

Winding Wheel Theatre

Access guide



CHESTERFIELD
BOROUGH COUNCIL



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Welcome to the Winding Wheel, Chesterfield

The Winding Wheel is a Grade II listed theatre, originally built in 1923 as a cinema. The Winding Wheel has three rooms which are regularly used for events and these are – the auditorium, ballroom and function room. The Winding Wheel has a diverse programme of events including west end musicals, stand up comedy, music concerts, talks and a wide range of community events

The Winding Wheel aims to be accessible to all and we are committed to making your visit to us as easy and enjoyable as possible. The information contained in this leaflet can also be available in other formats if required.

Our staff are an important link between the practical facilities we offer and the many guests who visit us each day. All front of house staff undergo awareness training, and will be only too pleased to assist you should you require any information or help.

Your journey to the theatre

The theatre address is: **Holywell Street, Chesterfield, S41 7SA**

By car

Chesterfield is just 10 minutes from junction 29 of the M1 motorway via the A617. From all routes follow signs to Chesterfield Town Centre, the Winding Wheel is located in close proximity to the 'Crooked Spire Church'. Local car parks are well signposted.

Corporation Street (S41 7TX); Durrant Road (S41 7NF); Derbyshire Times (S41 7XD); Devonshire Street (S41 7ST); Holywell Cross (S40 1UT); Theatre Lane (S41 7TP); St. Mary's Gate (S41 7TJ); Station Road (S41 7XB); Spa Lane (S41 7XB).

Parking

There are a number of large car parks close to the Winding Wheel (see above) and also a number of car parks close to the Winding Wheel that have allocated disabled parking.

If you are a Chesterfield resident and you pay your council tax to Chesterfield Borough Council you will receive a parking disc with your annual council tax bill. It can be used to park for free in the following Chesterfield Borough Council off-street pay and display car parks:

Albion Road / Derbyshire Times / Devonshire Street / Durrant Road / Hollis Lane (excluding on-street bays) / Holywell Cross (The Donut) / Queens Park (North and South) / Spa Lane / Station Road / St Mary's Gate / Theatre Lane.

Residents of the borough can park free of charge before 10am and after 3pm Monday to Saturday and all day on a Sunday and bank holidays.

Drop off and pick up point

The closest drop off and pick up point is located immediately outside the Winding Wheel on Holywell Street.

Taxis

There are numerous taxi firms serving Chesterfield and many of these are accessible and suitable for people with mobility difficulties and wheelchair users. There are taxi firms very close by to the Winding Wheel. If you need assistance in booking a taxi please speak with a member of front of house staff.

By bus

The Winding Wheel is within walking distance of all town centre bus stops.

The following bus numbers stop close to the Winding Wheel: 2, 39, 43, 50, 51, 54, 72, 74, 77 82, 83 – with bus stops on St. Mary's Gate, Stephenson Place or Church Way.

By train

Exit Chesterfield Station bearing left. Keeping the Chesterfield Hotel on your right, walk up a hill, cross the footbridge to Corporation Street, keep walking with the Pomegranate Theatre on your left. Turn right onto Holywell Street. The Winding Wheel is situated on the right. The distance is 0.3 miles (approximate 6 minute walk).

On foot

The Winding Wheel is accessible within minutes from the train station, from local car parks and bus stops. Several finger post signs mark the way to the venue. Chesterfield is an ancient market town and the New Square and Market Place floor area are covered in cobbles. We would remind you to take extra care on these cobbles if you are accessing the theatre via these routes.

Walking from Chesterfield Visitor Information Centre

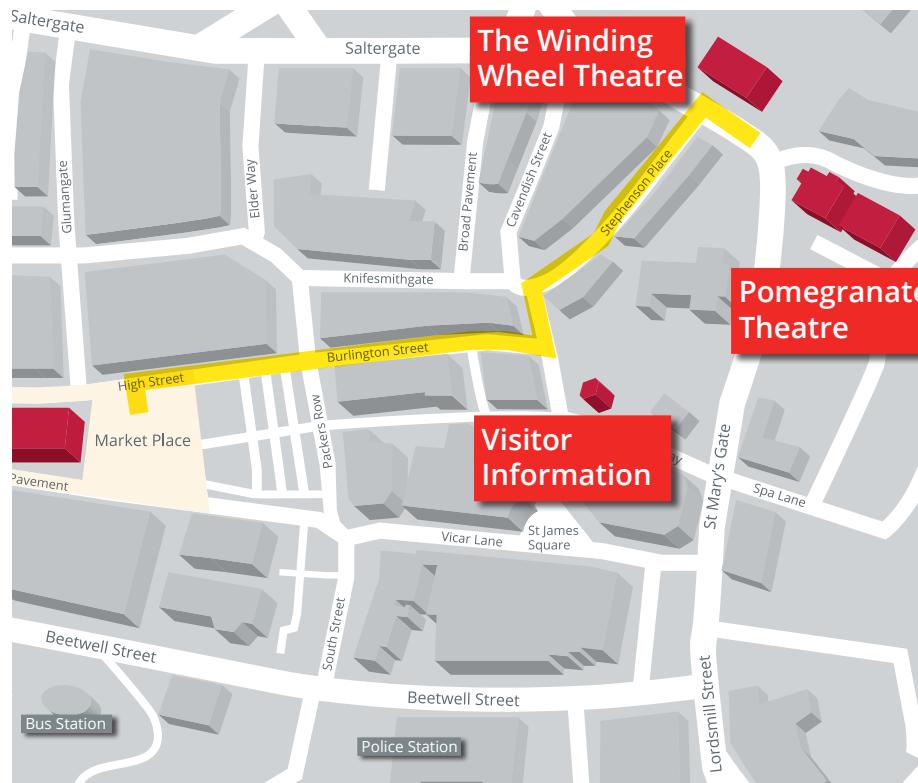
Walk north on Church Way towards Burlington Street. Turn right onto Stephenson Place. At the bottom of Stephenson Place is a pelican crossing leading you straight outside the Winding Wheel.



Walking from the market square

Walk east on Market Place towards Glumangate. Continue onto High Street. Continue onto Burlington Street. Turn left onto Church Way. Turn right onto Stephenson Place. At the bottom of Stephenson Place is a pelican crossing leading you straight outside the Winding Wheel.

Information about the local area is available from Chesterfield Visitor Information Centre, Rykneld Square, Chesterfield, S40 1SB or by calling 01246 345777 / 01246 345778 or visiting www.visitchesterfield.info



The building and facilities

About the entrances and main foyer area, bar/café area

Access to the Winding Wheel is level access from the street through to the doors.

Box office

Advanced tickets for all events/performances/shows can be purchased from the Visitor Information Centre which is situated in Rykneld Square, Chesterfield, S40 1SB from Monday to Saturday 9.30am – 6pm or on bank holidays 9.30am – 5pm.

The Winding Wheel Box Office which is located in the foyer is open an hour before each performance to collect booked tickets and purchase on the day tickets.

If you require a wheelchair space this can be booked with Box Office staff. Wheelchair users require a carer who can accompany for free, but require a ticket.

Accessible toilets

The Winding Wheel has 2 accessible toilets. One in the main entrance area and one in the circle (accessible by lift).

(+) Emergency Procedures

Emergency Procedures are in place at all our venues to assist anyone with a disability to exit the venue safely in the event of an evacuation. Equipment is installed to assist with this on stairways and staff members are trained regularly in its use.

Security

The following measures have been put in place to ensure everyone's safety.
All customers must have a valid ticket which will be checked at the door.
Please have your ticket ready for inspection.
Customers may collect or purchase tickets at the box office of the venue.
Only customers with tickets will be allowed in the venue, and if you leave the venue for any reason, you will need to show your ticket to gain re-admission.
Please keep the items you bring with you to an absolute minimum.
Security searches may be carried out.
We reserve the right to refuse admission or request a customer leave the venue and take action to enforce this.

Visually impaired customers

Large print

A large print version of printed materials can be made available on request. Advanced notice is required.

Headsets

Any customers wishing to use a headset please ask a member of the box office staff or front of house staff who will be able to help you obtain a headset and show you which channel to put the headset on for your requirements.

Infrared hearing system

The Winding Wheel is equipped with facilities to aid those with hearing impairments. The auditorium and ballroom are fitted with an infra-red hearing system . The infra-red system requires the user to wear one of two lightweight receivers, one to be worn around the neck and the other is a headset.

If you wish to use any of the headsets available (which are located behind the Stage Bar in the Foyer), please ask a member of the box office or front of house staff who will be able to show you how to use the headset. The box office can also advise on seats which have the best reception.

The Winding Wheel function room has an induction loop system to boost the sound of an individual's hearing aid.

For more information on accessible performances see page 14.

Customers who are mobility impaired

The main entrance and stalls (ground floor) are fully accessible with wheelchair seats and toilet facilities.

The Winding Wheel bar auditorium is fully accessible.

The Winding Wheel circle (first floor) has a lift from the main entrance. Circle seating is not accessible for wheelchair users. There are 22 steps to the circle.

The Winding Wheel function room (first floor) is accessible via lift and small ramp to gain access to the function room. There are 22 steps to the function room

The ballroom (second floor) is accessible via lift. There are a further 11 steps from the first floor to the second floor ballroom.

Wheelchair spaces

There are up to 10 wheelchair spaces in the Winding Wheel auditorium. Please inform box office staff when booking if you require one of these spaces. Please be aware that health and safety regulations require that users remain in the wheelchair during performances.

Winding Wheel seating plan 1



Assistance dogs

Assistance dogs are welcome at all venues but please let the box office know when booking.

Do you need to bring a carer/essential companion?

Essential companion - this concession exists to enable all patrons to equally participate, with dignity and respect at events and performances. The purpose of the concession is to ensure the safety and enjoyment of those customers who require a companion to assist them in accessing the facilities for events and performances.

The concession is not open to, or intended for, those who simply require a companion to assist with transportation to and from the venues, or to keep them company. The scheme is not offered to anyone who can cope independently in a public venue. The essential companion's primary role is to assist the customer with mobility or guidance, to enable them to safely attend and enjoy the event or performance. The essential companion is expected to attend to the needs of the customer at all times whilst on the premises.

We're family friendly

We have baby changing facilities in the disabled toilets. Mothers are welcome to breastfeed anywhere at the Winding Wheel.

Babes in arms: A limited number of free tickets for children aged 12 months and under (who are sharing a seat with their carer) are available for some family friendly events (contact box office for more info and to book).

Accessibility mailing list

If you wish to be added to an accessibility mailing list to find out about all accessible performances at our venues please visit:

www.chesterfieldtheatres.co.uk/our-theatre/accessibility

to have your name and contact details added to a mailing list.

Accessible performances



British sign language interpreted

Some performances at the theatre have a British Sign Language interpreter at the side of the stage, who will interpret the spoken and heard elements of a performance.



Relaxed performances

Open to everyone and is specifically adapted for those with learning disabilities and other sensory and communication disorders – providing a more relaxed and supportive atmosphere in order to reduce anxiety and allow people to experience live theatre.



Familiarisation

We appreciate that visiting a new place can be a challenging experience for some people. If you have booked tickets to one of our events and one of your party would benefit from a pre-event tour or touch tour (if offered as part of the show), then please get in touch with

Wendy Blunt, Health and Wellbeing officer on **01246 345344**.



Dementia friendly performances

Music and theatre play an important role in engaging with people who are living with dementia and can contribute significantly to maintaining people's independence and reduce social isolation.

We have partnered with Arts Derbyshire and the Matinee Project to bring four screenings of classic films for people with dementia or memory challenges and their family/carers.

The Winding Wheel

How to book

Phone **01246 345222**

web **www.chesterfieldtheatres.co.uk**

Email **box.office@chesterfieldtheatres.co.uk**

In Person

Chesterfield Visitor Information Centre

Rykneld Square, Chesterfield, S40 1SB

Open Monday to Saturday 9.30am to 6pm.

Bank Holidays open 9.30am to 5pm or one hour
before the performance starts at the Pomegranate
Theatre box office



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