Social Narrative

Visiting BALTIC

from Monday 10 August 2020 onwards
Before your visit

Ahead of your visit you will need to book a free ticket, choosing the time and day you wish you visit.

You can do this online by visiting www.baltic.art/bookvisit using your computer, mobile phone or tablet.

You can also call us on 07711 392488 and we will book tickets for you.

Timed tickets help us manage the number of people visiting, so that the galleries are not crowded. They allow us to keep you and other visitors safe.

Arriving at BALTIC

When you arrive at BALTIC, you will enter the building via a glass door on the river side.

The route to the entrance will be marked from Baltic Square and the car park.

Look out for the yellow signs that will lead the way to this new entrance. They will look like this:
The white arrow in this picture shows the direction you will walk if you are arriving from Baltic Square:

From Baltic Square follow the route marked below.

The white arrow in this picture shows the direction you will walk if you are arriving from the car park:

From the car park follow the route marked below.

When you arrive at the entrance you may need to join a **queue**.

While you are queuing you will see the River Tyne and may see boats passing.
You may hear the sound of Kittiwakes, which are a type of bird, and see them flying above you in the sky.

They are noisy birds that make nests on the side of BALTIC.

Although they are noisy, they will not cause you any harm.

When you reach the front of the queue, you will meet a member of BALTIC Crew.

They may be wearing a protective face mask or clear visor.

They will welcome you to BALTIC. It is okay to talk to them.

They will let you know when it is safe for you to enter the building.

We are asking all visitors to wear a face covering when visiting BALTIC. **Face coverings are mandatory** for all visitors except those with health and breathing issues, and children under the age of 11, in line with government guideline.
We encourage all visitors to bring their own mask. We do have a limited number if you misplace yours on the day.

When you enter the building you will see a member of BALTIC Crew.

They will be standing behind a clear, *perspex screen*. This is what it will look like:

![Perspex Screen](image)

They may be wearing a protective face mask or clear visor.

They will ask you for your tickets. It is okay to talk to them.

You do not need to print your tickets out. You can show them on your mobile phone or give your name. It is okay to give them your name.

BALTIC Crew will mark you as having arrived and allow you to go further inside the gallery.

You will see a *hand wash station* near the door you came in. There will be hand sanitiser for you to use before you go into the gallery. It is free for you to use.
There will be **markings on the floor** showing you the direction you should go.

This is what the markings will look like:

![AHEAD ONLY](image)

BALTIC Crew may give you instructions while you are inside BALTIC. Listen to BALTIC Crew and follow their instructions. They are to keep you and other visitors safe.

**Exhibitions**

When you visit, only the **Ground Floor gallery** will be open.

Inside there is an exhibition by an artist called Abel Rodríguez.

You will walk through an **open door way** into the exhibition.

The exhibition contains drawings, paintings and a film about the artist.

Please **do not touch** any of the artworks.
There will be a BALTIC Crew member standing in the exhibition. BALTIC Crew are there to assist you and protect the artwork.

This is what you will see when you enter the exhibition:

There will be a **one-way system** which you will follow when inside the exhibition. There will be **directions marked on the floor** showing you the way.

The one-way system will take you into a second gallery space.

This space has a film projected onto the back wall and has **dimmed lighting**. This is what you will see:
The film is **16 minutes 45 seconds** long and has **subtitles**.

The **sound and light levels remain consistent** throughout the film.

You do not have to watch the entire film, and can exit at any time.

Follow the markings on the floor to show you the way out.

You will exit the gallery through a **different door** than the one you came in through.

After you leave the gallery space, you can visit BALTIC Shop or BALTIC Kitchen. The markings on the floor will show you the way.

Follow the **yellow signs** around the building.

This is an example of a yellow sign you may see inside the building:

![Yellow sign example](image-url)
BALTIC Shop

BALTIC Shop will be open when you visit.

You will enter BALTIC Shop through an open door way.

This is what BALTIC Shop looks like:

If you buy anything in BALTIC Shop, contactless and card payments are preferred.

There will be a **one-way system** around the shop.

BALTIC Kitchen

BALTIC Kitchen will be open when you visit. BALTIC Kitchen is a café that offers hot and cold drinks and food.

Follow the signs and floor markings to get to BALTIC Kitchen.

The route you will take will direct you out onto Baltic Square, then back inside the building.

You will enter BALTIC Kitchen through a **large glass door**.
BALTIC Kitchen looks like this:

You will be welcomed by a member of BALTIC Kitchen Staff. It is okay to talk to them.

You can choose to takeaway your food and drinks, or dine-in if there are free tables.

BALTIC Kitchen only accepts contactless or card payments. No cash will be accepted.

There may be music playing in BALTIC Kitchen, at a low level.

There will also be the sound of coffee machines, as well as the sounds of other visitors talking.

Facilities

Toilets including accessible toilets will be open.

Baby changing facilities will be open.
There will be increased cleaning of the toilets, as well as other areas of
the building. You may see BALTIC cleaning staff around the building on
your visit.

**Wheelchairs and scooters** are available on request.

**Lockers will not be available**, so please do not bring additional belong-
ings you are unable to carry around the building.

There are several **hand wash stations** which you may see as you travel
through the building.

You will exit BALTIC through **automatic glass doors** at the front of the
building. Floor markings will show you the way to go. This exit will take
you out onto Baltic Square.

If you have any questions or would like to chat about your visit before
coming, you can email us on **myexperience@balticmill.com** or call us on
0191 478 1810.