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# Venue Access Guide

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Welcome to the Forum, our venue is wholly inclusive and accessible throughout all public areas.

The Forum Music Centre is operated as a not for profit social enterprise community facility. It houses a 200 capacity Live Performance area with a separate but adjoining café/bar. Within the building are 5 band rehearsal rooms and 1 recording studio. As well as a lively gig schedule the Forum hosts a weekly film club and a monthly comedy club. Daytime activities include a music school, after school song club and various parent and toddler play groups.

The performance area has three exit doors, one that leads directly into the café/bar area with accessible toilet facilities, one that leads to the car park and rear and one that is a fire exit leading directly to the outside of the building.

Strobe lighting may be used at gigs therefore if you have concerns please call and speak to our technical manager, Phil Wilson or Matt Eland on 01325 363135 or email us [phil@theforumonline.co.uk](mailto:phil@theforumonline.co.uk) or [matt@theforumonline.co.uk](mailto:matt@theforumonline.co.uk)

An accessible toilet located in the café/ bar area by the spiral staircase next to the Ladies Toilets

Most live music gigs are standing therefore please call in advance if you require seating or wheelchair space. If you are already at our venue and require seating please ask a member of staff and they will happily assist you.

For further information and if you would like to arrange a visit to view our facilities please contact;

Katie Wilson, General Manager email: [katie@theforumonline.co.uk](mailto:katie@theforumonline.co.uk) or call: 01325 363135.

If Katie is away from work or does not respond within 5 days please contact Managing Director, Allison Mckay email: [allison.mckay@humantics.co.uk](mailto:allison.mckay@humantics.co.uk) or call: 01325 363135.

## How To Purchase Tickets

- Telephone the Forum 01325 363135 state the gig you want the ticket for and a member of staff will take payment by card over the phone.
- Online- If the event on our website has a ticket link you can click on that and purchase it through ticketweb \*a small booking fee is charged for online sales\*
- In person – you can purchase tickets by cash or card at the Forum during opening hours

Our Box office has an accessible lowered counter

## Personal Assistance Tickets

We have limited tickets available for Personal Assistants. These tickets are at no cost for Deaf or disabled customers who require the support of a PA to attend our venue. Please book in advance by contacting our venue directly. Please note we may ask for evidence to support your request for a PA ticket.

Personal Assistance Tickets are available for all Forum Live events, Hilarity Bites Comedy Club and Darlington Film Club.

## Travel And Arrival

The Forum is located on the corner of Borough Road and Brunswick Street near the Hippodrome Theatre and Town Centre Shopping and Bus terminals within the Central East Ward of Darlington

The Forum is 0.2 mile from Darlington Mainline Train Station and approximately the same distance to town centre bus stops

There is a free small car park to the rear of our building and limited street parking.

There are accessible parking bays for 2 cars that lead directly to the rear doors, if you require this space please call in advance and we will reserve it when possible.

Wheelchairs users and disabled guests may request early access to the performance area if they require.

Please ask a member of staff on arrival.

## Customers With Medical Requirements

Customers are welcome to bring food, drink, medicine and medical equipment to manage a medical condition whilst visiting our venue. Please let a member of staff know so we can assist if necessary.

Assistance Dogs are very welcome.