

THE BURFORD SINGERS

Accessibility

This information is in addition to, and does not affect the purchaser's statutory rights.

Definitions

You – the ticket purchaser

We/Our/us – the Burford Singers

Booking Form – a Burford Singers seat booking form made available to potential purchasers in hard copy, available as a download from Our webpages, or attached to an email

General Information and Guidance

The Burford Singers uses Burford Parish Church for most of its concerts. It is a Grade 1 listed building, with internal steps and uneven floors. The Parish requires that Burford Singers position its audience members who use wheelchairs in the Lady Chapel. Access is via ramps which allow wheelchairs to negotiate the threshold into the Lady Chapel kitchen.

Wheelchair-accessible toilets are available for concert audience members to use before and after the concert, and in the interval, in the New Warwick Hall.

Accessibility – Booking Tickets and Building Access Procedure

All wheelchair users are to be accompanied by a Carer who is able to assist in the event of an emergency.

Please book tickets online in TicketSource if possible. Tickets should be booked in one of the unreserved seating blocks (it doesn't matter which one). As a minimum, purchase one ticket for the wheelchair user and one for the carer, but please use the 'CARER' discount code where indicated, so your carer comes free of charge.

On arrival wheelchair users and their carers should go directly to the Lady Chapel door at the West End of the building, rather than joining the South Door queue at the church porch. Ramps will be in place at the Lady Chapel door.

A Burford Singers Steward will be present as audiences assemble and leave, and may assist the Carer if required.

Emergency Evacuation

In the event of an emergency evacuation of the Parish Church, audience members in wheelchairs are to exit via the Lady Chapel kitchen. Note that this door will also be used for the exit of all audience members in the Lady Chapel, and by some performers.

In the event of an emergency, a Burford Singers Emergency Steward will move to the Lady Chapel kitchen door as quickly as possible to assist in evacuation. The Steward is not primarily responsible for the exit of wheelchair-using audience members; that is the responsibility of the wheelchair user and their Carer.