



Kynren Accessibility Statement

At Kynren, we are committed to ensuring that every visitor can enjoy our epic performances, regardless of accessibility needs. We offer a wide range of facilities to make the experience enjoyable and accessible for all.

Our main visitor path is DDA compliant, with assistance available for wheelchair users navigating grass or stone surfaces. Accessible seating, wheelchair spaces, and complimentary Essential Companion tickets are provided for those who meet the criteria. Blue Badge parking is available near the Welcome Plaza, and assistance dogs are welcome (though must be booked in advance). Our team is trained to support visitors with disabilities, ensuring everyone can fully enjoy their visit.

For additional support, please contact us via our Booking Hotline at 01388 436 030 or email access@kynren.com for assistance.

We are proud to offer a truly inclusive experience.

Kynren Accessibility Information

Email access@kynren.com to request a copy.

At Kynren, we strive to make our site and performances accessible to all visitors, ensuring an enjoyable experience for everyone, regardless of accessibility needs.

On-site Facilities

We are committed to providing accessible facilities for all visitors:

- **Footpaths:** Our main visitor path is DDA-compliant with a fine stone surface. Some areas have grass or stone surfaces, and wheelchair users may need assistance from a Personal Assistant. The main path stretches 450 metres from the Welcome Plaza to the Tribune. *Please note that all customers must make this journey, even those who have parked in our Blue Badge Car Park*
- **Seating:** Park benches are available for those who need a rest, and the Tribune opens an hour before the performance for early seating. Visitors can enter and exit the Tribune freely before the show begins.
- **Accessible Toilets:** Accessible toilets are located at the Welcome Plaza, adjacent to the Blue Badge Car Park, and behind the Tribune.

Wheelchair Users and Essential Companion Tickets

We have reserved space for wheelchair users at surface level in front of row A, with a seat in row A behind for Personal Assistants. All wheelchair users must remain in their wheelchairs for the duration of the performance.

All Essential Companions must be physically able to assist their companion, especially during an emergency.

Visitors who meet our qualifying criteria are entitled to a complimentary Essential Companion ticket.

Criteria include evidence such as a

- Front page of DLA or PIP letter (no specific rate required) with eligibility covering your chosen show date
- Front page of Attendance Allowance (no specific rate required).
- Front page of War Disablement Pension,
- Evidence as registered severely sight impaired (blind).
- Recognised Dog ID card.

To book Personal Assistant tickets or wheelchair spaces, please call our Booking Hotline at **01388 436 030** (charges may apply). There is no booking fee for tickets that include a Personal Assistant.

Limited Mobility and Blue Badge Parking

- **Blue Badge Parking:** Holders can pre-book a space in Blue Car Park, located adjacent to the Welcome Plaza, with a 450-metre walk to the Tribune. Blue Badge and parking tickets must be displayed on arrival. Blue Badge parking does have limited capacity so early booking is recommended.
- **Limited Mobility:** For visitors with limited mobility but no Blue Badge, we recommend using the Park & Ride service. The drop-off point is directly in front of the Welcome Plaza, just a 450-metre walk to the Tribune. We would recommend using Yellow Car Park as it is hard-standing surface.

Walking Aids Store

Visitors using pushchairs, walking aids, or wheelchairs can safely store them at the Tribune during the performance.

Food Outlets and Assistance

All our food outlets have large-print menus available upon request, and our staff are ready to assist. Please don't hesitate to ask for help.

Assistance Dogs

Assistance dogs are welcome at Kynren, but please inform us in advance via email at **access@kynren.com**

For any further questions or to request a PDF version of this accessibility information, please email **access@kynren.com**

Quiet Areas and Sensory Sensitivity

- **Quiet Areas:** Visitors with sensory sensitivities are welcome to use designated quiet areas on-site if they need a break from crowds or noise.

Emergency Evacuation Plans

Our staff are trained in accessible evacuation procedures. Essential Companions must be able to assist with the evacuation of their companion in case of emergency.

Staff Training and Disability Awareness

Our team receives regular disability awareness training to ensure they can support visitors with diverse needs. We are dedicated to providing an inclusive and supportive environment for all.

For additional support or to request a PDF version of this accessibility information, please email **access@kynren.com**

We look forward to welcoming all visitors to Kynren for an unforgettable experience!

