

ACCESS GUIDE

PLEASANCE DOME

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CONTACT US

ACCESS@PLEASANCE.CO.UK

BOX OFFICE: 0131 556 6550

WWW.PLEASANCE.CO.UK/ACCESSIBILITY

**PLEASANCE DOME
POTTEROW
1 BRISTO SQUARE
EDINBURGH
EH8 9AL**



WELCOME TO THE DOME!

At Pleasance, we want to make your experience the best it can be.

Please get in touch ahead of your visit with any questions or concerns.



0131 556 6550



access@pleasance.co.uk

We welcome feedback to help us improve the experience of all visitors.



ACCESS REQUIREMENTS

**Please let us know if you would like
any additional support or early
access arranged ahead of your visit**



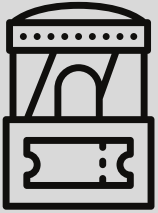
**Our staff are trained to assist
with access bookings**



access@pleasance.co.uk



HOW TO BOOK



IN PERSON



Our Dome Box Office is open 10am-late

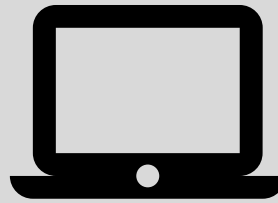
We close 15 minutes after the last show of the day

The Dome box office

- is wheelchair accessible
- has a lowered counter

ONLINE (24/7)

www.pleasance.co.uk



BY PHONE

0131 556 6550

**WE OFFER FREE CARER OR
PERSONAL ASSISTANT TICKETS**

Please call our Box Office to arrange



TICKET COLLECTION

Pleasance is an E-ticketing venue
When you purchase tickets, you will receive an email confirmation with a QR code



If you prefer a printed copy, you can still pick up your tickets from the Box Office

The Box Office is open for ticket collection until 15 minutes after the last show starts

LATECOMERS MAY NOT BE ADMITTED

We recommend arriving on site at least 30-40 minutes early



FACILITIES

- **STEP FREE ACCESS TO ALL DOME VENUES**
- **ACCESSIBLE TOILET**
- **LOWERED COUNTERS**
- **HEARING LOOPS**
- **ASSISTANCE DOGS ARE WELCOME**
- **ACCESSIBLE PERFORMANCES INCLUDING:**
 - TOUCH TOURS**
 - SIGNED**
 - CAPTIONED**
 - AUDIO-DESCRIBED**
 - & RELAXED SHOWS**



ACCESSIBLE SHOWS

Check out our [website](#) to see which shows offer accessible performances



Access support may not apply to every performance

CAP

BSL

AD

- **For some Audio-Described, Captioned and Signed shows at larger venues, you may need to book a specific type of access ticket**

Access tickets may include:

- **seating in a specific section close to the interpreter**
- **seating with a clear view of captions**
- **booking an audio-description unit if required**



YOU CAN BOOK ACCESS TICKETS INDEPENDENTLY ONLINE

But if you have any additional requirements, require wheelchair assistance or need to arrange a complimentary personal assistant ticket, please book through the box office.



ACCESS SERVICES

HEARING LOOPS

Hearing Loop systems are available in all Courtyard spaces - these MUST be reserved at time of booking through the box office



ASSISTANCE DOGS

Assistance dogs are welcome on site - please let us know in advance if you need us to look after your dog during a show



ACCESSIBLE PERFORMANCES

Enhanced performances are arranged on a show by show basis. See our website or contact the box office for more information.



Please ask if you would like further detail on adjustments made for relaxed performances.

LARGE PRINT

You can request large print versions of any materials by email.



MAP

We are finalising our Dome site map for 2022.

In the meantime, please contact the box office with any specific questions or click the link below to view last year's map

2020-21
DOME MAP

VENUE ROUTES



All venues have level access. Number of steps up (+) or down (-) indicated by numbers. Access to lifts can be arranged on request at Box Office.

QUEEN DOME (0)

Main queue inside Dome at left of building. Level access to left of venue - ask staff for assistance.

JACK DOME 20+

Main queue beside spiral staircase. Lift access via lift at rear of bar - this is at the rear of the venue. Ask staff for assistance. Also applicable for Brooke's Club.

ACE DOME 20+

Main queue in bar. Wheelchair and level access via lift at rear of bar - reached via ramp at the rear of the venue. Speak to staff or Box Office for lift access.

TEN DOME 20+

Main queue at entrance to venue. Wheelchair and level access via lift at rear of bar - reached via ramp at the rear of the venue. Speak to staff or Box Office for lift access.

KING DOME 20+

Wheelchair and level access via lift at rear of bar - reached via ramp at the rear of the venue. Speak to staff or Box Office for lift access.

VENUE GUIDE



ENTRANCE

There is level access from Bristo Square (Potterrow Plaza) through to the main atrium space, foyer and Dome Box office.



VENUE ACCESS

ACCESSIBLE TOILET

- Located through the AceDome entrance to the right of the main bar



LIFT ACCESS

- Both Dome lifts are located in non-public areas



Please speak to box office or site staff and someone will be on hand to help you access your venue



LIFT LOCATION:	ACCESS TO:
AceDome Entrance	AceDome, KingDome & 10Dome
Main Bar (Service Lift)	JackDome & Brooke's Club



BOX OFFICE



At the Box Office, you can find out show information or ask questions about booking tickets suited to your needs.



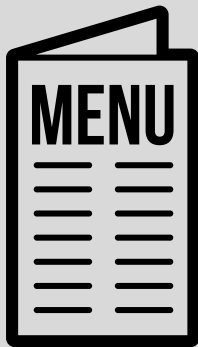
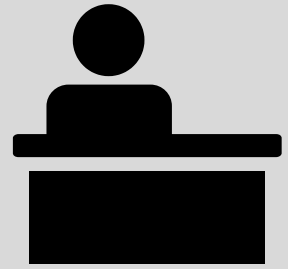
Reserved hearing loops should be collected from the Box Office ahead of each performance.



CAFE & BAR



- The Main Dome Cafe has a lowered counter point of service



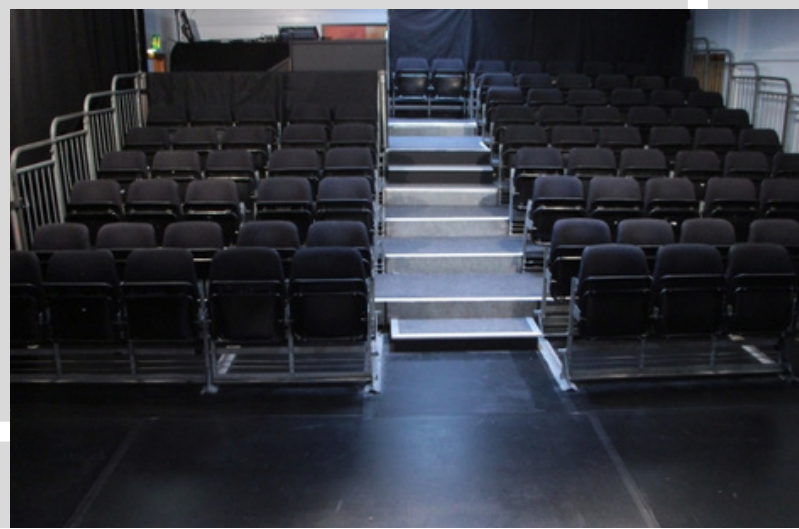
- Large print menus are available - please speak to staff if you require assistance with ordering





10 DOME

- **Queue at entrance to venue**
- **First floor venue up 20 steps when not using the lift**
- **Lift access Ace Dome lift**
- **Closest accessible toilet located on ground floor**
- **Hearing loop available - please reserve with the Box Office in advance**



JACK DOME



- **First floor venue up 20 steps**
- **Queue beside spiral staircase in atrium**
- **Lift access via main service lift at rear of bar**
- **Closest accessible toilet located on ground floor**
- **Hearing loop available - please reserve with the Box Office in advance**





KING DOME

- **Lift access via Ace Dome lift**
- **First floor venue up 20 steps when not using the lift**
- **Raked seating**
- **Closest accessible toilet located on ground floor**
- **Hearing loop available - please reserve with the Box Office in advance**



QUEEN DOME



- **Step-free access from central atrium**
- **Queue inside building on the left hand side**
- **Bench style seating (maximum 5 steps to access seats at the top of the rake)**
- **Closest accessible toilet located next to the performance venue**
- **Hearing loop available - please reserve with the Box Office in advance**



ACE DOME



- **Lift access via main foyer lift**
- **First floor venue up 20 steps when not using the lift**
- **Queue in bar**
- **Cabaret style seating arrangement includes raised stools, benches and traditional seats**
- **Closest accessible toilet located on ground floor**
- **Hearing loop available - please reserve with the Box Office in advance**



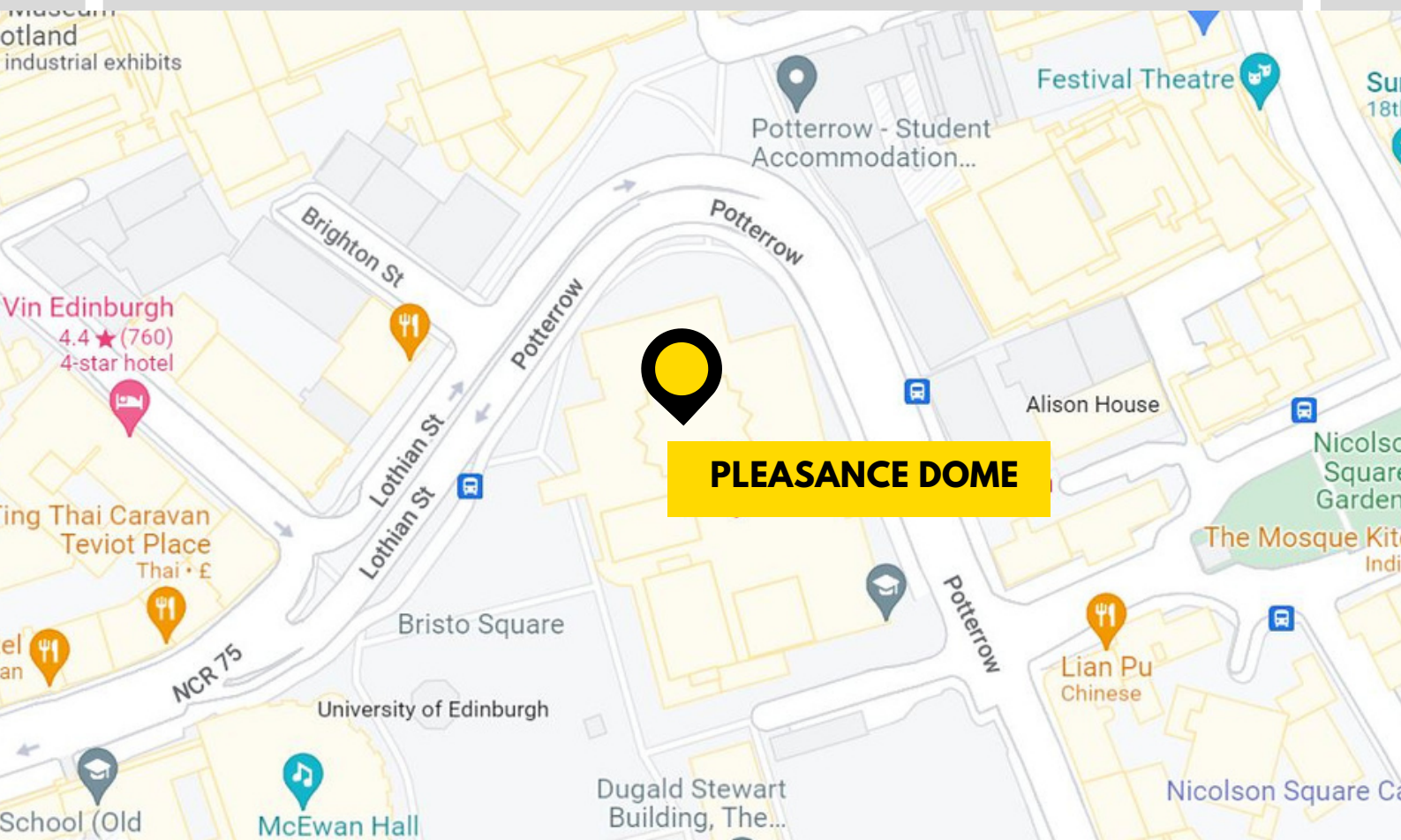
POTTERROW PLAZA



- **Outside the Dome on Potterrow Plaza, there are two shipping containers for Séance & Flight**
- **Both temporary venues are accessible to wheelchair users via a ramp**
- **Please contact the box office to book access tickets for these immersive experiences**
- **If you require any assistance on the day, please speak to staff at the Dome**



ROUTES TO THE VENUE



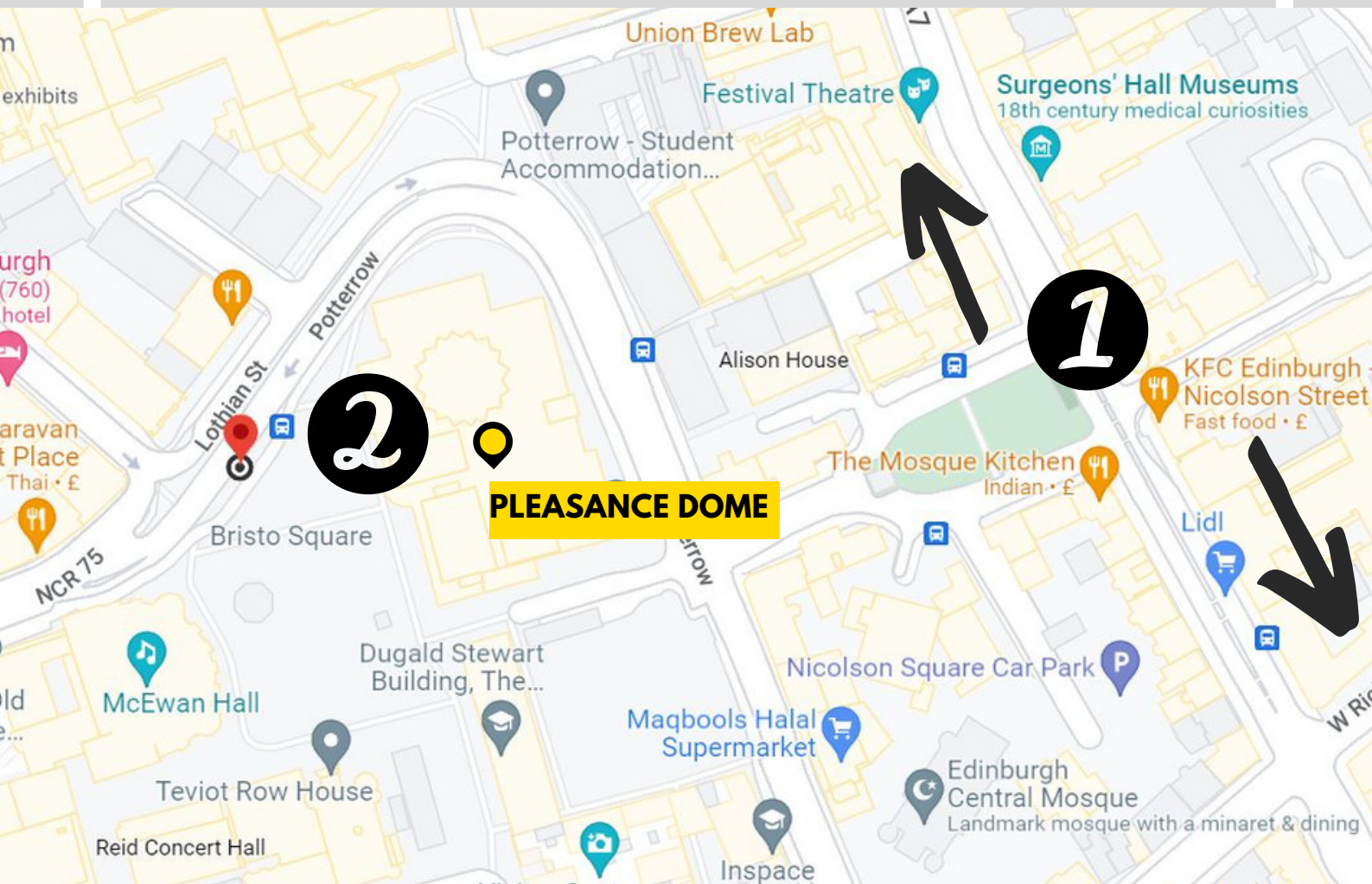
VENUE ADDRESS

**Potterrow
1 Bristo Square
Edinburgh
EH8 9AL**

**We strongly advise using
public transport wherever
possible!**



FROM BUS STOPS



1

NICOLSON STREET BUS SERVICES

(0.3 miles from Dome)

Lothian & Border bus services including:

8 Muirhouse

7 Newhouse

31 East Craigs

3/3A Birkenhead

14 West Granton

33 Baberton

5 Oxcgangs -

29 Silverknowes

37/37A Penicuik

Brunstane

30 Clovenstone

49 Portobello

2

BRISTO SQUARE BUS SERVICES

(100m from Dome)

2 Gogarburn, 41 Cramond & 42 Portobello

PARKING & TAXI DROP-OFF

- There is limited on-street pay & display parking around Potterrow and Bristo Square - this area gets exceptionally busy during the Festival
- Edinburgh City Council has a map of local parking and accessible bays and multi-storey car parks within the city centre



View each link for more information

- The most convenient multi-storey car park is the Q-Park Quartermile (EH3 9AU) which has 10 disabled bays



The closest taxi pick-up & drop-off point is on Potterrow (directly outside the Dome)

BY FOOT

Approximate walking times from/to the Pleasance Dome:

1 min - Bristo Square

8 mins - Pleasance Courtyard

8 mins - Royal Mile (Fringe Office)

11 mins* - Waverley Station (*or short taxi-ride)

11 mins - Assembly Hall

13 mins - Edinburgh Castle

15 mins - Princes Street (Scott Memorial)

20 mins - Edinburgh International Conference Centre (EICC)

Please note, all timings are approximate and will vary depending on the time of day, weather and how much of a hurry you are in!



FEEDBACK



You can give us feedback about your experience at anytime:



Leave us a review on EUAN'S GUIDE Pleasance Dome



Call the box office on 0131 556 6550

We welcome calls from customers who use Typetalk



Email:

**access@pleasance.co.uk
boxoffice@pleasance.co.uk**



Speak to a member of staff on-site

THANK YOU



•PLEASANCE•