



Description

People have significant difficulty with standing for any length of time or may have issues with the concept of, and ability to, queue.

Seating is available in many areas of the building including all foyer areas and on each level of our staircase. If you require a seat somewhere else in the building please ask a member of QUAD staff who will be able to seat you safely.

You can reserve specific seats for access in our cinemas for any screening, enabling you to arrive at the latest opportunity and make your way directly to your seat without the need to wait.



Description

Customers explicitly need wheelchair accessible facilities – this may include ramped access and accessible WCs but may also include designated wheelchair bays. Used in conjunction with the standing and queuing / walking limited distances this may indicate not full time use of wheelchair.

QUAD is a fully accessible building, with a lift to the upper floors and accessible toilets on every floor. Our cinemas all have access spaces for wheelchair users and these can be booked at QUAD Box Office for all screenings. They can be used independently or can be situated next to seats for carers or companions.

Before booking tickets please phone our box office on 01332 290606 and check the availability of access spaces for the screening of your choice. We hope that we will always be able to accommodate your requests, however in the unlikely event that we are unable to, our box office staff will be able to advise which alternative screenings still have access seats available.



Description

Customer has substantial difficulty in moving themselves any more than short distances. There is no literal translation of this to distance. This excludes people who are able to self propel themselves in wheelchairs or with the use of other equipment if full time user.

Getting from one place to another in QUAD requires a customer to travel relatively short distances. We can provide seating around the building for rest intervals. There is a lift to the upper floors.

**Description**

Customers need urgent access to toilet facilities. This may include, but is not limited to the use of Accessible Toilet Facilities. Users of accessible toilet facilities may not be visibly apparently disabled and may have hidden impairments.

QUAD is a fully accessible building, with accessible toilets on every floor. Our ground floor access room is equipped with an accessible changing table and the accessible toilet on the first floor is equipped with showering facilities.

**Description**

Customers require the use of an assistance dog.

QUAD welcomes assistance dogs in all areas of the building. An access space should be booked in our cinemas for an assistance dog to sit next to you comfortably and safely in a film screening. Before booking tickets at QUAD please phone our box office on 01332 290606 and check the availability of access spaces for the screening of your choice. We hope that we will always be able to accommodate your requests, however in the unlikely event that we are unable to, our box office staff will be able to advise which alternative screenings still have access seats available.

**Description**

Customers who would be placed at substantial disadvantage if not for direct support from another individual for example with things like lifting and carrying. This may be via the provision of additional support from the provider or the admission of their own supporting staff / company.

QUAD offers one free ticket to any customer who requires access assistance from a companion. Please ask for a free companion ticket or show either a CredAbility Access Card or CEA Access Card at QUAD Box Office when you book your tickets. QUAD offers complimentary tickets to all access companions regardless of whether the customer is a CredAbility/CEA cardholder. In addition however, QUAD also offers concession price tickets to all CredAbility Access Cardholders and CEA Access Cardholders for their own tickets.

**Description**

Customer requires information in alternative formats. This may be a result of a visual impairment or other need such as plain english or pictorial information related to learning impairment.

A large print version of QUAD's brochure is available from QUAD Box Office and other large print materials are always available on request.

A number of films in our programme have audio description tracks. If an audio description track is available for a film, it will be available for every screening of that film. You can find information about which films have audio description from our box office or on our website. Headphones for audio description are available from the cinema usher.



Description

Customer is Deaf or hearing impaired and requires support i.e. alternative formats, loop systems, signers / interpreters.

QUAD has an integrated loop system fitted in the Box Office, Cafe/Bar and Digital Studio. To use this system, please switch your hearing aid to the T position.

QUAD has a *William Sound Infrared system* fitted in all cinemas. Headphones are available from the cinema usher to facilitate enhanced volume through this system. Alternatively, neck loop systems are available to facilitate enhanced volume through hearing aids. This facility is available for all film screenings.

QUAD cinemas have a DTS subtitle system and we request subtitles for all films which they have been produced for. In order to guarantee delivery of a subtitled programme, we wait for the film to arrive, test it and then, once we have confirmed that we can screen subtitles, select a suitable date in the programme to show the subtitles. We aim to programme the subtitled screenings on an early evening weekday timeslot when we find most people are available. Daytimes are not considered as we understand that many people are at work and we have found that late evening screenings are not preferable for older audiences who find it difficult to get home very late at night after the film.

We ask anyone who is interested in subtitled screenings to join our email mailing list by emailing info@derbyquad.co.uk and we will send out screening dates whenever we are able to show a subtitled film.

QUAD also hosts a subtitled family-friendly film programme in partnership with Derby Deaf Children's Society. Screenings are on the last Saturday of the month at 10.30am and film titles will be confirmed approximately two weeks before. Tickets are £3.50 each for CineKids Members (£12 lifetime membership from QUAD Box Office) or can be bought at the standard cinema ticket price. Please email info@derbyquad.co.uk and ask to be added to the subtitled email mailing list for information about these screenings.

If a request for an interpreter is received QUAD will make an assessment about the feasibility of this request and make any reasonable adjustments we feel we are able to accommodate. We are part of a focus group with other arts organisations across the city and members of the Deaf community looking at ways of improving access for Deaf and Hard of Hearing customers. If you are interested in being part of this group or contributing to these discussions please contact beckyc@derbyquad.co.uk.

**Description**

Customer has other recognised support needs not identified on this card.

QUAD hosts monthly Supportive Environment screenings suitable for adults and children with specific needs and people on the autistic spectrum. There are no adverts or trailers before these films, lights are raised and volume if lowered. Tickets are at a reduced price and are available directly from QUAD Box Office on 01332 290 606.

QUAD aims to make art and film accessible to all. Please feel free to communicate openly with us about your access needs and we'll do as much as we can to accommodate any requests.