



54 Chalton Street, London NW1 1HS  
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improving deaf and disabled people's **access to live music**

[www.attitudeiseverything.org.uk](http://www.attitudeiseverything.org.uk)

## 1. Introduction

The Hare & Hounds aims to be a fully inclusive venue where all customers feel safe and welcome.

## 2. Contact Details

**Access officer:** Marta del Pino  
[marta@leftfootvenues.co.uk](mailto:marta@leftfootvenues.co.uk)

## 3. Venue Description

Situated in the South Birmingham suburb of Kings Heath, the Hare & Hounds has been around since 1820, but has stood in its present form since 1907. Although playing host to local Birmingham legends UB40's first ever gig in 1979, it is only since 2007 that it's really established itself as one of the most important and influential music venues in the country, playing a vital part in nurturing the city's vibrant music and creative community.

To access our pub and saloon, we have a step-free entrance on York Road (**FIGURE 1**) as well as an entrance on the High Street, which has one step to be able to enter the building (**FIGURE 2**).

If you're coming to a show, our two venue rooms (250 and 150 cap) are situated upstairs; unfortunately there are no lifts available, and due to the buildings Grade II listed status we are sadly unable to install or make any changes to the building's exterior, or the interior staircases. Therefore, both of our venue rooms are only accessible via staircases.

To access our main room (V1) the entrance is situated outside on York Road, to the right of our York Road entrance (**FIGURE 3**), and has a staircase leading up into the venue room with a total of 20 steps (**FIGURE 4**) containing a small platform break in the middle, after ten steps.

The staircase to access our smaller room can be found inside the bar by the toilets (**FIGURE 5**), with this staircase containing a total of 20 steps leading up into the venue room. Please note that these steps are curved in a spiral staircase way (**FIGURE 6**) – there are also two handles (**FIGURE 7**) to assist in climbing these.

**Installing a lift is high on our agenda and we have been working on finding a solution for years, but unfortunately due to rules and regulations we have to fight against, as well as the costs, we are not there yet. Please accept our apologies for this, and trust that we are always trying to progress in this matter.**

FIGURE 1: York Road Entrance





FIGURE 2: High Street Entrance





**FIGURE 3: Venue 1 Entrance (Main Room)**





**FIGURE 4: Staircase to V1**



FIGURE 5: Venue 2 Entrance





FIGURE 6: Staircase to V2





**FIGURE 7: Staircase Handles**





#### **4. Bookable Access Facilities + How To Apply**

- **Personal Assistant / Carer Ticket**

The Hare & Hounds provides free tickets to Carer's of deaf and disabled people who may not be able to attend one of our events without the support of a Personal Assistant or Carer. To acquire one free carer ticket, please email [marta@leftfootvenues.co.uk](mailto:marta@leftfootvenues.co.uk) with your name, your ticket confirmation/order number and a photo of your access card, and we will happily arrange this for you.

- **Accessible Viewing Area**

The Hare & Hounds venue rooms have no designated accessible viewing area, as the vast majority of our shows are fully standing (unless stated otherwise on the ticket website). Nonetheless, we will happily provide a chair or stool for any show should you require one – to arrange this please email [marta@leftfootvenues.co.uk](mailto:marta@leftfootvenues.co.uk) with your name and the show you require seating for, and we will accommodate. Please also specify if you are okay with a high stool (which offers better visibility) or if you require a chair with back support, as we can arrange either. We normally position stools to the side of the room, towards the middle/front. Chairs usually go at the back, depending on how busy the show in question will be.

- **Early Entry**

If you are unable to stand for long periods of time, need more space to comfortably make your way up the stairs, or have any other accessibility needs where early entry would benefit, we are always happy to accommodate. To arrange this, please email [marta@leftfootvenues.co.uk](mailto:marta@leftfootvenues.co.uk) as soon as possible with your name and the show you would like to request early entry for, and we will get back to you shortly.

#### **5. Travel Guide**

We are a short cab ride or bus journey from the city centre and are accessible from most places in Birmingham. The number 50 and 35 buses stop just outside of the venue, on either Institute Road or Poplar Road. We don't have any parking, however there is plenty of street parking available – we also recommend the Poundland car park situated just up the road (around 200 meters from the venue).

Taxis are also able to drop customers off right outside of the venue.

#### **6. Arrival Guide**

Venue opening times are gig specific, but are normally around 7PM - 7.30PM. Our main pub however is open most days from 5PM (1PM on weekends).

#### **7. Toilets**

We have one disabled toilet situated downstairs in our main pub, visible straight ahead if entering from our York Road entrance. This toilet does not need a key to be accessed.



In our upstairs main room (V1) we have one male and one female toilet accessible on the same level, however there are no disabled stalls available in either of these.

In our upstairs smaller room (V2) we have no toilets available, meaning you would need to go to our pub toilets downstairs. Should you struggle to go up and down the stairs and/or require frequent trips to the toilet, please email [marta@leftfootvenues.co.uk](mailto:marta@leftfootvenues.co.uk) or let our staff know on the night and they will facilitate access to our staff toilets upstairs.

## **8. Customers with Medical Requirements**

We welcome any customers who may need to bring snacks, drink, medicine or medical equipment with them to manage a medical condition. We are able to refrigerate any medication, so please let us know if you would like us to do this for you.

## **9. Assistance Dogs**

Our pub is dog friendly, and assistance dogs are more than welcome in our main pub and saloon. If you would like to bring an assistance dog to one of our music events, **please email [marta@leftfootvenues.co.uk](mailto:marta@leftfootvenues.co.uk) at least one week in advance** stating the name of the event in question, and we'll get back to you as soon as possible.

## **10. Strobe Lighting**

Strobe lighting and smoke machines are often used during our events - please let us know in advance of the gig if this is an issue for you, or email [marta@leftfootvenues.co.uk](mailto:marta@leftfootvenues.co.uk).