



## **The Cluny Access Guide**

The Cluny welcomes deaf and disabled customers to both of our venues. This guide provides information to help you plan and enjoy your visit.

If you require a larger text, most web browsers and PDF viewers will allow you to zoom in on on your computer by holding CTRL key (PC) or ⌘ key (mac) and pressing + or - keys.

If you require a hard copy of this guide please email [access@thecluny.com](mailto:access@thecluny.com)

### **Person Responsible for Access Related Queries:**

Katie Bates

Office Manager

[access@thecluny.com](mailto:access@thecluny.com)

0191 230 4474

Response time will be a maximum of 4 working days.

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## Access Features

The Cluny wants to make its events and activities accessible to all, whether that is customers, artists/performers, participants or staff. This guide provides information on various aspects of our venue accessibility but, as a summary there is level access to:

### The Cluny

- The bar and restaurant area, via the front entrance
- The lower level of the main venue, via a side entrance opposite the main bar
- If requiring level access to venue, tickets will be checked at side entrance
- Toilets, located at the end of the bar opposite level access entrance to venue space

### Cluny 2

- Bar and venue, (basement) – via accessible lift on the ground floor
- Box office, (basement) – there is a low level counter
- Toilets, on first floor – via accessible lift
- Toilets, located at the end of the bar opposite level access entrance to venue space
- Dressing rooms – located in basement to the right of the accessible lift
- Respite space – ground floor

If you require a personal assistant to attend with you, please either let a member of staff know when you are buying a ticket, or contact us for free access for your assistant (one weeks prior notice is preferred).

The Cluny aims for all of it's staff to be trained to assist disabled people. We welcome feedback or queries, please contact for further information:

Email: [access@thecluny.com](mailto:access@thecluny.com)

Phone: 0191 230 4474

Address: The Cluny,  
36 Lime Street,  
Ouseburn,  
Newcastle upon Tyne,  
NE1 2PQ

## Ticket Bookings

Tickets can be bought by going onto our website. Our listed events can be found on [www.thecluny.com/gigs](http://www.thecluny.com/gigs). By clicking on 'tickets' for an event you will be redirected to TicketWeb and can buy tickets online there.

Tickets can be bought by calling The Cluny directly on **0191 230 4474** between 12pm and 5pm. Tickets can either be posted to you free of charge, or kept for you to pick up at box office (the tickets will be at the box office when doors open).

Tickets can be bought in person at the bar of The Cluny between 12pm and 5pm. There is no booking fee for tickets purchased via telephone or in person.

We also sell event tickets at some record stores in Newcastle – you can buy tickets from:

- RPM – 4 Old George Street, Newcastle, NE1 1EZ, 0191 221 0201
- Reflex - 23 Nun St, Newcastle upon Tyne NE1 5AG, 0191 260 3246

The personal assistant of a disabled person is offered free admission. This should be arranged in advance (ideally at least a week) by calling 0191 230 4474 between 12:00 – 17:00, or by emailing [access@thecluny.com](mailto:access@thecluny.com)

## Location

The Cluny and Cluny 2 are located on Lime Street in Ouseburn, Newcastle upon Tyne. It is 1.3 miles from Central Station, Newcastle's rail station. It is 0.6 miles from Manors Metro Station.

Our address is The Cluny, 36 Lime Street, Newcastle upon Tyne, NE1 2PQ. View on a map and find out the distance between us and your location by clicking [here](#).

## Transport and Parking

### Bus

The Cluny is 1.2 miles from Haymarket Bus Station.

### Accessible buses

To find general information about accessibility on Newcastle's buses please visit: <https://www.nexus.org.uk/bus/guide-buses/safety-and-accessibility>.

Many buses used in Newcastle upon Tyne meet the design standards for accessible buses, including low floor easy access. On some services all buses have this facility.

Go North East buses are all accessible for wheelchair users, for more information visit: <https://www.gonortheast.co.uk/accessibility>

Arriva buses – All Arriva busses are wheelchair accessible. For more information visit: <https://www.arrivabus.co.uk/help/customers-with-disabilities>

Services 1, 12, 22, 39, 40, 62 and 63 will take you to the Bus Stop outside or opposite St. Dominic's Priory on New Bridge Street, this is 0.3 miles from The Cluny. Find out more details of bus services at [journeyplanner](#).

The yellow **Quaylink bus, Q3**, from Newcastle city Centre (Market Street near Grey's Monument) stops on City Road. This bus stop is 0.5 miles from The Cluny. Turn left along City Bank, then left again on Lime St. Here's a link to the [Q3 timetable](#).

Travellers with disabilities are entitled to lower fares and free travel on some bus services within Newcastle upon Tyne. For more information on this please visit: <https://www.newcastle.gov.uk/services/care-and-support/adults/help-get-out-and-about/concessionary-travel-older-or-disabled>

### Train

The Cluny is located 1.3 miles from Central Station. A taxi from the train station to The Cluny should cost around £6 (there is a taxi rank located to the right as you exit Central Station).

Central Station's assistance meeting point in the main concourse. There is a ramp for train access and step free access coverage.

Tyne and Wear's Metro service has a station within the train station. To access the metro station take the train stations lift down to the Metro platform.

### **National Rail Enquiries**

Contact number: 03457 48 49 50

Ticket information: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Station information: <https://www.nationalrail.co.uk/stations/NCL/details.html>

### **Metro**

The nearest metro stop to the Cluny is Manors, this is 0.6 miles away.

### **To get from Manors Station to The Cluny:**

Turn right when you exit the metro station, then take the ramp, this leads to Minden Street. Turn left onto Minden Street, then take the next right onto New Bridge Street. After 0.3 miles, when you get to The Tanners Pub, take the right onto Crawhall Road and then a left onto Stepney Bank (this is the road adjacent to The Tanners). Please note that the path along Stepney Bank is quite narrow and because it is leading to a valley the journey has a downward slope. After 0.2 miles turn left onto Ouseburn Road (The Ship Inn is on the corner of this road), this leads to the main entrance of The Cluny (distance approximately 56 feet).

### **Taxi**

There are several taxi firms that serve Newcastle city centre. Our bar and box office staff will be happy to assist in obtaining a taxi. Taxi's will drop off and pick up either outside the main entrance of The Cluny, or at the door of Cluny 2.

Noda Taxis have wheelchair accessible taxis, they advise to prebook to ensure your taxi is available if one is required. Their contact number is 0191 298 6040.

Central Taxis also have accessible taxis available. Their contact number is 0191 271 6666

## **Car Parking**

The Cluny does not have a car park. Limited car parking is available along Lime Street. There are also car parking spaces in the Arches Car Park under Byker Bridge at the bottom of Stepney Bank, next to The Ship pub.

There is a 57 space car park in the **Ouseburn Central Car Park** on Foundry Lane (postcode NE6 1LH) with level access to Lime Street and Seven Stories over the footbridge next to Ouseburn Farm. There is also free parking in the **Ouseburn South Car Park** at Spiller's Quay (postcode NE6 1BU) next to The Cycle Hub on the Quayside.

There is level access along the footpath at the side of the Ouseburn river - join the path at the Tyne Pub opposite the car park.

## **Blue Badge Parking**

Blue Badge holders may park on yellow lines for up to three hours if there are no loading restrictions and parking there does not cause an obstruction and the badge provides exemption in on-street permit parking areas. The clock must be set to show time of arrival and must be displayed where it can be clearly read (on the dashboard or facia panel).

Disabled parking is available on Lime Street, Foundry Lane and in The Arches car park.

## **Getting in and Around - The Cluny (Main Venue)**

### **Attendees at events in the main venue**

There is level access through the main entrance of The Cluny to the bar and restaurant. There is small step at the entrance, a ramp is available if required. The entrance has large glass doors and a member of staff is always situated around the entrance area and will come out to welcome you and put out accessible ramp.

The venues accessible entrance is located opposite the long side of the main bar. In this bar area there are 4 arched door ways opposite, the doorway furthest from the entrance provides an accessible entrance to the ground floor. On arrival a member

of staff will check your ticket and allow entrance. The doorway into the venue is 84cm wide.

The main venue entrance can be located via the staircase at the end of the main bar, there are 9 steps. Once at the top of the stairs turn left. On the far wall there are three doors - an office to the right and the main toilets to the left.. The entrance to the venue is to the left of the toilets. There is also a side entrance which is located at the top of the stairs from the main bar. This entrance has 3 steep steps. By entering here you will face the staff office and toilets.

### **Musicians/DJs performing in the main venue; info for wheelchair users.**

The main venue does not have level access to the stage or dressing rooms as these are located on the top level of the venue. For DJ's performing at the venue, a space can be set up on the lower level of the venue. Level access to this level is through the arched doorway opposite the main bar (it's the doorway closest to the stairs).

### **Visitors to offices**

The office in The Cluny is situated on the higher level - this does not have level access. If you require a meeting with a manager at The Cluny we can arrange to meet in the restaurant area which has level access via the main entrance.

### **Toilets**

The main toilets are on the top level of the restaurant area, accessed either from outside (via the side entrance, this entrance has 3 steps) or from the main entrance (accessed by stairs).

There is a level access toilet, accessed by the bar. The accessible toilet is situated at the end of the bar, opposite the arched doorway entrance to the main venue.

The entrance to the accessible toilet is 84cm wide and the internal dimensions are 1.6m x 1.5m. It is fitted with grab rail.

### **Seating**

The Cluny can arrange for some seating / tables to be set out and reserved if this is



required. There is a seating area allocated on the higher level of the venue, this is found after the second flight of stairs, closest to the stage. Space can be limited depending on the event, please let us know in advance if you need seating arranged.

We have an allocated space in the venue for wheelchair users, allowing them space at the front of the standing area (to the left of the stage) this has the benefit of being at the same side of the venue as the accessible entrance/exit. If you require assistance finding an alternative position please ask a member of staff and we will do our best to accommodate your request.

### **Height of seats**

We have different seats available for use in the venue. Please contact [access@thecluny.com](mailto:access@thecluny.com) if you wish to know details of which seats are available at the event you're attending.

## **Getting in and Around - Cluny 2**

### **Attendees at events in the main venue**

There is level access through the main entrance of Cluny 2 to the bar and venue in the basement floor of the building. The entrance has a large glass door which will be open when gigs are on. This door is 90cm wide, all doors inside the building are 87cm wide. To the left of the entrance there is a door to a bar not in use, to the right there is a door that leads to the accessible lift.

### **Lift Dimensions**

The door for the lift is 90cm wide. The internal dimensions are 1m x 1.5m. The lifts weight capacity is 400kg.

To use the lift the required floor number button needs to be pressed and held. If the button is released the lift will stop moving. If you need assistance using the lift please let a member of staff know in the main bar area.

The lift has four options:

**0** – This leads to the venue and bar area. Once leaving the lift, turn right and there is a door that leads to a small space where box office is located, then a second door that leads to the venue space and bar.

**1** – This leads to the balcony and toilets. Once leaving the lift, turn left to access the toilets. The first toilet is accessible. To the right of leaving the lifts there is access to the balcony area, this is not suitable for wheelchair users as there is a bench fixed along it & that doesn't leave enough space.

**2** – This is the ground floor that leads to the main entrance/exit. It also leads to a bar that is not currently in use, this can be used as a respite space if needed.

**3** – This leads to Cluny offices, this floor is locked during office hours.

### **Musicians/DJs performing in the main venue; info for wheelchair users.**

#### **Venue/Bar**

The Cluny 2 venue space can be accessed via the lift on the ground floor, through the door to the right of the main entrance. Press and hold **0** to get to the basement, once at that floor turn right, this leads to a door to a small space where box office is located, the door in this space leads to the venue and bar area.

The Venue can also be accessed through the load in doors, which are to the right of the main entrance of The Cluny bar and restaurant. The load in entrance has large red doors, the street leading to this is cobbled and has a downward slope. Once entering, head to the next door, which is a fire door that leads to a small room to a second door, this then leads to the Cluny 2 venue.

The dressing rooms as located on the basement floor (0), this can be accessed via the lift. Turn left once exiting the lift and go through the door, this leads to a space not in use, the next door leads to the dressing rooms. There are two dressing rooms, both on the right of the corridor – the doors can be left open during the gig.

The basement and dressing rooms do not have accessible toilets. To use these use

the lift to go to floor 1. Turn left once exiting the lift and go through the door to reach the accessible toilet on your left.

The stage in Cluny 2 is 1 foot high. We have an 8 foot ramp to allow wheelchair access to the stage. The ramp is 72cm wide and has a 275kg weight capacity.

### **Visitors to offices**

The office in Cluny 2 is situated on the third floor – this is accessible via the lift. Cluny 2 remains closed when gigs aren't on, if you have a meeting arranged someone will come to the entrance or to the main entrance in The Cluny to show you in.

### **Toilets**

The accessible toilet is situated on Floor 1 of Cluny 2, turn left from the lift, go through the first door and the accessible toilet is on your left. Alternatively the toilet is accessed by turning left from both set of stairs and going through the first door.

The entrance to the accessible toilet is 88 cm wide and the internal dimensions are 215cm x 145cm. The toilet is fitted with a grab rail.

### **Seating**

The venue is semi seated, though only the first row of seats have level access. Staff can arrange for seating / tables to be set out and reserved if this is required, get in touch with our team via email or telephone prior to the event to arrange this.

We have an allocated space in the venue for wheelchair users, allowing them space at the front of the standing area (to the right of the stage) this has the benefit of being at the same side of the venue as the entrance/exit. If you require assistance finding an alternative position please ask a member of staff and we will do our best to accommodate your request.

### **Height of seats**

We have different seats available for use in the venue. Please contact [access@thecluny.com](mailto:access@thecluny.com) if you wish to know details of which seats are available at the

event you're attending.

The permanently fixed seats are 58cm high, the backs of the seats are 37cm high.

## **Further information**

### **Strobe lighting**

Strobe lighting is used during some performances as a visual effect. Please contact The Cluny prior to an event to check whether strobe lighting is used. Signage in the bar area and venue entrances will be displayed if strobe lighting will be used during a performance.

### **Assistance Dogs**

Assistance dogs are welcome in the venues and bar. The owner should notify the venue of the intention to attend an event in advance where possible, please phone The Cluny on 0191 2304474 (weekdays between 12:00 - 17:00) or email [access@thecluny.com](mailto:access@thecluny.com). The venue is often very loud and unsuitable for a dog. If this is the case the owner may be assisted entering the venue and leaving the dog in a suitable place in the bar or box office.

Staff take responsibility for cleaning protocols as necessary. Staff are also asked to consider the needs of visitors and assistance dogs – it may be the case that the dog is cared for outside of the venue and assistance is provided to the customer if possible.

### **Early Entrance**

If early entrance to an event is required please contact [access@thecluny.com](mailto:access@thecluny.com) or call 0191 230 4474 so we can arrange this for you. If you can't get to the event early and can't / don't feel comfortable queuing we can arrange for you to skip the queue on your arrival – please let us know in advance if this is required.

### **Personalised Service**

Neither venue has a low level bar. We can offer a personalised service if this is required. This involves a member of staff providing table service during the gig.

Please contact The Cluny prior to an event you're attending (via email or telephone) if you require this service.

### **Entering / Leaving Venue as you wish**

Attendees to events get their hands stamped or are issued with a wristband depending on the event and can enter and leave as they wish. If you require assistance going in and out of the venue or bar / restaurant, a member of staff will be able to accommodate this request. If possible let us know in advance so we can make necessary staffing arrangements.

### **Customers with Medical Requirements**

The Cluny welcomes attendees who need to bring medicines, food or drink to manage a medical condition, or medical equipment. All of our management team have first aid emergency training, please approach a member of staff who can inform and bring a manager in an emergency.

### **Large Print Running Times**

For all of our gigs, running times in large print are put up around the venue, venue entrances, the main entrances and the bar areas. If you would like a copy of the running times printed for you, please let a member of staff know or let us know in advance and we can have a printed copy available for you at the box office.

### **Refunds**

If you are unable to attend an event due to a health condition or disability, please contact us for a refund – [access@thecluny.com](mailto:access@thecluny.com) / 0191 230 4474.

### **Means of Escape**

In case of an emergency evacuation, please make your way out of the nearest exit. A member of staff will be present in all areas of both bars and venues and will be able to assist you exiting the building if this is required.

For Cluny 2 – the back exit will be used, a member of staff will guide customers out

this way to the meeting point which is located near Ouseburn Farm (opposite The Cluny main entrance). Staff will check all floors of Cluny 2 and will be able to assist in evacuating customers who are on higher levels.

\*

If there's something that hasn't been addressed in this guide, or if you have any other questions or requests regarding access requirements please contact us. You can call on 0191 230 4474 or email [access@thecluny.com](mailto:access@thecluny.com), we will get back to you within 3 working days.

### **Feedback**

We are hoping to improve our services as much as we can and would really value your feedback. Please get in touch if you have any comments or suggestions.