

# BALTIC

## Accessibility Guide 2021 for BALTIC Centre for Contemporary Art

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*Image of BALTIC, a converted flour mill next to the River Tyne, with a blue sky.*

Photo: Colin Davison 2021

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## Accessing this document

- This document can be downloaded from BALTIC's website in .doc or .pdf format.
- BALTIC can also provide a printed version, on request.
- When opening the pdf version online, BALTIC's [Web Accessibility and Language Toolbar](#), allows this document to be read aloud, the colour theme changed, use of a ruler or screen mask, zoom function and can be translated to a range of languages.
- You can open the 'Recite Me' language and accessibility toolbar by clicking on the button called 'Accessibility Tools' found the top left hand corner on every page of BALTIC's website.
- You can find out more about this tool here: [baltic.art/recite-me](http://baltic.art/recite-me)

# Welcome

BALTIC Centre for Contemporary Art is situated on the South Bank of the River Tyne in Gateshead, next to the Millennium Bridge.

The main entrance is located beneath street level on Baltic Square, with steps and a ramp leading to it from South Shore Road.

BALTIC has six floors, including galleries, a shop, eating area and café. There are lifts to all floors, and accessible toilets on all floors except Level 5.

The Hello Desk is located in the main entrance of BALTIC. There is always a member of BALTIC Crew located here who will be happy to help you with anything you may need. The Hello Desk offers printed information about the exhibitions, including Large Print guides.

You can request the use of a wheelchair, mobility scooter or tri-wheel walker at the Hello Desk, call 0191 478 1810, or email [info@balticmill.com](mailto:info@balticmill.com) to book in advance. There are walking stick stools available throughout the building which can be taken around the galleries. BALTIC Crew are aware of hidden disabilities and will provide assistance where possible.

There's always a member of BALTIC Crew at the Hello Desk; they can advise you on any aspect of your visit and answer any questions you might have. BALTIC Crew can also give information about our exhibitions.

BALTIC is a member of the Visitor Attraction Quality Scheme, run by Visit England and ensures high quality experiences at tourist attractions.

If you have any queries in advance of your visit that are not covered in this document or require any assistance on your future visit please telephone 0191 478 1810 or e-mail [info@balticmill.com](mailto:info@balticmill.com)

If you require any assistance when you are at BALTIC on your visit please ask any member of BALTIC Crew who can be found on every floor in the building.

# At a Glance



## Level Access

- Steps or a ramp lead to the main entrance and level access entrance on South Shore Rd.



## Lifts

BALTIC has 3 glass lifts travelling between Ground Floor and the 6<sup>th</sup> floor.

- The lift says and shows the floor number at each floor and each button has the number in Braille.
- If you would like to use an alternative lift (that is not glass) please ask a member of BALTIC Crew.
- There is an accessible lift from the lower Ground Floor / Hello desk to the lift area / path towards the Ground Floor gallery.



## Hearing

There is a Hearing Loop system at the Hello Desk, as well as inside BALTIC Shop and BALTIC Front Room.

- All BALTIC Crew have disability awareness training.



### **Visual**

- Glass doors and full-height windows have contrast markings.
- Exhibition guides, labels and any floor maps that are be available for the exhibitions are available in large print format. These can simply be picked up.



### **Assistance Dogs / Animals**

- We welcome trained and uniformed assistance dogs. Water bowls for dogs are available on request.



### **General**

- Entrance to BALTIC and all exhibitions is always free. Donations are welcome.
- Carers go to BALTIC paid events for free, no proof of eligibility is required. If you require a free carers ticket for a paid event email [communicationsteam@balticmill.com](mailto:communicationsteam@balticmill.com)

## Before you visit

- From Wednesday 21 July, you'll no longer need to book tickets in advance of visiting.
- You're welcome to drop-in for free anytime during our opening hours; Wednesday-Sunday, 10am-6pm. Last entry 17.45.
- We have been awarded "We're good to go" status which means we have put in place required action to welcome our visitors in line with
- We encourage visitors to wear a face covering before entering the building.
- You can read an information guide on what to expect on a visit to BALTIC, and further safety measures by visiting [www.baltic.art/planvisit](http://www.baltic.art/planvisit)



# Getting here



*Image of BALTIC a converted flour mill, and its main entrance from an open paved Baltic square.*

*Photo: Graeme Peacock.*

BALTIC Centre for Contemporary Art,  
Gateshead Quays,  
South Shore Road,  
Gateshead,  
NE8 3BA

**Wednesday-Sunday, 10.00-18.00, last entry at 17.45**

- For more information on getting to BALTIC, as well as a map of how to reach us please visit [www.baltic.art/map](http://www.baltic.art/map)

## **Travel by public transport**

- The nearest railway station is Newcastle Central Station; approximately 0.5 miles uphill from the building.
- Quaylink bus service runs every 20 minutes (bright yellow buses). The Q1 route will take you directly from outside BALTIC to Central station and Gateshead Interchange for the Metro system and other bus routes.
- Quaylink bus services are fully accessible, and the bus stops in each direction on South Shore Road have perch-style seating and shelter.
- Ask for BALTIC and the bus stop will be on South Shore Road, where BALTIC will be visible.

## **Travel by taxi**

- Accessible taxis are available locally through Deans Taxis. They can be contacted on 0191 444 4444, or ask at the Hello Desk where BALTIC staff will be happy to book this for you.



## Parking



*Image of road entering a carpark entrance, cars behind a barrier and paying station, with notices saying 'Pay here on exit' and 'Welcome to BALTIC'.*

When travelling by car, follow the brown signs for Gateshead Quays.

- BALTIC has a car park to the rear of the building. Parking in BALTIC's car park is charged at £1.80 for 1 hour, £3.30 for 2 hours, £4.80 for 3 hours; increasing by £1.30 per hour thereafter. Parking is free for Blue Badge holders, tickets must be validated at the Hello

Desk. There are dropped curbs for wheelchair users. Blue Badges must remain on display in your vehicle whilst in the car park.

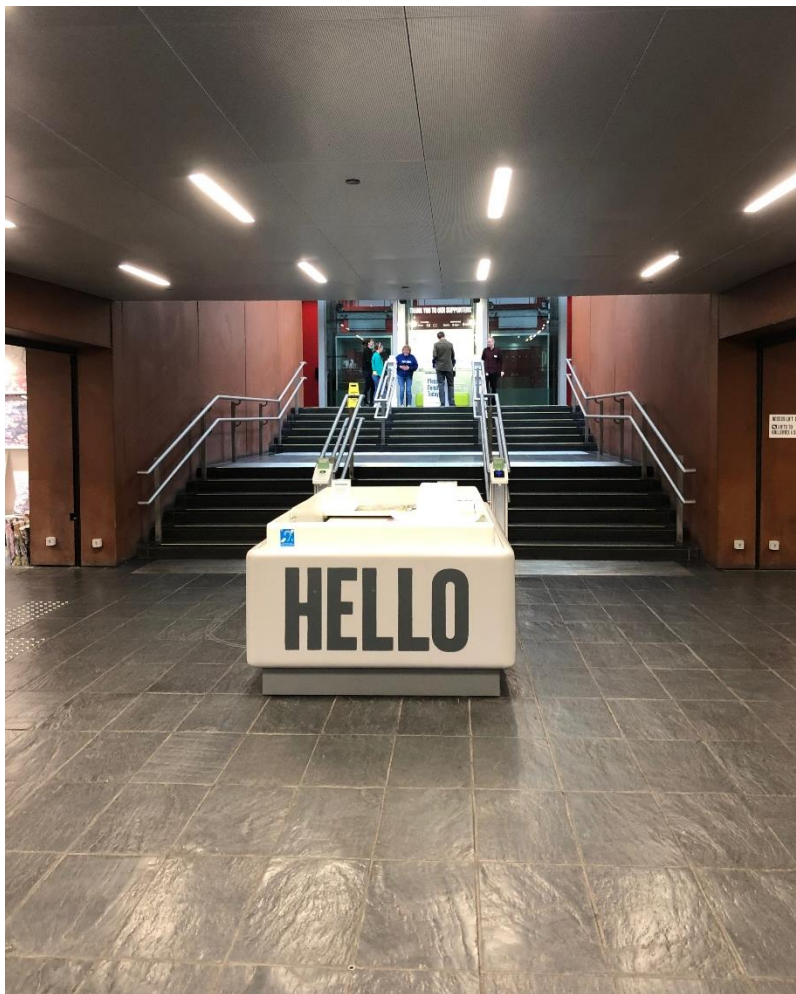
- There are 4 additional Blue Badge parking spaces directly adjacent to BALTIC on South Shore Road. Blue Badges must be displayed at all times.

## **Arrival**

- For level access to BALTIC from the car park take the roadside route and longer ramp onto Baltic Square.
- Alternatively, take the route along the river side of the building for level access.

## Main Entrance and Hello Desk

- Upon entering there are 10 steps with handrails to reach the ground floor and lifts. There is an access lift to the right of the stairs.
- Entrance to BALTIC is free, but donations are welcome.
- The Hello Desk is located in the main entrance and is 90cm tall.
- Three digital screens are located on the wall to the left of the desk, with information about BALTIC. To the right of the desk is a large lightbox containing artwork. This artwork changes approximately three times per year.



*Image of low Hello desk in BALTIC's foyer, with three lanes of stairs in the background. Desk has word 'Hello' in large letters on.*

- Immediately on the left on the lower ground floor is BALTIC Shop, and on the right is BALTIC Front Room, toilets with hoists and changing beds and access lift to ground floor and River Terrace events space.
- The main entrance is well lit, with an increase of natural light as you head towards the scenic lifts.
- The main entrance is on the lower ground floor with level access from Baltic Square.
- The floor surface on the ground and lower ground floor is slate-tiled. The rest of the building is untreated wood. Sometimes the exhibition spaces are carpeted.
- There is a Hearing Loop system at the Hello Desk, as well as inside BALTIC Shop and BALTIC Front Room.
- BALTIC are participating in NHS Test and Trace system. You can scan the QR code using your Smartphone. If you don't have access to a Smartphone but would like you leave your contact details, talk to a member of BALTIC Crew.
- Lockers are available. You are welcome to use our lockers to store items such as bags and coats during your visit. Our lockers cost £1. The lockers are emptied at 17.55 every day. Items cannot be left over-night.



*Image of steps from Hello Desk to lifts, with metal handles and white marking at the edge of each step.*

## **Getting around inside**

5 – Viewing Box

4 – Level 4 Gallery and Viewing Platform

3 – Level 3 BxNU Gallery

2 – Level 2 Gallery, Learning Lounge, BALTIC Library, Sensory room and ArtMix Hub.

1 – River Terrace

G – Ground Floor Gallery, BALTIC Front Room, BALTIC Shop, Hello Desk

- There are toilets and access toilets on all floors apart from Level 5.
- Please ask at the Hello Desk for large print guides, and loan of wheelchairs, scooters and tri-wheel walkers.
- There is a staircase accessing all floors and three main glass lifts.
- If you would like to use an alternative lift, please ask a member of staff.





## Visual Impairment

- Certain exhibitions may have low lighting, please speak to a member of BALTIC Crew with any queries.
- We have contrast markings on all glass doors and full height glass windows.
- Contemporary art often has different elements and environments. If you feel you need support, mention to a crew member on the floor or as you enter, and we will ensure it is as bright as possible and assist you appropriately.



*Image showing dark film screening, three screens showing a film lighting up benches in front of them.*  
John Akomfrah, *Precarity* 2017 *Ballasts of Memory* installation view BALTIC Centre for Contemporary Art 2019 Photo: Rob Harris © 2019 BALTIC Courtesy of the artist, Smoking Dogs Films and Lisson Gallery

## **Ticketing**

- For events: No proof of eligibility is required. Carers go to BALTIC events for free. If you require a free carers ticket for a paid event please email [communicationsteam@balticmill.com](mailto:communicationsteam@balticmill.com)
- Tickets for events can be booked online at [www.baltic.art/tickets](http://www.baltic.art/tickets)

## **Exhibitions**

- BALTIC's exhibitions change approximately 3 times a year, and depending when you visit some floors may be closed. Please check BALTIC's website or chat to crew on the day for full details of the exhibitions which will be open at your time of visit.
- Exhibitions may contain sound, film, flashing lights or other sensory experiences which may not be suitable for all visitors.
- Clear signage will be provided and we advise visitors to ask BALTIC Crew for further information where necessary.
- Depending on the exhibitions there may be seating around the galleries, please ask for further information.
- Lighting will vary according to each exhibition, please ask for further information. In some situations, crew members may have torches and emergency lighting, where possible crew member will adjust lighting if required.
- Exhibition guides are available in large format.
- Galleries are situated on Ground floor, Level 2, Level 3 and Level 4.

- There is an outside Viewing Terrace on Level 4 and an indoor Viewing box on Level 5, with a balcony overlooking the Level 4 gallery.

## **Learning Lounge and BALTIC Library**

- BALTIC's Learning Lounge is an informal learning space.
- All of the films playing in the Learning Lounge are subtitled.
- BALTIC Library is located in the Learning Lounge on Level 2. We offer standing and sitting desks. If you need help or support, please speak to a member of crew.
- Access to BALTIC Library may be challenging for some visitors due to the lack of a button operated door smaller areas for mobility. We are aware of this and working towards resolution, please chat to a member of BALTIC Crew, Call 01914781810 or email [info@balticmill.com](mailto:info@balticmill.com) for any more information.



*Image of Learning Lounge - wooden floor, tables and spiral staircase with metal casing around it.*



*Image of Learning Lounge on Level 2, wooden floor, small rugs, small blue chairs and long table, and a miniature house with green wall and orange roof.*



*Image of BALTIC Library, circular wooden tables with chairs, large shelves with books and computer facilities.*



*Image of 3 glass lifts, metal edges and see through glass panels that show the outside view including Baltic Square.*





*Image of Viewing Terrace on Level 4, dark wooden flooring, and transparent glass panels to show the local landscape including Millennium Bridge and River Tyne.*



*Image of Level 5 Viewing Box, wooden floor and three large window panels with horizontal metal bar across the front, displaying view of NewcastleGateshead, including Millennium and Tyne Bridge, River Tyne and skyline.*



## Visitor Toilets

- There are toilets on every floor of BALTIC, with the exception of Level 5.
- Female and male toilets are available on Ground Floor.
- All stand alone access toilets feature clos-o-mat toilets.
- All floors have level access to the toilets.



- The width of the doors to enter the access toilets is 82cm. The stand alone toilet doors have a push button open function.
- The height of the toilet from floor to seat is 45cm.



*Image of ground floor access changing room with hoist and fold down bed, toilet with height adjustable sink*

- There are fixed vertical and hinged horizontal grab rails adjacent to the toilet and grab rails beside the sink
- There are pull-cord alarms in all access toilets which can be activated if a visitor requires assistance.
- All cubicles are well lit using fluorescent bulbs.
- The surface of the toilet floors is matt tiled.
- All sinks include sensor type taps
- Where fitted, overhead tracking hoists have a safe working load of 200kg / 440lbs.
- The fire alarm includes an audible and a visible element which can be heard and seen from within the access toilets.





*Image of ground floor access changing room with hoist and fold down bed, toilet with height adjustable sink*

Specific toilet facilities are as follows:

**Level 4:**

Access toilet with hoist

**Level 3:**

Access toilet with hoist

**Level 2:**

Access changing room with hoist and fold down bed, toilet with height adjustable sink

**Level 1:**

2 Access toilets with height adjustable sinks

Baby change room

Access toilet with hoist

Access shower room with toilet and adjustable sink

**Ground Floor:**

Access changing room with hoist and fold down bed, toilet with height adjustable sink

Accessible toilet cubicles are also available within the gender specific toilets

Baby change room



*Image of ground floor baby change room, with sink and fold down baby change table.*



*Image of BALTIC Shop, with tables and shelves full of items including books, arts & crafts. A mannequin torso models a white t-shirt with motif on the front.*

## **BALTIC Shop**

- BALTIC Shop is located on the lower ground floor of the building and has level access from the main entrance.
- There are two doors into BALTIC Shop; one located directly on the left as you enter the building, the other inside the building adjacent to the Hello Desk.
- There is an access lift opposite one of the shop entrances which can be used to access this level from the main gallery building, including the accessible side door.
- The shop has a level floor throughout.
- There are a number of different display units used in the shop to house books, magazines, cards and home-wares. These include

free-standing and wall based units, in general these have a minimum of 100cm between them to allow access, and all areas of the shop are accessible, though there are some areas where a direct route between units is not possible. The highest units are 120cm.

- There is a low counter area at the till and card readers are moveable.
- There is background music in the shop, which is played at a moderate level and can be switched off by staff, please let us know.
- There is a hearing loop system, and signage in place to make visitors aware of this.
- Staff are always available to give assistance.



*Image of BALTIC Shop, tables stacked with different products. Table closest with mugs and coasters.*

# Catering



*Image of BALTIC Front Room, rectangular wooden tables with plastic chairs spaced out on a slate floor. Large colourful shapes are in the background stuck on the windows and bar.*

## **BALTIC Front Room**

- BALTIC Front Room is an area to relax and have refreshments.
- BALTIC Front Room is located on the lower ground floor, with level access from Baltic Square, and the floor is level throughout, in dark grey slate.
- BALTIC Front Room is well lit by fluorescent tubes and natural light.
- There are automatic doors into the BALTIC Front Room.
- Front Room offers counter & table service, whichever suits you best. BALTIC Crew will welcome you and offer you free drinks and snacks
- Here you can eat your own packed lunch.
- There is room for pushchairs and wheelchairs to manoeuvre around the tables, and BALTIC Crew are on hand to help if any assistance is required.



- High chairs are available in BALTIC Front Room.

## Six Riverside



*Image of Six Riverside, white square tables with great chairs spread out on a wooden floor. A bar is in the background.*

- There is a café/bar and dining offer available in our mezzanine level above the Ground Floor called **Six Riverside**.
- Open Wednesday – Sunday, 10.30am – 6pm.
- Six Riverside offers full table service.
- Allergen information is provided on menus and staff are trained to recommend food for different dietary needs.
- Six Riverside only accepts contactless or card payments. No cash will be accepted.
- Lift accessible for River Terrace

## **Customer Care & Support**

- A number of BALTIC Crew have introductory BSL training and some are Dementia Friends.
- All exhibition guides are available in large print format. These are available on exhibition floors and at the Hello Desk.
- BALTIC produced films are subtitled.
- If required, in the event of an emergency you will be assisted by staff either out of the building or to a safe refuge point.
- There is a selection of sensory equipment inside BALTIC's Sensory Room, located in the Learning Lounge on Level 2.
- We offer children's parties that can be tailored for everyone. Visit [www.baltic.art/childrens-parties](http://www.baltic.art/childrens-parties) for more information and to book.

**Guide last updated August 2021**