



Accessibility at MultiStory Edinburgh Festival Fringe 2021

INTRODUCTION

Welcome to MultiStory's accessibility guide. MultiStory is committed to a policy of equal opportunities for all.

MultiStory is a collaboration between Gilded Balloon, Zoo Venues, Traverse Theatre and Dance Base and is a new venue for 2021.

This document should provide you with all necessary information with regards to access in and around the site. If you need further information please contact us using the details below.

CONTACT DETAILS

Email: multistory@gildedballoon.co.uk – a member of our team will get back to you within 3 days. Feedback is always welcome.

Phone: MultiStory Box Office (0)131 622 6554.

In Person: Tickets can be bought in person for MultiStory at the Edinburgh Fringe Shop on the Royal Mile

GENERAL INFORMATION

Bookable Access Facilities

MultiStory provides free tickets for personal assistants. To book your personal assistant ticket, call our Box Office on (0)131 622 6554.

Assistance animals

Assistance animals are welcome at MultiStory. Please ask a member of staff on arrival if you require any assistance.

Special Effects

Some of our shows include the use of strobe lighting and/or haze. This is listed on the individual show page on the MultiStory website or please ask a member of staff.

Customers with Medical Requirements

If you need to bring food, drink or medication with you, we are happy to accommodate this. Please contact a member of staff if you need assistance. There is always a First Aid member of staff available on site.

Edinburgh during the Fringe

The roads and streets of Edinburgh become extremely congested during the festival. Please bear this in mind and leave extra time to travel to performance spaces.

COVID19 Protocols

In order to keep everyone safe and reduce the spread of the coronavirus we have put together a series of protocols for people visiting the site. These can be found on the MultiStory website or email us if you would like a copy or have any questions.

Early Access

We endeavor to ensure everyone is able to enjoy the Fringe in a comfortable and secure environment. If you require extra time or a specific seat in our performance spaces please speak to a member of staff on arrival to the site so we can allow extra time and/or reserve seats if required. We also have a separate access gate for ticket-holder entry to the site. If you prefer to enter here email us in advance and someone will be available to show you to your seat.

Accessible seats

Our bookable access seats are located to the right of the stage, closest to the accessible toilet, the exit and the access gate. If you would like us to reserve you a seat in advance please email or call us using the contact details above.

Feedback

We are still learning and appreciate your feedback. You can email us or review the site on Euan's Guide.

ABOUT MULTISTORY

NCP Castle Terrace, Edinburgh EH1 2EW
Box Office: 0131 622 6554 (open 10:00-18:00, Monday-Friday)
Operating Times: 10:00 – 23:00 daily

Arrival Guide

The venue can be accessed via 2 entrances:

1. Main Entrance (level & ramp access)
 - a. Access via the main entrance is in the centre of the car park and is labelled as the main entrance. There is a physically distanced queue in place with barriers. This where all audience members will enter the site.
 - b. Patrons for the hospitality area will enter via the hospitality entrance beside the audience entrance.
 - c. In both entrances there is a small ramp down to enter the site.

2. Secondary Entrance - "Access Gate"

The access gate is reserved for audience members who would rather not queue or may need assistance to get to their seat. The access gate is close to the corner of Castle Terrace and Johnston Terrace. The access gate will be labeled "Access Gate". The access gate has level access. The pavement nearby is slightly uneven but has a ramp.

Please note: the access gate is only for ticket holders, not people who would like to visit the hospitality area.

Spaces

MAIN STAGE



Level Access, 3 Wheelchair Spaces

HOSPITALITY AREA



Level access via a down ramp

Box Office

There is no physical box office on site. We encourage attendees to book tickets to shows online or via phone in advance.

The hospitality area can be accessed on a first come first served basis.

Toilet Facilities



Accessible toilets are located next to the Access gate at stage left in the performance area. Accessible toilets are available next to the hospitality area downstairs.

Bar/Café Facilities

Food and drinks are available for purchase on site. Order via your phone and your order will be delivered to your seat.

Travel guide

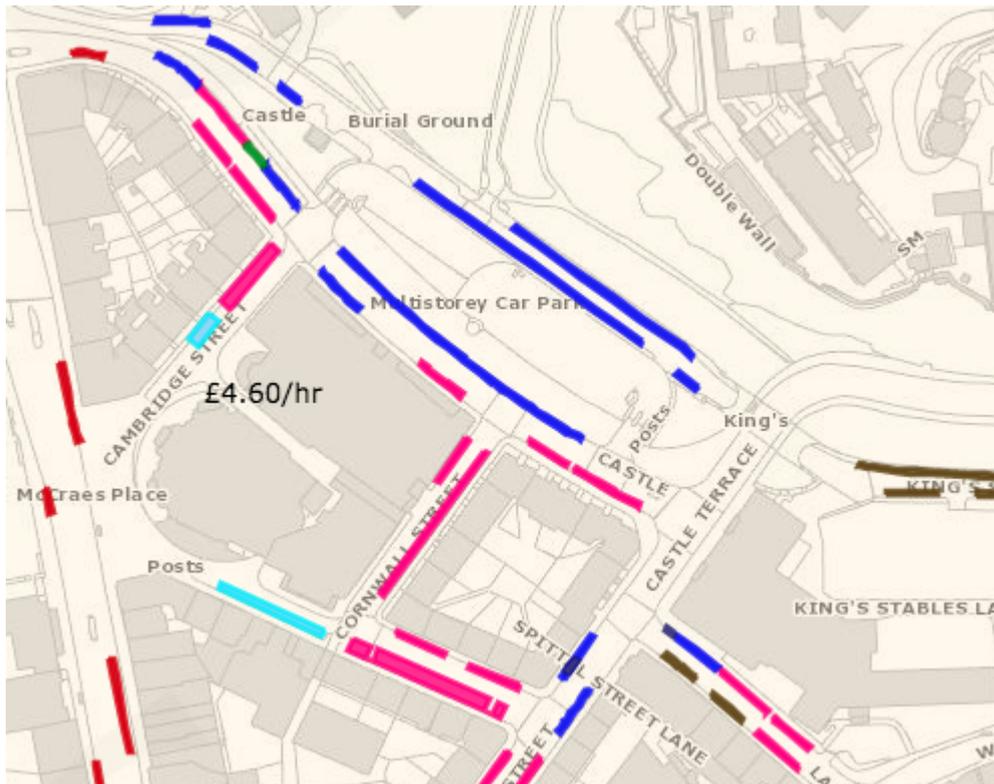
Due to COVID19 we encourage patrons to consider their travel based on Scottish Government guidance. Information on travel during the pandemic can be found here:

<https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/>

Arriving by train: Edinburgh Haymarket & Edinburgh Waverley train stations are both approximately a 16 minute walk or 8 minute taxi ride away.

Arriving by bus: The nearest bus stops are located on Lothian Road approximately 5 minute walk from the MultiStory site. Details of bus timetables are available from Lothian Buses <https://lothianbuses.co.uk/>

Parking: The closest Blue Badge parking is along Cambridge Street, approximately 2 minute walk from the entrance to MultiStory. See the map below for further information. Parking spaces highlighted in Sky Blue are for Blue Badge holders, parking spaces highlighted in Dark Blue are pay and display parking areas.



- Sky Blue = Blue Badge Spaces
- Blue = Pay & Display Parking spaces
- Pink = resident parking bays

Further information on parking can be found at the Edinburgh Council site:

http://www.edinburgh.gov.uk/info/20085/parking_spaces/507/parking_bay_locations

Drop Off: Taxis and cars are able to drop off on the street directly outside the site. Taxis can pull in next to the access gate if preferred.

multistory@gildedballoon.co.uk