

ACCESS GUIDE

Information on facilities and services at
Westlands Entertainment Venue



Welcome

Everyone is welcome at Westlands Entertainment Venue and we will do whatever we can to ensure you have an enjoyable visit. Staff are available to help, so please ask us if you need any assistance.

We are keen to ensure that you have an enjoyable experience when you visit us - please tell us if there's anything that we can do to improve the service or facilities we offer.

Contact us

Phone: 01935 422884

Email: westlandsyeovil@somerset.gov.uk

Website: westlandsyeovil.co.uk

Address: Westlands Entertainment Venue, Westbourne Close,
Yeovil, Somerset, BA20 2DD

Tickets

Tickets for all our performances, events and activities can be booked online or at the Box Office in person or by phone. Wheelchair spaces within our auditorium can be purchased over the phone or in person with our Box Office team.

If you have any queries about booking, please call or email us. Our Box Office team can advise on available equipment, facilities, and the best position in the auditorium.

Essential Companion Scheme

Our Essential Companion Scheme offers free/reduced price seats to carers and support workers.

About our scheme

If you require an 'Essential Companion' - friend or carer - to access our venue and shows, who ensures your safety and wellbeing, then you may be entitled to our Essential Companion Scheme.

Applicability

Those in receipt of the higher rate of Disability Living Allowance (care or mobility component), the higher rate of Attendance Allowance, the enhanced rate of the Personal Independence Payment (daily living or mobility component), the Armed Forces Independence Payment or for those who hold a Certificate of Visual Impairment or are registered blind are eligible for a free essential companion seat.

A 50% price reduction on adult top price tickets for essential companions is available for those in receipt of the middle rate the care component of Disability Living Allowance, the lower rate of Attendance Allowance or the standard rate of the daily living component of Personal Independence Payment.

Applying for the Essential Companion Scheme

We require either the person with a disability or their appointed representative to complete an Essential Companion Scheme form and provide photo ID and proof of entitlement.

Essential Companion Scheme forms can be obtained via the Box Office in person, by post or by completing the form online or downloading through our website.

If you have difficulty completing the membership form or would like more information, please contact the Box Office. A member of our team will be pleased to assist you.

Accessible performances



A touch tour can be arranged with a visiting company for performances offering the opportunity to familiarise yourself with the set, props and costumes. To arrange this, we will need at least 2 weeks advanced notice for us to liaise with the company. Please contact the Box Office to arrange this.



We annually provide a BSL signed performance of our festive pantomime and occasionally provide other performances signed. Box Office staff can advise whether a performance is BSL signed and the best seats for a good view of the interpreter and stage.



Some productions will include a performance that is captioned. This will be advertised on our website or our Box Office staff can advise. Captioning converts the dialogue and sound effects on stage into text which is displayed on a screen on or near the stage. Box Office staff can advise whether a performance is captioned and the best seats for a good view.



In a Relaxed Performance audience members can move around freely, leave and enter the auditorium as needed, the lights never go completely dark and sound effects are softened.

Relaxed performances are be adapted for audience members with autistic spectrum conditions, sensory, communication or learning difficulties, for families with young children and anyone who would benefit from a less formal environment. There will also be a Chill Out area for anyone needing a bit of quiet time before or during the performance. Box Office staff can advise whether a performance is Relaxed.



If you require access to our wheelchair platform viewing area for non-seated events, please advise us in advance of your visit by calling our Box Office so we can accommodate your access request where possible.

Your journey to the venue

Located on Westbourne Close in Yeovil on the edge of the town centre, Westlands Entertainment Venue is accessible for all.

By Car

Westlands Entertainment Venue has its own car park which is free of charge. This can accommodate a large number of vehicles however can become congested for some of our events. Please allow plenty of time before the show to find alternative parking.

Accessible Parking: There are 14 accessible parking spaces available for Blue Badge Holders directly outside the front of the venue which do not need to be booked in advance.

By Train

The nearest train station is Yeovil Pen Mill, located just outside the town centre. The station has good links with Bristol, London and Weymouth as well as many smaller nearby towns. The railway station is located within a 60-minute walk from Westlands Entertainment Venue. For up to date information visit the National Rail Website

By Bus

Yeovil Town Bus Station is about a 25 minute walk from the venue site. In addition, bus stops are located in and around the town.

Accessing Westlands Entertainment Venue

There is a level entrance to the venue. You can access all areas including the Bar, Box Office, Ballroom and Wheeldon Suite meeting rooms on the ground floor. The entrance to Westlands Entertainment Venue has a small lip (no higher than 10mm) into the main doorway. On the first floor is the Parish Suite meeting room. There is no lift access to the first floor this level can only be accessed via a flight of stairs.

Accessible Toilet: An accessible toilet is located on the ground floor along the hallway from Ballroom Door 2.

Baby Changing Facilities: There are baby changing facilities located in both the ladies and gents toilets.

Box Office: The main Box Office counter features a lower counter for wheelchair users.

Wheelchair spaces for Performances: There are nine spaces in the Ballroom for wheelchair users, which can be booked by calling the Box Office.

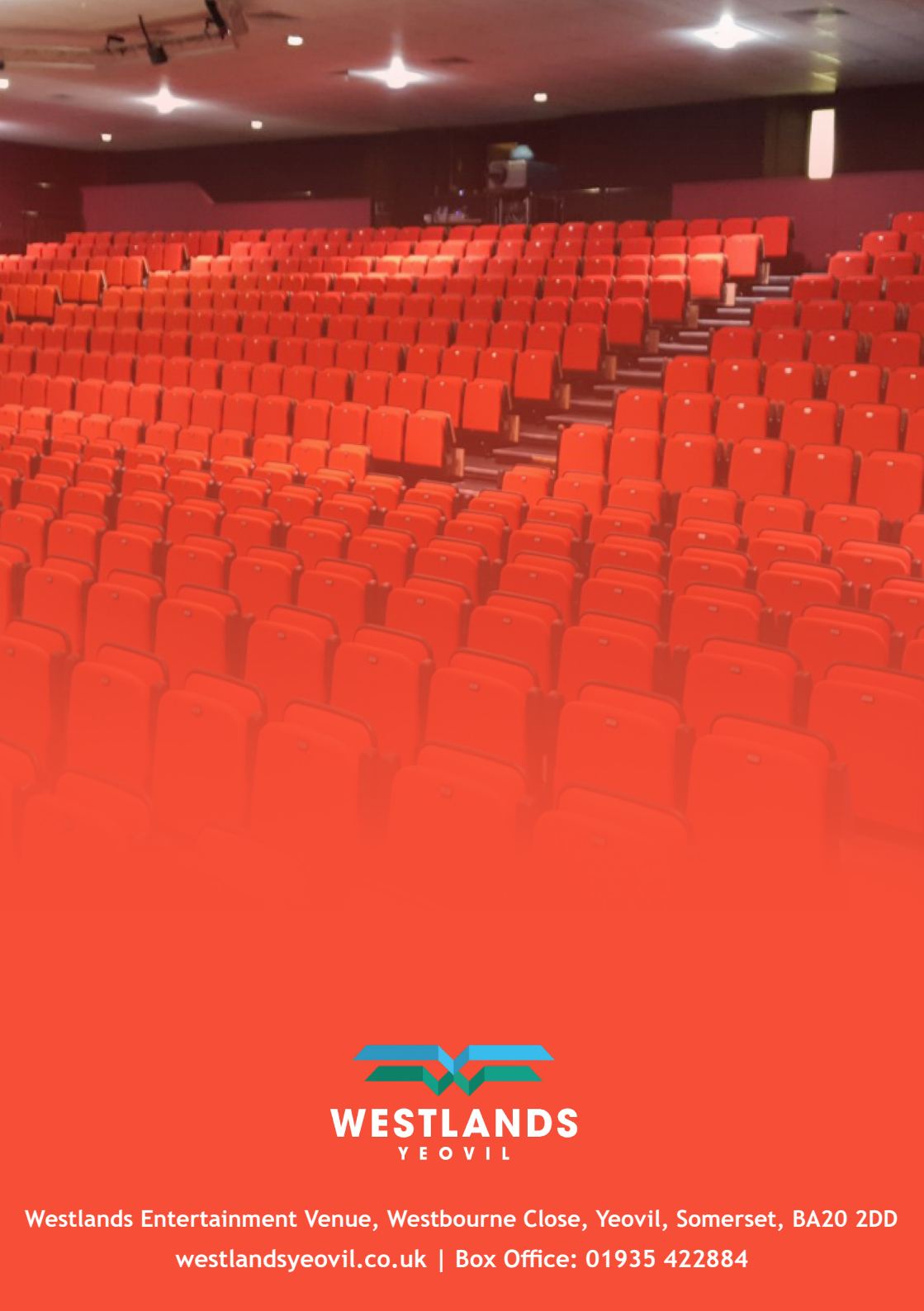
For customers with limited mobility/anxiety, our Box Office team can advise on the best areas to sit, including whether there are any steps to navigate.

Large Print Brochure: A copy of our season brochure is available in large print and high contrast on request.

Assistance Animals: Assistance animals are welcome in all public areas of our venue.

Hearing Loop: A hearing loop system is available at the Box Office counter and we operate an infrared loop system in the ballroom. Hearing aids should be turned to the 'T' or '3' position to access the loop system.

Trigger Warnings: Trigger warnings will be noted for performances (if known) on our website in advance, warnings will also be announced with signage around the venue ahead of any performance. If you have any concerns or need further information about this contact us.



Westlands Entertainment Venue, Westbourne Close, Yeovil, Somerset, BA20 2DD

westlandsyevovil.co.uk | Box Office: 01935 422884