

BALTIC 39 Accessibility Guide 2019/20

Introduction

BALTIC 39 is located on 31-39 High Bridge, Newcastle upon Tyne. The main entrance is found at street level on High Bridge, with two sets of automatic doors to enter the reception area.

BALTIC 39 is based on 4 floors, the top floor houses the Project Space and the other 3 floors contain 33 artists' studios along with the BxNU Institute of Contemporary Art. There is a lift to all floors, and accessible toilets on all floors.

The reception is open daily 09.00-18.00

The Project Space is open Wednesday – Sunday, 12.00-17.30 during exhibition periods.

The welcome desk can be found in the reception area on the ground floor of the building. There is always a member of staff here who will be happy to help you with any information you may need.

Information about the daily 12.30 tour can be found [here](#), as well as exhibition print and details on any upcoming special events.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0191 2613830 or email infob39@balticmill.com

Pre-Arrival

- If you are planning your route through an online route planner, please use our postcode: NE1 1EW to get directions.
- When travelling by car, follow the signs for Newcastle City Centre. Please note BALTIC 39 is located on a one way street, accessible from Grey Street close to the Theatre Royal.
- The nearest railway station is Newcastle Central Station; approximately 0.3 miles from the building. It is a fairly flat route from the station to BALTIC 39. Busses are available from the station to nearby bus stops.
- The main city centre bus station is located at Intu Eldon Square shopping centre approximately 0.5 miles from BALTIC 39. It is a fairly flat route from the bus station to BALTIC 39.
- Quaylink bus services run throughout the city centre and are fully accessible. The Q1 and Q2 route have bus stops in each direction on Grey Street close to BALTIC 39.
- The nearest Metro Station is Monument Metro located 0.1 miles from BALTIC|39. The route from Monument Metro to High Bridge is slightly downhill.
- Accessible taxis are available locally through Dean's Taxis. They can be contacted on 0191 444 4444, or ask at the welcome desk where staff will be happy to book this on your behalf.

Car Parking

- BALTIC 39 does not have its own dedicated car park.
- There is a small Newcastle City Council owned car park on High Bridge close to the entrance of BALTIC 39. This car park has a maximum stay of 1 hour and is charged at £2.50 per hour.
- The nearest multi-storey car park is Dean Street Car Park, NE1 1PG. This car park is charged at £1.50 per hour with free parking for blue badge holders. Please note this car park is downhill from BALTIC 39.

Main Entrance

- The main entrance is at street level and has 2 sets of automatic double doors.
- The doors are activated by push pads and automatically open away from you.
- The width out the outer automatic door is 182cm
- The width of the inner automatic door is 170cm

Reception

- The reception area is located on the ground floor and is clearly visible from the entrance to the building. There is step free access to the reception area from the main entrance.
- The reception desk is just 2 meters from the main entrance and is staffed at all times.
- There is a hearing loop system at the reception desk.
- The counter at the reception desk is 76cm high. The low counter desk is suitable for wheelchair users with a clear knee recess below the counter.
- The reception desk is open with no glass partition.
- The reception area lighting levels are medium.
- The floor surface in the reception area is treated wood, with linoleum flooring and concrete throughout the rest of the building. Sometimes exhibition spaces are carpeted.
- The reception area does not play background music.
- There are two hard backed sofas for visitors to use.
- Entry to BALTIC 39 is free.

Reception access lift

- There are 3 stairs, with a handrail on either side, to access the building and Project Space beyond the reception area.
- A floor based lift platform 2 metres from the reception desk provides step free access to overcome these stairs.
- A member of staff on the reception desk will be happy to activate this platform lift if required.
- The dimensions of the floor based platform lift are 109cm x 145cm.
- At the top of these 3 stairs there is a slightly sloped wide corridor with a handrail on one side leading to the main lift, stairs, toilets and meeting room.

Main lift and staircase

- Beyond the reception area a closed public lift gives access to all floors.
- The lift has audible announcements and visual floor notifications.
- There are braille markings on the lift buttons.
- The buttons are positioned 90cm – 120cm above the floor.
- The lift has a mirrored wall to assist when reversing out.
- The dimensions of the lift are 118cm x 265cm.
- There is also a central staircase that can be used to access all floors. The stairs have handrails on both sides and landing levels between floors.
- Please note that access to studio spaces from the lift or stairs is through fob locked manual single doors.
- There is no door on Level 4 between the lift or stairs and the Project Space.

Exhibitions

- BALTIC 39's exhibitions change 3 to 4 times a year, and depending when you visit, the Project Space may be closed. 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.
- Lighting will vary according to each exhibition, please ask for further information.

Visitor toilets

- There are accessible and standard toilets on every floor of BALTIC 39.
- Standalone unisex accessible toilets for members of the public are available on the Ground Floor and in the Level 4 Project Space. In addition, there are unisex access toilets for studio holders on Levels 1, 2 and 3.
- All floors have level access to the toilets.
- The doors to the access toilets open outwards and there is a locking handle to close them behind you.
- The width of the doors to enter the access toilets is 94cm.
- There is clear space for wheelchair access on both sides of the toilet.
- The height of the access toilets from floor to seat is no higher than 49cm. The height of the wash basins are 74cm.
- There are fixed vertical and hinged horizontal grab rails to the left and right of all 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, and are fitted with backup emergency lighting.
- The surface of the toilet floors are matt linoleum.
- There is an accessible shower and seat in the access toilet on Level 3. This floor of private studios is locked by a key fob and not open to the public. However, please speak to a member of staff or the Duty Manager if you require access to the shower facilities during your visit.

Additional Information

- All of our customer facing staff have regular disability awareness training.
- There will always be a first aid trained member of staff onsite.
- We welcome trained and uniformed 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.

Contact Information

Address: BALTIC 39, 31-39 High Bridge, Newcastle upon Tyne, NE1 1EW

Telephone: 0191 2613830

Email: infob39@balticmill.com

Website: www.baltic.art/39

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