

## **Access Statement for The Minack Theatre & Visitor Centre**

### **Introduction**

The Minack Theatre & Visitor Centre is located on the cliffside near Porthcurno in West Cornwall. The Minack is open all year for visitors, and presents performances from Easter to the end of September. Despite the location, we strive to make our facilities as accessible as practically possible. We can accommodate up to 14 people in wheelchairs (depending on the size of the chairs) to watch performances, our exhibition centre, shop and cafe are all accessible to wheelchairs, and we have an induction loop within the theatre for the hard of hearing.

### **Pre-Arrival**

- A clearly worded brochure is available describing the main facilities, directions, opening times, public transport and cycle access via roads. The brochure includes our contact telephone number, email and web address. The brochure is widely distributed in the area.
- The information is repeated on our web site.
- The Minack is accessible by car - 8 miles from Penzance, just off the B3315. Leave Penzance on the A30 towards Lands End and follow the brown tourist signs to turn onto the B3315 at Catchall. Continue to follow the signs, turning left into Porthcurno valley, at the seaward end of the valley go up the winding hill, the Minack is on your left.
- By bus: the 300 and 1A from Penzance run a scheduled service to Porthcurno Valley; the theatre is a 400m walk up a steep hill. We advertise a local taxi firm who can provide transport from the bus stop to the Minack car park.
- By foot: the Minack is just off the South-West Coast Path, between Porthcurno and Wireless Point.
- By bicycle: access about 3 miles from Lands End which is on National Cycle Network Route 3, along the B3315.

- The nearest major town is Penzance, 8 miles distant; access to the Minack is via bicycle, car, bus or taxi. The nearest train station is at Penzance. Accessible taxis are available in Penzance and St Buryan.
- Shop-mobility scooters, wheelchairs and other equipment are available for hire from Penzance. We have one wheelchair available for customer use.
- RADAR toilets are available in Porthcurno, Sennen and Penzance, plus several other outlying towns and villages.

## **Arrival & Car Parking Facilities**

- Car parking is free for customers.
- There are three speed bumps along the entrance drive.
- The main car park has facilities for approximately 50 cars parking on tarmac, including 7 designated disabled spaces. An overflow grass car park is used at the peak of the season and for performances, and has spaces for a further 250 cars. The car park and paths are lit with sodium lights.
- The main car park is situated just above the Theatre with ramped access to the Visitors' Centre and main facilities. The overflow car park on a grass field is located next to the main car park. Vehicles can be parked to allow rear access. Neither car park has kerbs.
- Access to the main facilities is via tarmac or concrete ramped pathways or steps with handrails. All central walkways are wide.
- A large format sign is located at the entrance to the Minack giving details of opening times.
- Dogs are welcome if kept on a lead. A dog bowl is available outside the Visitors' Centre.
- All signage is large format, with clear text.

## The Theatre

- Performances run from Easter to the end of September at 8pm Monday to Friday evenings and 2pm Tuesday and Thursday afternoons (two weeks in June have additional matinee performances for local school children). We also run storytelling performances aimed at children on Monday, Wednesday and Fridays at 10.30am in the school holidays.
- As the theatre is built into the cliff, there are a large number of steps to move around the theatre. There are two viewing areas at the top of the site from where visitors can see the whole theatre and watch performances - there are up to 14 spaces for wheelchairs in this area.
- Access to this area is by a concrete ramp.
- There are a selection of plastic chairs in these areas, some of which have arm rests for those with restricted mobility.
- Around the rest of theatre, the paths are concreted and handrails have been installed along all main pathways.
- All signage is large format with clear text.
- The paths and car park are well lit pre and post show and during the interval. Low level lighting is present during the shows, and members of staff are on hand to assist customers who need to move around during the show.
- One of the Trust's policies is to keep theatre tickets as cheap as possible. We do not offer concessions for registered disabled people, however, any person who needs support of a carer in order to access the site is entitled to a free ticket for the carer.

## Main Entrance & Reception

- The opening hours of the Visitor Centre are:
  - 9.30am to 5.30pm from Easter to the end of September
  - 10am to 4pm through the winter months (5pm in October).

- The Theatre is closed to daytime visitors on Tuesday and Thursday afternoons from Easter to the end of September for matinee performances (plus Monday to Friday for two additional weeks in June when we hold matinee performances for local school children).
- There is one main vehicle entrance. Visitors on foot can enter the site from the South West Coast Path.
- There is an entrance charge for visitors. Any person who requires a carer in order to access the site is entitled to a free ticket for the carer. Please ask at the entrance desk.
- Visitors are generally free to wander the site of the Theatre although access may be limited when performers are rehearsing during the summer season.
- The main entrance has a wide, side-hinged door for wheelchair access which is kept open whenever the weather permits. A similar door gives access to the main theatre site from the Reception desk.
- There is a low counter at the main Reception.

## **Public Areas - Toilets**

- There is one toilet block located at the top of the theatre outside the cafe. There is a separate toilet in this block which is easily accessible with a wheelchair and which has baby changing facilities, non-slip flooring and facilities for visitors with limited mobility.
- Doors are side-hinged.
- Hand-washing facilities are designed for ease of use by visitors with limited mobility, e.g. lever taps.
- There is an additional adapted toilet on the west side of the theatre offices at the top of the grass car park.

## **Cafe & Take Away Coffee Shop**

- The main café, accessible for customers, is located in the same building as the main reception and shop, within easy access of the car park.
- There is a flight of 4 steps to a lower seating area with handrails on either side. There are 4 tables in an area that has level access.
- There is a small external seating area which is accessed by a step from the ramp to the shop.
- Internally, while space is limited the tables and chairs are of a sturdy construction and moveable and the tiled flooring is easily negotiable.
- The cafe is well-lit with clear signage and menus on each table.
- Food is ordered at the counter and served at the table by Minack staff.
- Items are available to take away.
- There is also a take away coffee shop half way down the theatre (involving a flight of 60 steps) which is open before performances and during the interval serving a range of hot and cold drinks and snacks.

## **Shop**

- All merchandise in the shop is clearly priced; many items are at a low level, assistance can be provided by staff.

## **Exhibition Centre**

- The Exhibition Centre has good lighting, and a level, easily negotiable surface with a separate entrance and exit. The doors are secured open when the site is open for visitors. In extreme weather, the doors may be left closed, but a member of staff will be available to assist customers as appropriate.

- The Exhibition panels were revamped in 2014 to improve the contrast of the text for those with vision impairments.
- New touch screen films and audio visual film were installed in 2014 giving more detail of the history of the theatre in an audio format.
- There are bench seats available in the audio display room of the Exhibition Centre.

## **Grounds and Gardens**

- The Minack has several areas of sub tropical gardens. Where possible these are accessible and every effort is made to ensure plants do not obstruct pathways or handrails.

## **Additional Information**

- The theatre is a no smoking site.
- Dogs are welcome anywhere on the site (internal and external) during daytime opening hours (not during performances) if kept on a lead. There is a designated area of the cafe for dogs.
- A number of staff who work in the public areas are trained in First Aid and the use of defibrillators. St John Ambulance also provide trained personnel at some evening performances.
- 6 staff have received training in communicating with those Hard of Hearing and 2 staff have sign language training.

## **Contact Information**

- Address: The Minack Theatre, Porthcurno, Penzance, Cornwall TR19 6JU
- Telephone: 01736 810181 (theatre tickets)  
01736 810694 (admin and information)

- Fax: 01736 810779
- Email: info@minack.com
- Website: www.minack.com
- Hours of operation:
  - Performances: Easter to end of September  
Monday to Friday: 8pm  
Tuesday and Thursday: 2pm
  - Daytime Visitors: Easter to end September: 9.30am to 5.30pm  
October: 10am to 5pm  
November to Easter: 10am to 4pm
- Local carers: Penwith District Council Disability Information and Advice Line: 01736 359077
- Local public transport numbers:
  - First Western National Buses: 0845 600 1420
  - First Great Western (Trains): Assisted Travel line: 0800 197 1329
- Local accessible taxi numbers:
  - Prowse: 01736 871786
  - Village Cabs: 01736 810564
  - Penzance Taxi Company: 01736 366366

## **Future Plans**

- Additional external interpretation maybe via smart phones or other device which could be useful for the visually impaired or the hard of hearing (and also those for whom English is not the first language). To investigate in 2015.
- Longer term is there any more we can do to help those with restricted mobility access further down the theatre: we need to be aware of evolving technologies.

**We welcome your feedback to help us continuously improve if you have any comments please phone 01736 810694 or email [info@minack.com](mailto:info@minack.com).**