

PRINTWORKS

LONDON

Printworks access guide

1. Introduction

Printworks London is dedicated to being inclusive and accessible, giving world class experiences to everyone. This guide provides an overview of our facilities with regard to accessibility. If this doesn't fully answer your questions, then please do not hesitate to get in touch with one of our team.

2. Contact details

For access-related enquiries, please email access@printworkslondon.co.uk

Please stipulate whether you would like us to reply to you via email or if you'd like us to ring you. If the latter, within your email please include your contact number and your preferred time for us to call.

We endeavour to respond to enquiries as quickly as possible. Requests outside of office working hours (weekends and holidays) may take a little longer.

Our address is:

Printworks London
Surrey Quays Road
London
SE16 7PJ

3. Venue description

Printworks London has step-free access to the box office and toilets (ground level).

We have a lift that is located on level 0 that gives access to all floors. The lift has a dedicated accessibility steward.

Our performance spaces - i.e. the main areas for live and electronic events - are located on level one.

Some shows and corporate events that take place on different levels of the building.

The main entrance route into the building is all one level, with the box office being on the route into the building.

Accessible parking is available for guests with special requirements. Please note that this can only be booked in advance.

3. Bookable access facilities

We offer complimentary tickets for support workers / personal assistants to help facilitate your attendance of our venue.

4. How to apply

If you are coming to one of our ticketed events, please email in once you have bought a ticket with as much information as possible in terms of your requirements and how we can make your experience as informed and enjoyable as possible. Please note that the availability of step-free access seats is limited. On standing only shows, wheelchair users are able to gain early access by prior arrangement and our access steward will be available to assist your journey to the access seating point.

5. Travel guide

We are accessible via Canada Water station (Jubilee Line and Overground), which has step-free access and is 560 metres from Printworks London. By bus, the numbers 381, P12, 47, 188 and C10 stop near the venue. All TFL bus routes are served by low-floor vehicles, with a dedicated wheelchair space and an access ramp. They can also 'kneel' to reduce the step-up from the pavement.

We have a limited number of parking spaces for Blue Badge holders so please contact us with the show you are attending, your order number, registration of the vehicle you will be attending in as well as the make and colour and a contact phone number where we can reach you. Parking is generally open from 1 hour before the start of the event.

Taxi drop offs can be made in our designated taxi drop off point within the venue gates which will be signposted on arrival.

As well as leaving plenty of time, we recommend that you check the Transport for London journey planner (<https://www.tfl.gov.uk/plan-a-journey/>) and its status updates (<http://www.tfl.gov.uk/roads/status/>) to check for any changes to services.

We have stewards at Canada Water station to guide attendees to the relevant exit and to the venue entrance and answer any queries you may have.



6. Arrival guide

We are only open on an event by event basis. You will be able to find out the opening times on the event information / ticket when booking. At the event, we have a box office that is situated on the path once you are through our main exterior gates. If you need to collect tickets this is where you will do so. Please make one of our team aware that you have access tickets.

When you arrive, there will be fencing and might be a queue once you are inside. There will be security stewards directing the queues; if you require early access please make yourself known to one of these stewards who will be able to contact the duty manager on your behalf.

There will be a number of security staff as well as venue team members that will be available to help with any queries you may have as well as a dedicated Information Point within the space for help with queries.

7. Toilets

Our accessible toilets are located:

- en route into the venue on the lake path, just as you come out of Canada water. This will be locked but the steward will be able to give you access.
- in the main toilet block on the ground floor. This is signposted. A steward will be able to grant you access.

8. Customers with medical requirements

We understand that our guests may need to bring medicines and / or medical equipment to take care of a medical condition. Our medical team will keep hold of all medicines for you when you enter, for safekeeping. If you have any concerns regarding being allowed entry with any items please get in touch with us via email in advance of your booked event. For the majority of our events we have a fully trained medical team situated on site. Please use this facility if at any time you feel you need to do so.

9. Access to performance

9.1 Facilities for visitors who are deaf or hard of hearing:

If there is an event you are attending and you require captioned or signed facilities, please do get in touch with us beforehand and we can confirm if we are able to arrange this.

9.2 Facilities for visitors who are blind or vision-impaired:

If you have a form of vision impairment, our staff will be happy to assist if you require. Please do get in touch with us in advance if possible.

Should you require braille or large print material please let us know via email.

9.3 Accessibility for visitors who are wheelchair users:

We have a designated access space at live shows for wheelchair users. This is a limited capacity space, and so if you require seating or a space for a wheelchair, please email us as soon as you have bought your ticket and we will confirm back to you. If you come in a wheelchair and no space is

available, there are other areas that are accessible via our lift. Or you can choose to receive a full refund.

10. Assistant dogs

We allow guide dogs and assistant dogs at the venue, please email us in advance so we are able to advise the procedure to follow if you require assistance at an event.

11. Strobe lighting

Occasionally, performances will use strobe lighting. We do our best to dissuade productions from doing so as we appreciate it will prevent some people from attending. We will update the relevant Performance Information page on our website if strobe lighting is being used. If you have any concerns, please get in touch. Please note, though we will do our best to reply to you with a solid answer in good time, we may have to liaise with external promoters to get this answer, which can increase the response time. If strobe lighting is being used as part of a performance that you have purchased tickets to, we will offer a refund or exchange if strobe usage means you cannot attend.