

Open House

All the support
you need to enjoy
our venues



5-star service



**ABERDEEN
PERFORMING
ARTS**

Open House

You are Welcome

We believe access to the arts is a basic human right.

We're passionate about providing the best possible experience for everyone.

We're working hard to improve access: in our venues, our ways of working, our customer care.

Sign up for regular news to see what's coming your way.

www.aberdeenperformingarts.com/access

hello@aberdeenperformingarts.com

Tel: 01224 641122



Open House

Benefits

Let us help you enjoy

★★★★★ **5-star service**

Find out more about how our services work and tell us about your experience.

Phone on 01224 641122 or email hello@aberdeenperformingarts.com

With **Open House**, disabled people and people who need extra help can enjoy:

- Reserved seating and discounts on specific shows
- Mobility assistance and accessible toilets
- Signposting to nearby car parks
- Essential companion tickets for some shows (chat to the Customer Experience Team to find out more)
- Prompt – interval food and drinks service to your seat

d/Deaf or hard of hearing

- Captioned performances
- Infra-red hearing system
- Mobile Connect audio streaming to mobile devices
- BSL signing for performances



Blind/visually impaired

- Touch Tours
- Audio description
- Assistance dogs welcome



People with Autism, anxiety, dementia, additional support needs

... and the simply curious

- Show-round familiarisation before performance
- Relaxed performances: doors stay open so you can come-and-go; quiet area to relax

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Happy to help

- We will do our best to assist, whatever your needs.
- You can book online for wheelchair spaces, Audio Described performances and BSL performances. We just need to set up your customer record first. Please complete the online form or contact us.
- Our Customer Service team are happy to help.

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