

Welcome to The Queen's Hall



Accessibility Guide Updated December 2019

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Introduction

The following information has been written to help you prepare for your visit to The Queen's Hall. If you have any questions before you arrive, please contact us and ask for Emma or Gordon who will be happy to help you. You can also arrange a visit before you come to an event. Please contact us if you have any comments or feedback on this document.

Telephone: +44 (0)131 668 3456

Email: info@queenshalledinburgh.org

Address: The Queen's Hall, 85-89 Clerk Street, Edinburgh EH8 9JG

Website: www.thequeenshall.net

There are a lot of staff at events to help you if you have questions or need assistance. They are dressed in black and will be standing near the doors to the Hall or behind the Bar. There are also staff in the Box Office before an event starts.



This is what The Queen's Hall looks like from the outside. The banners might be different colours.

Staff are available to help during your visit.
If you have any questions you can ring us on Telephone: +44 (0)131 668 3456
Or email us directly at our Email: info@queenshalledinburgh.org

Entering the Building

Space

- Located on a busy main road
- Sits slightly back from the pavement behind gates and railings

Lighting

- Very little light on the building
- Street lamp on pavement outside main entrance

Noise

- Traffic, including sirens
- Background chatter, laughter and other excited noises

Textures

- Building is stone, may feel cold and damp and slightly rough
- Ground and steps also made of stone and can be uneven in places
- Metal railings painted black can be rough to the touch and become wet if it rains
- Outside doors painted black, quite smooth to the touch
- Inside doors made of glass, can be cold to the touch

Steps

- There are 2 to 3 steps up to the building
- These vary in height from 16cm to 18cm
- Step-free access is via a ramp up to the right-hand entrance

Doors

- Several single and double doors; enter through any that are open. Staff will assist. Width from 111.5cm to 128cm. Not power-assisted
- Door furthest right is power-assisted. Width: 91cm
- Doors remain open until the event starts then are closed
- Power-assisted door is the only access after event start

Other information

- May be a queue to get into the building
- Need to show your ticket to staff before entering
- A security guard may ask to look inside your bag
- Noticeboards advertise upcoming shows
- Brightly coloured banners show name of the venue
- Sign with name of the venue above main doors
- Floor-standing noticeboard directs to power-assisted door if arriving after event starts
- You can also enter the building through the Box Office ([click here](#) or go to page 5 to read about the Box Office)

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General outside view



Entrance most frequently used – to right of main entrance



Power-assisted step-free access



Ramp to power-assisted door

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Box Office

Space

- Wide at entrance, narrower towards back
- Box Office counter down one side. Height: 117cm
- Counter is lower at front for wheelchair access: 73cm
- This area can become busy

Lighting

- Very bright. Much brighter than rest of building
- 8 bright white spotlights plus 6 round bright white flat lights in ceiling
- Light levels are constant

Noise

- Traffic, including sirens
- Background chatter, laughter, and other excited noises
- Telephones ringing
- Music plays softly in the background to make space feel comfortable
- Staff talking to other customers in person or over the phone
- Ventilation unit above door from street
- Announcements over the speakers will tell you when it is time to go into the Auditorium for the start of the event

Textures

- The walls are painted white and feel like dry paint
- Floor is light wood and laminated
- Noticeboard on wall is wood and smooth to the touch
- Carpet by counter
- Chair smooth with leather-effect covering
- Counter is wooden and smooth to the touch

Steps

- Tiny step of 1.75cm at street entrance
- Five steps into main hall ranging in height from 14cm to 17.5cm
- Continuous handrail along right-hand wall
- No step-free access to the rest of the building

Doors

- Glass door from street. Not power-assisted. Width 84cm
- Door to main hall not power-assisted. Width 86cm

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Other information

- Collect or buy tickets here. Pay with cash or card (except American Express). Most events offer a free carer ticket
- The Box Office is always manned when open
- Signs direct to the Bar ([click here](#) or go to page 17 to read about the Bar) and Auditorium ([click here](#) or go to page 23 to read about the Auditorium)
- Posters on the wall give information about future events. Not all of them are happening at The Queen's Hall
- Leaflets also have information about future events – feel free to take them
- A chair is provided for customer use at any time

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Box Office looking out towards Clerk Street



Buying a ticket



Chair at lowered counter



Stairs to Bar and Auditorium

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Front Corridor

Space

- Long Corridor running along the front of the Auditorium ([click here](#) or go to page 23 to read about the Auditorium)
- It is broken up into several sections by sets of internal doors
- The Auditorium can be accessed from this Corridor via doors at either end
- Several doors along its length allow access to and from the building
- There is a vestibule outside the Box Office at the north end ([click here](#) or go to page 5 to read more about the Box Office). This is entered via the power-assisted wheelchair accessible door
- There are a second set of Ladies' Toilets at the south end ([click here](#) or go to page 14 to read more about the Toilets)

Lighting

- Light is varied in the space with some sections being darker than others. Parts of the corridor can be some of the darkest spaces in the building
- Bright white candle lights hang from the ceiling. Softer white uplighters on the walls

Noise

- Noticeable background noise including traffic
- Background chatter, laughter, and other excited noises
- Music plays softly in the background to make space feel comfortable
- The space is noisiest before an event, in any intervals, and after the event has finished
- Announcements over the speakers will tell you when it is time to go into the Auditorium for the start of the event

Textures

- The walls are painted white and feel like dry paint
- The floor is carpet
- Stairs are made of stone and can feel cold
- The handrails on the staircase are either wooden and feel smooth or metal, which can feel cold
- The radiators can be hot to the touch

Steps

- There are no steps to enter the Corridor
- A staircase at either end of the Corridor leads up to the Gallery of the Auditorium ([click here](#) or go to page 26 to read more about the Gallery). If there is a red rope across the bottom of the stairs this means the Gallery is closed

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- There are 30 steps in total at either end of the Corridor. These range in height from 15cm to 16cm
- A white line on the edge of a step shows the beginning and end of the flight of stairs
- The staircases are between 136cm and 148cm wide
- There are wooden handrails on each side of the staircase. These range in height from 103cm to 106cm. The handrail along the wall has an occasional 2.5cm break in it

Doors

- There are several sets of internal double doors ranging in width from 106cm to 126cm – they are not power-assisted
- During events the doors remain open
- Not all the doors to the outside may be in use. Staff will be able to help you. The most commonly used doors are those at either end of the Corridor. There is always access via the power-assisted door next to the Box Office ([click here](#) or go to page 3 to read more about Entering the Building)

Other information

- Signs on the walls in black writing give directions to the Bar, Box Office, Auditorium and Gallery
- Other black and white signs on the walls give event information, for example, do not take photographs
- Signs by each Auditorium door give a plan of the seating ([click here](#) or go to page 23 to read more about the Auditorium and seating)
- Brightly coloured posters on the walls give information about future events
- Leaflets on wooden racks above the radiators also have information about future events – feel free to take them
- There are large plastic bins along the Corridor for waste – black lid for general rubbish and green lid for anything that can be recycled
- The temperature can be warmer in this area than in the rest of the building

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View along the Corridor from the Box Office



View along the Corridor towards the Box Office



One of the doors into the Auditorium from the front Corridor



Stairs to the Gallery

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Corridor to the Bar

Space

- Corridor, 187cm wide, leads from the front of the building to the Bar ([click here](#) or go to page 17 to read more about the Bar)
- Low ceiling along the length
- The Toilets ([click here](#) or go to page 14 to read more about the Toilets) and Cloakroom, when open, (read more below under Other Information) are accessed from here
- There are stairs to the Hope Scott Room ([click here](#) or go to page 20 to read more about the Hope Scott Room)

Lighting

- There are 9 bright white spotlights and two soft paler emergency lights
- Two softer lights in the alcoves along one wall shine light down on to the advertising displays below
- Light remains constant

Noise

- Noticeable background noise
- Background chatter, laughter, and other excited noises
- Music plays softly in the background to make space feel comfortable
- Announcements over the speakers will tell you when it is time to go into the Auditorium for the start of the event
- This area can get very busy, especially before an event or during the interval

Textures

- One wall is painted white and feels like dry paint
- One wall is stone and feels rough to the touch
- Floor is carpet

Steps

- There are no steps but a downward incline of around 9% starts approximately two thirds of the way along the Corridor and leads into the Bar ([click here](#) or go to page 17 to read more about the Bar)
- A handrail starts approximately halfway along the Corridor and runs alongside the incline at a height of 91cm

Doors

- There are a set of double doors at each end of the Corridor – they are not power-assisted but remain open. They are 128cm and 153cm wide
- The widest entrance to the Auditorium ([click here](#) or go to page 23 to read more about the Auditorium) is here at the Bar end

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Other information

- The Cloakroom is not open for every event, but staff will be able to advise you. It can be found at the Box Office end of the Corridor ([click here](#) or go to page 5 to read more about the Box Office). The counter is 112cm high. You can leave coats and umbrellas here and will be given a ticket to collect them at the end of the event. We do not have room to look after large bags or suitcases
- If you have a Guide Dog, staff will be happy to look after it for you in the Cloakroom during a performance
- There are large plastic bins for waste along the Corridor – black lid for general rubbish and green lid for anything that can be recycled
- Posters have information about future events
- Leaflets also have information about future events – feel free to take them

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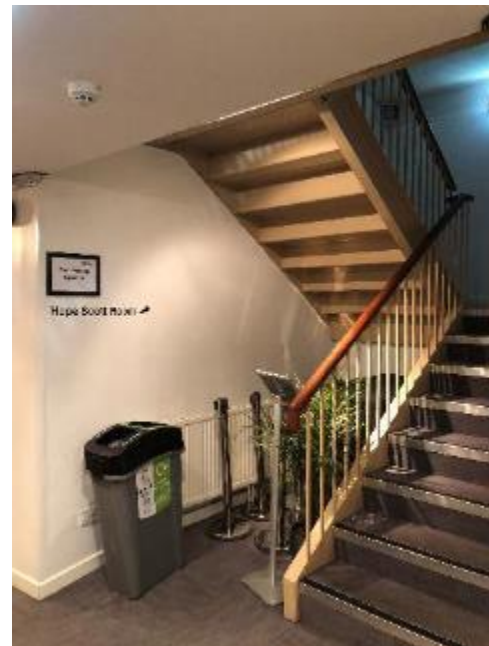
Looking down to the Bar



Stone wall along Corridor



Disabled toilet in Corridor



Stairs to Hope Scott Room

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Toilets

Space

- Ladies: 5 separate cubicles and 4 basins. The sides of the cubicles do not reach all the way to the ground or the ceiling
- Men: 2 separate cubicles, 7 separate urinals and 3 basins. The sides of the cubicles do not reach all the way to the ground or the ceiling
- Accessible: one open L-shaped space with a toilet and basin
- There are mirrors above each basin in every toilet and soap dispensers and holders with paper hand towels

Lighting

- Bright white lights over the stalls and mirrors
- Lighting remains the same

Noise

- Noticeable background noise
- Background chatter, laughter, and other excited noises
- There are no hand dryers

Textures

- Ladies:
 - entry doors are smooth painted wood with a shiny metal plate to push it open
 - walls have white ceramic tiles which are smooth to the touch
 - the space around the basins and the doors and sides of the cubicles are made of a smooth pink material. The area around the basins can be wet
 - the floor is made of pink tiling
- Men:
 - entry doors are smooth painted wood with a shiny metal plate to push it open
 - walls have white ceramic tiles which are smooth to the touch
 - the space around the basins, the urinals and the doors and sides of the cubicles are made of a smooth blue material. The area around the basins can be wet
 - the floor is made of grey tiling
- Accessible:
 - the entry door is smooth painted wood with a shiny metal plate to push it open
 - walls have white ceramic tiles which are smooth to the touch
 - the floor is made of pink tiling
- The water might get very hot

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Steps

- Step-free access to all toilet facilities

Doors

- The Ladies and Gentlemen's Toilets are entered via two doors which open inwards. There is space for just one person between them
- There are lockable doors to all the toilet cubicles. These doors do not reach the floor or the ceiling
- The doors have hooks on the back of them where you can hang your coat or bag
- The Accessible toilet is entered via one door of a width of 77cm. This is not power-assisted. The door is locked with a Bar that rotates 90 degrees. There is a Bar that runs along the width of the door

Other information

- Colourful posters on the back of each cubicle door and above the urinals in the Gentlemen's Toilets show information about upcoming shows
- Bins in the Ladies' cubicles are provided for sanitary products
- Toilet paper is pulled from dispensers on the cubicle wall
- The urinals in the men's Toilets flush automatically
- There are large metal bins by the basins for used hand towels
- The Toilets can get very busy, especially during the interval so you may have to queue to use them
- There are an additional 7 ladies Toilets on the other side of the Auditorium ([click here](#) or go to page 8 for more information on how to find them along the Front Corridor)
- Not all the taps in the Ladies Toilets turn the same way for on and off
- There is just one mixer tap in the Accessible Toilet. Temperature increases the further round you move it
- There is a large locked cupboard in the accessible toilet for staff use

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Ladies' Toilets



Men's Toilets



Accessible toilet entrance



Accessible toilet

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Bar

Space

- Large open space
- You enter the Bar from the Corridor leading from the main entrance ([click here](#) or go to page 11 for more information about the Corridor)
- When you enter the ceiling is quite low
- By the bar the ceiling is much higher
- There is a low bar counter: 76cm
- Layout in the Bar changes – chairs and tables, some chairs, or just standing to match the concert mood
- There are stairs which lead upstairs to the Hope Scott Room, directly from the Bar area ([click here](#) or go to page 20 to read more about the Hope Scott Room)
- Performers regularly have items to sell, these can be found in the Bar area
- This area can become busy

Lighting

- Light is varied in the space
- There are bright white spotlights on the lower ceiling
- The shelves and bar have lighting to help staff
- 5 silver-coloured bare bulbs hang opposite the bar. They have a bright silver-white light
- 16 large metal pendant lights hang from the ceiling around the bar. They have a soft white light
- Coloured LED strip lights are above the bar. Very soft light which slowly changes colour (Pink, Blue, Yellow, and Green)
- Lights are not adapted during events

Noise

- Noticeable background noise
- Background chatter, laughter, and other excited noises
- Music plays softly in the background to make space feel comfortable
- The fridge has a low hum, which may be heard
- Glass bottles will be dropped into bins throughout the evening
- The space is noisiest before an event, in any intervals, and after the event has finished
- If the concert is too much, the Bar area is quieter and can be used to calm down
- Announcements over the speakers will tell you when it is time to go into the Auditorium for the start of the event ([click here](#) or go to page 23 to read more about the Auditorium)

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Textures

- The walls are painted white and feel like dry paint
- Floor is grey and laminated, quite cool to the touch
- The chairs are smooth with a laminated wooden seat and metal legs
- Tables are round and have a wooden top and metal legs
- The bar is painted grey, it is shiny and smooth – however it may feel sticky if someone spills a drink
- The low-hanging lightbulbs are hot and should not be touched
- Drinks are either served in sturdy plastic cups or softer plastic cups

Steps

- There are no steps to enter the Bar area

Doors

- There are a set of double doors – they are not power-assisted. Width 153cm
- During events the doors remain open

Other information

- Drinks on sale are listed on blackboards with white chalk writing above the bar – staff are happy to assist if it is difficult to read
- Paper straws are available on request
- Brightly coloured large posters hang on the wall, with information about future events
- Leaflets on the bar also have information about future events – feel free to take them
- A slide show is projected on the wall at the end of the Bar, advertising future events
- Performers may bring their own banners and information to be displayed in the Bar area
- There are large plastic bins around the Bar for waste – black lid for general rubbish and green lid for anything that can be recycled

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Higher ceiling and silver bulbs



Lower ceiling



Blackboard showing bar prices and drinks available



The bar

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Hope Scott Room

Space

- Large room with two entrances – from the Bar ([click here](#) or go to page 17 to read more about the Bar) or Corridor ([click here](#) or go to page 11 to read more about the Corridor)
- Quite a high ceiling with skylights
- This space can change. There are usually tables and chairs for customers' use, but sometimes it is closed for private parties. Notices at each entrance will say if it is closed to customers.
- There is a glass wall overlooking the Bar with a height of 114cm

Lighting

- There are bright white spotlights on the lower ceiling
- Light intensity is variable

Noise

- Generally quietest and most secluded area in the building
- Lower level of background chatter, laughter, and other excited noises
- Some of the lights make a low humming noise
- If the Bar area is too much, the Hope Scott Room is quieter and can be used to calm down
- Announcements over the speakers will tell you when it is time to go into the Auditorium for the start of the event ([click here](#) or go to page 23 to read more about the Auditorium)

Textures

- The walls are painted white and feel like dry paint
- Floor is grey carpet tiles, quite rough to the touch
- The chairs are smooth with a laminated wooden seat and metal legs
- Tables are round and have a wooden top and metal legs

Steps

- Total of 18 steps from the Bar. Varying heights of 17.75cm to 23cm
- Continuous handrail on either side. Height varies from 93cm to 101cm
- Total of 16 steps from Corridor. Varying heights of 18cm to 20cm
- Continuous handrail on one side. Height varies from 94cm to 98cm
- There is no step-free access to this area

Doors

- Door entry from Corridor stairs ([click here](#) or go to page 11 to read more about the Corridor)
- Not power-assisted. Width 89cm

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Other information

- No bar on this level. Drinks can be brought up from downstairs
- Brightly coloured large posters hang on the walls, with information about future events
- Leaflets also have information about future events – feel free to take them
- There are large plastic bins around the room for waste – black lid for general rubbish and green lid for anything that can be recycled

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Stairs from Bar



Stairs from Corridor



Hope Scott Room



Hope Scott Room

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Auditorium

Space

- Tall room with a Gallery at the upper level ([click here](#) or go to page 26 to read more about the Gallery). Columns supporting the Gallery can affect some sightlines
- Depending on the event the central stalls area will be set with rows of chairs, cabaret-style with chairs placed around round tables, or be standing space
- Rows: there will be approximately 47cm between each row of seats in the central stalls, although this is not guaranteed
- Cabaret tables: 6 chairs are set around each table, all facing forward. There is very limited space between them
- The chairs in the centre stalls have a seat height of 45cm. The back is 77cm high
- Wooden pew seating around the sides and back of the room is fixed
- There is 39cm to 50cm of legroom in the pew seating and the seat backs are approximately 57cm high
- The ends of the rows of pew seats are approximately 122cm high
- A sound and lighting desk is situated close to the central entrance

Lighting

- Candle-type bright white lights around the walls. These are the only lights which remain constant
- Other lighting is never fixed and can be a numerous array of colours and brightness depending on the event
- The curtains may be open or closed depending on the ambience
- Green lights above the doors show the direction you need to go if there is an emergency

Noise

- General noise dependent on the type of event. Unreserved or standing events tend to be the noisiest
- Chatter, shuffling of chairs, background murmur
- Music plays softly in the background to make space feel comfortable
- Some traffic noise
- Background noise of ventilator and lights
- Announcements over the speakers will tell you when it is time to sit down as the event is about to start
- People will clap or cheer loudly, at the end of a piece of music and the end of the event. If people have really enjoyed an event they might stand up at the end and clap. Very often the musicians will then return to the stage to do another song or song(s)

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Textures

- The floor is wooden when you enter through any of the doors on the ground floor
- The floor in the central stalls is stone and can be a little uneven
- The chairs in the centre stalls are covered in a red material that is slightly rough to the touch. The legs and frame of the chairs are a smooth metal
- Tables are round and have a wooden top and metal legs
- The pew seats are painted wood and smooth to the touch. The cushions are covered in a green velvet material
- Some pew seats have pipes at foot level which can be warm

Steps

- There is step-free access into the central stall area
- There are 1 or 2 steps of between 4cm and 25cm in height to the ground floor pew seating, depending on where you are sitting
- There is a ramp to the side stall pews which is 91cm in width and inclines to a height of 36cm
- A metal handrail runs the full length of the ramp at a height of 88cm
- Cables leading from the sound and lighting desk close to the central entrance are navigated via a small ramp

Doors

- There are four entrances for the audience downstairs – doors are not power-assisted but remain open until the event starts. Doors vary in width from 117cm to 126cm. The widest door entrance is next to the Bar ([click here](#) or go to page 17 to read more about the Bar)

Other information

- For seated events your ticket will have a letter and number on it which shows the usher where you are sitting
- If you feel like sitting down at a standing gig you are free to go into any of the pew seats
- Wheelchair spaces will always be in the centre stalls at a seated event
- At standing events, wheelchairs are free to go anywhere, but can be moved to the front if a request is made to staff
- There will always be staff at each door and around the venue at every event who you can ask for help
- There are signs to the toilet facilities on the walls
- Depending on the type of event, you may not be allowed to take drinks into the Auditorium
- There are jugs of water and cups by each entrance. Feel free to help yourself or ask a member of staff to help you

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The centre stalls set up in rows, looking from the stage



View of the Auditorium from the entrance closest to the Bar. This shows some of the pillars that can affect sightlines



The centre stalls set up in rows, looking towards the stage



Pew seating

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Gallery

Space

- This is the upper level of The Queen's Hall
- It is all seated, but there is room to stand at either side, nearest the stage
- There are rows of pew seating with seats that fold down. The seat height is approximately 44cm and the seat back another 47cm high
- There is approximately 28cm of legroom between each row
- The ends of the rows are between 86cm and 105cm high
- Rows are all given letters. A is the nearest to the front

Lighting

- Candle-type bright white lights around the walls. These are the only lights which remain constant
- Other lighting is never fixed and can be a numerous array of colours and brightness depending on the event
- Seating in the Gallery is closer to the lights so they may seem brighter
- The curtains may be open or closed depending on the ambience
- Green lights above the doors show the direction you need to go if there is an emergency

Noise

- General noise dependent on the type of event. Unreserved or standing events tend to be the noisiest. The Gallery is often a bit quieter than downstairs
- Chatter, background murmur
- Music plays softly in the background to make space feel comfortable
- Background noise of ventilator and lights
- There is a slight echo
- The door to and from the Hope Scott Room is quite noisy ([click here](#) or go to page 20 to read more about the Hope Scott Room)
- Announcements over the speakers will tell you when it is time to go into the Auditorium for the start of the event
- People will clap or cheer loudly, at the end of a piece of music and the end of the event. If people have really enjoyed an event they might stand up at the end and clap ('a standing ovation'). Very often the musicians will then return to the stage to do another song or song(s) (an 'encore')

Textures

- The floor is carpeted. There is a slight change in texture in the carpet towards the Hope Scott Room ([click here](#) or go to page 20 to read more about the Hope Scott Room)
- The chairs seats are covered in a red material that is slightly rough to the touch

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- The backs of the pew seats are blue painted wood and are smooth to the touch

Steps

- The Gallery is accessed via 30 steps from either end of the Front Corridor ([click here](#) or go to page 8 to read more about the Front Corridor) or by 14 steps from the Hope Scott Room ([click here](#) or go to page 20 to read more about the Hope Scott Room)
- There are a maximum of 19 steps to access the Gallery seats once you are on the upper level depending on which row you are seated in. These vary in height from 18cm to 25.5cm
- There are handrails on both sides of the steps up to the start of the seating area, which vary in height from 90cm to 98cm
- There are 3 steps between each row of seats
- Seating can be on the left or the right of the steps
- There are no handrails along these steps, but you can hold on to the end of the pews, which are 86cm to 105cm in height
- There is a handrail along the edge of the balcony for safety at a height of 27cm, increasing to 67cm at the end of each set of stairs
- White edging on the first and last step shows the length of each flight of stairs and glows in the dark
- There is a slight ramp entering the Gallery from the Hope Scott Room
- There is no step-free access to the Gallery area

Doors

- Access is through three entrances from either the Front Corridor ([click here](#) or go to page 8 to read more about the Front Corridor) or the Hope Scott Room ([click here](#) or go to page 20 to read more about the Hope Scott Room)
- Doors are not power-assisted but remain open until the event starts.
- Doors are 88cm to 126cm wide. The narrowest door is at the top of the stairs from the Hope Scott Room

Other information

- For seated events your ticket will have a letter and number on it which shows the usher where you are sitting
- If an event is quiet, the Gallery seating will be closed
- Depending on the type of event, you may not be allowed to take drinks into the Auditorium or Gallery
- There are large plastic bins around the Gallery – black lid for general rubbish and green lid for anything that can be recycled
- There are jugs of water and cups by each entrance. Feel free to help yourself or ask a member of staff to help you

Staff are available to help during your visit.

If you have any questions you can ring us on Telephone: +44 (0)131 668 3456
Or email us directly at our Email: info@queenshalledinburgh.org



View of the Auditorium from the Centre Gallery



Gallery



Gallery seating which flips down



Steps up to the Centre Gallery

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