

'The Greenhouse' Access Information

The Greenhouse is committed to ensuring that as many people as possible can access our venue and enjoy our shows. We have made, and will continue to make, every effort to make sure you have an enjoyable experience at our venue.

The Greenhouse is a brand new venue which will be opening its doors for the first time at the Edinburgh Fringe 2019. We believe everyone should be able to enjoy theatre regardless of their extra requirements and so we are committed to trying to achieve this.

This page contains information on what we currently offer for audiences with extra requirements and the necessary steps we will take to meet them.

If you would like to know more, or have any feedback, please do not hesitate to get in contact with our Access Officer, Sarah Chamberlain, via our email boxoffice@thegreenhousetheatre.com. We would love to hear from you! Please include a contactable phone number and email address and she will aim to respond to your enquiry within 5 working days.

OUR VENUE

The Greenhouse is a purpose built temporary venue for the Edinburgh Fringe 2019 made from recycled and reused materials.

There is step-free access from the entrance of our venue to our box office and to the performance space. Our entrance, box office and performance space will be signposted.

Our venue is built on a raised patch of grass on the grounds of Dynamic Earth. As such, there is a permanent three-way ramp from the street to the venue and designated pathways for wheelchair users.

Our friendly ushers will also be on hand to answer any questions or concerns you may have.

GETTING TO THE VENUE

By Bus:

Within Edinburgh, take the local Lothian Buses No. 6 and get off at the 'Holyrood Gait' stop. The No.6 is available from Hanover Street/Princes Streets and stops across the street from Dynamic Earth by the Macdonald Hotel. Our venue is on the left in the Dynamic Earth outdoor amphitheatre.

By Rail:

The nearest train station is Edinburgh Waverley which is a 15-20 minute walk, or 5 minutes in a taxi.

Taxis:

The nearest taxi drop off point is in the Dynamic Earth outdoor amphitheatre. If travelling to the venue, please say that you are travelling to Dynamic Earth. From the drop off point, 'The Greenhouse' can be seen on the right if looking away from the venue and is a 2 minute walk. There is step free access from the taxi drop off point to the venue.

THE BOX OFFICE

Our box office has a lowered section in the desk.

If you feel you might need help getting round, get anxious around large or noisy crowds, or have any questions, our ushers will be on hand to answer any questions or provide assistance.

Alternatively, feel free to contact us in advance.

ACCESSIBLE TOILET

Unfortunately, we are unable to provide toilets in our venue, however, audience members can use the Dynamic Earth toilets every day until they close at 5:30pm.

From the venue, Dynamic Earth can be accessed by a slope to the right of the amphitheatre or by stairs next to 'The Greenhouse'.

These toilets are on Level 2 of Dynamic Earth at either end of the building and are clearly signposted.

CHANGING PLACES

The nearest changing place is in the Scottish Parliament, 1 Horse Wynd EH99 1SP. Opening times vary so please check the following website:

<http://changingplaces.uktoiletmap.org/toilet/view/549>

PERSONAL ASSISTANT TICKETING SCHEME

We understand that people with accessibility requirements may not be able to attend shows on their own. The Greenhouse will be a part of the Edinburgh Fringe's 'Personal Assistant Ticketing Scheme. This scheme provides one complimentary personal assistance ticket for customers who would otherwise be unable to attend the venue.

These tickets can be acquired through the Fringe 'Access Tickets Service' in the following ways:

by email: accessbookings@edfringe.com

by phone: +44 (0) 131 226 0002

by textphone: +44 (0)7860 018 299

The 'Access Tickets Service' is also available in person at the Fringe Box Office on the Royal Mile.

More information can be found on the Fringe Website:

<https://www.edfringe.com/experience/accessibility-and-additional-needs#box-office-access-assistants>

VIEWING PLATFORM

The Greenhouse has two permanent wheelchair-friendly viewing areas in our performance space.

These viewing areas are by the entrance to the auditorium, on either side of the door. They are on the front row of the seating and have step free access. We encourage you to get in contact before the show, so we can best accommodate your needs.

The viewing platforms are currently not bookable, however, if you would like us to reserve a space for you, please do not hesitate to get in touch!

RELAXED PERFORMANCES

The Greenhouse offers relaxed performances in the following shows at the following times:

BoxedIn Presents: *The Earth Untold*

- Friday 9th August, 1:15pm
- Friday 16th August, 1:15pm
- Friday 23rd August, 1:15pm

At relaxed performances of the *The Earth Untold*, please expect the following:

- Some audience members will be invited onstage
- Audience members can move around and make noise during the show
- If an audience members wishes, they may enter the auditorium early, please speak to a box office volunteer if you would like to do so.
- There is no chill out area, however, if you need to leave the auditorium at any point, please feel free to do so.
- We ask that audience members do not interact with the performers unless invited to do so.
- There will be no flashing lights or blackouts
- Sounds will be at a lower volume

AUDIENCE MEMBERS WITH MEDICAL REQUIREMENTS

The Greenhouse welcome audience members who need to bring medical equipment, medicines, food or drink to manage their medical condition.

If you have any concerns or questions, please do not hesitate to contact us at boxoffice@thegreenhousetheatre.com.

Our ushers will also be on hand to answer any questions or concerns you may have on the day of the performance.

ASSISTANCE DOGS

Assistance dogs are welcomed at The Greenhouse and water bowls can be provided! Please do let us know in advance of the performance if there will be an assistance dog is attending, and we will reserve an appropriate seat for you.

STROBE LIGHTING

The Greenhouse implements a strobe-free policy.

VENUE OPENING TIMES

Our venue will be open throughout the Edinburgh Fringe at the following times:

Monday: 10am-10pm

Tuesday: closed

Wednesday: 10am-10pm

Thursday: 10am-10pm

Friday: 10am-10pm

Saturday: 10am-10pm

Sunday: 10am-10pm