter down one side. Height: 117cm
- Counter is lower at front for wheelchair access: 73cm
- This area can become busy

Lighting

- Very bright. Much brighter than rest of building
- 8 bright white spotlights plus 6 round bright white flat lights in ceiling
- Light levels are constant

Noise

- Traffic, including sirens
- Background chatter, laughter, and other excited noises
- Telephones ringing
- Music plays softly in the background to make space feel comfortable
- Staff talking to other customers in person or over the phone
- Ventilation unit above door from street
- Announcements over the speakers will tell you when it is time to go into the Auditorium for the start of the event

Textures

- The walls are painted white and feel like dry paint
- Floor is light wood and laminated
- Noticeboard on wall is wood and smooth to the touch
- Carpet by counter
- Chair smooth with leather-effect covering
- Counter is wooden and smooth to the touch

Steps

- Tiny step of 1.75cm at street entrance
- Continuous handrail along right-hand wall
- No access to the rest of the building

Doors

- Glass door from street. Not power-assisted. Width 84cm

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Other information

- Collect or buy tickets here. Pay with cash or card (except American Express). Most events offer a free carer ticket
- The Box Office is always manned when open
- Posters on the wall give information about future events. Not all of them are happening at The Queen's Hall
- Leaflets also have information about future events – feel free to take them
- A chair is provided for customer use at any time

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Box Office looking out towards Clerk Street



Buying a ticket



Chair at lowered counter



Stairs to Bar and Auditorium

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