

# BALTIC

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

## **Access Statement for BALTIC Centre for Contemporary Art**

### **Introduction**

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 cobbled ramp leading down to it from South Shore Road. Street level access is available half way along the building via the glass doors on South Shore Road.

BALTIC is based over 6 floors, the top floor housing a restaurant. There are lifts to all floors, and accessible toilets on all floors apart from Level 5.

The information desk can be found on the ground floor near the lifts. There is always a member of staff here who will be happy to help you with any information you may need. Print, including large print guides are available here, and you can request the use of a wheelchair, mobility scooter or tri-wheel walker. There are walking stick stools available to take around the galleries.

Information about the day's tours can be found here as well as any

special events happening in the building.

BALTIC is a member of the VAQAS scheme and a member of Gateshead Shopmobility Scheme.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0191 4781810 or email [info@balticmill.com](mailto:info@balticmill.com)

### **Pre-Arrival**

- For full details and maps of how to reach us please visit [balticmill.com/map](http://balticmill.com/map). Alternatively you can plan your route through an on line route planner, using our postcode: NE8 3BA to get directions.
- When travelling by car, follow the brown signs for Gateshead Quays.
- The nearest railway station is Newcastle Central Station; approximately 0.5 miles uphill from the building.
- Quaylink bus service runs every 10 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.
- Accessible taxis are available locally through Dean's Taxis. They can be contacted on 0191 4444444, or ask at the information desk where staff will be happy to book this on your behalf.

### **Car Parking and Arrival**

- BALTIC has a car park to the rear of BALTIC, and additional parking on Mill Lane.
- Parking in BALTIC's car park is charged at £2.00 for 2 hours, and an additional £1.00 per hour thereafter. Parking is free for Blue Badge holders, tickets must be validated at the information desk. There are dropped kerbs for wheelchair users.

- There are 4 additional Blue Badge parking spaces directly adjacent to BALTIC on South Shore Road. Blue Badges must be displayed at all times.
- For level access to BALTIC from the car park and to avoid the cobbled ramp, follow the sign and stay on the lower path immediately beside the building along South Shore Road to enter via the glass link door which is a push pad automatic door. Alternatively, to enter via the main entrance, take the route along the river side of the building for level access.

### **Main Entrance, Reception and Ticketing Area**

- The main entrance is on the lower ground floor with level access from BALTIC square. There are 10 steps with handrails to reach the ground floor/information desk, as well as an access lift to the right of the stairs.
- Immediately on the left on the lower ground floor is the shop, and on the right are the cafe, toilets and access lift to ground floor and River terrace events space.
- There are two wooden benches for visitors to use situated each side of the information desk and portable seating can be collected here.
- The floor surface on the ground and lower ground floor is slate-tiled, and untreated wood throughout the rest of the building.
- Through the main entrance lighting levels are quite low, increasing at ground floor level with the increase of natural light.
- There is a low counter desk area suitable for wheelchair users and the desk is open with no glass partition.
- Entrance to BALTIC is free.
- There is a hearing loop system at the information desk, the shop and the info point in Quay on level 2, all with clear signage.
- Please ask at the information desk for large print guides, and loan of wheelchairs, scooters and tri-wheel walkers.

### **Attraction (displays, exhibits, rides etc.)**

- BALTIC's exhibitions change 3 times a year, and depending when you visit some floors may be shut. Please email ahead or check the website for full details at your time of visit.
- Exhibitions may have sound and film, and may contain flashing lights which may not be suitable for all visitors. Clear signage will be provided and we advise visitors to ask our staff for further information where necessary.
- Depending on the exhibitions there may be seating around the galleries, please ask for further information. A variety of seating can always be found in Quay on level 2, and on level 5 in the viewing box.
- Lighting will vary according to each exhibition, please ask for further information.
- All of the films playing in Quay are subtitled.
- 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. Depending when you visit you may find some galleries shut. Please ask staff or look on our website for further information.
- Our library can be found on level 2 in Quay, and is open 7 days a week in gallery hours.

### **Public Toilets**

- There are public toilets on every public floor of BALTIC, with the exception of Level 5. Stand alone unisex accessible toilets are available on Levels 4, 3, 2, 1 and Ground Floor. The access toilets on Level 2 and Ground Floor have adult changing facilities with a hoist and fold-down bed.
- Accessible toilet cubicles are also available within the gender specific toilets on Ground Floor.
- All access toilets feature clos-o-mat toilets.
- Access toilets are fitted with overhead tracking hoists, with a safe working load of 200kg / 440lbs.
- 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.
- There is clear space for wheelchair access on both sides of the toilet: 70cm to the right, and 80cm to the left.
- The height of the toilet from floor to seat is 45cm.
- There are fixed vertical and hinged horizontal grab rails to the left and right of the toilet.
- The fire alarm includes an audible and a visible element which can be heard and seen from within the stand-alone access toilets.
- 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 and Level 2 and Ground Floor sinks are height adjustable.

## **Catering**

- The cafe is located on the lower ground floor, with level access from BALTIC square, and the floor is level throughout, in dark grey slate.
- The cafe is well lit by fluorescent tubes and a lot of natural light.
- There are automatic doors into the cafe.
- In the cafe there is counter service for ordering, with all food and drinks served to the table. Staff are happy to give full table service if required.
- Crockery is contrasting to the table surface.
- There is space for pushchairs and wheelchairs to manoeuvre around the tables, and staff are on hand to help if any assistance is required, there is a mixture of chairs, some with arms and some without and the table clearance is 68cm.
- Our restaurant, Six, is on Level 6 of the building, accessible by the scenic lifts. The flooring is treated wood in a dark shade. Chairs have armrests, and the table clearance is 72.5cm

- Lighting in Six is ambient, with spots and tea lights on tables.
- In Six there is full table service.
- Seasonal menus are available in large print, and staff are happy to dictate daily changing menus where required, as well as recommend wines to your taste.
- Allergen information is provided on menus and staff are trained to recommend food for different dietary needs. Chefs are happy to offer bespoke dishes on request.

### **Shop(s)**

- The BALTIC Shop is located on the lower ground floor of the building and has level access from the main entrance.
- There is an access lift opposite the shop entrance which can be used to access this level from the main gallery building, including the accessible side door.
- The clear door opening width of the doors is 159cm.
- The shop has a level floor throughout.
- There are a number of different display units utilised 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 190cm.
- 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 upon request.
- There is a hearing loop system, and signage in place to make visitors aware of this.
- Staff are available to give assistance as required.

### **Additional Information**

- All of our customer facing staff have regular disability awareness training.
- We welcome trained assistance dogs, and a water bowl is available on request.
- 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.
- We have sensory equipment in Quay on Level 2, and regularly offer sensory workshops.

### **Future Plans**

- We are planning a full refurbishment to the cafe early in 2014, which will be fully accessible.
- We are undergoing an access audit of the website.
- Throughout the summer we are piloting descriptive tours for blind and visually impaired visitors with the aim to programme these regularly from early Autumn.

### **Contact Information**

Address (Inc postcode): BALTIC Centre for Contemporary Art  
Gateshead Quays South Shore Road  
Gateshead NE8 3BA

Telephone: 0191 4781810

Email: [info@balticmill.com](mailto:info@balticmill.com)

Website: [balticmill.com](http://balticmill.com)

Hours Of Operation: 10.00-18.00 every day, apart from Tuesday  
10.30- 18.00. Last entry is 17.45