

# PRINTHOUSE

## Accessibility:

Printhouse is located on Nile Court just off Ayr High Street. Access to the venue is via stairs only at this time, so unfortunately, we are currently not wheelchair accessible.



Printhouse and all Beatbox Leisure venues are fully inclusive, safe spaces for all guests that come through our doors. Anyone who attempts to threaten the safety of these spaces will be ejected without refund, and likely without a second chance.

Racism, homophobia, ableism, xenophobia, sexism – this is not an exhaustive list – will **NOT** be tolerated in our venues. Extreme political preaching will also not be tolerated within our venues.

### **18+ GIG**

Strictly over 18's. Please bring ID. Management reserve all rights.

### **14+ GIG**

Under 16's must be accompanied by an adult. Please bring ID. Management reserve all rights.

## **Essential Companion Access**

For external events please contact the promoters directly.

We aim to facilitate an equal experience for all patrons, therefore deaf and disabled patrons may be accompanied by an essential companion free of charge. If you are requesting an essential companion ticket, please email [enquiries@printhouseayr.co.uk](mailto:enquiries@printhouseayr.co.uk) at the time of booking.

The following forms of copied evidence makes a customer automatically eligible for an essential companion ticket:

- Front page of DLA / PIP
- Front page of Attendance Allowance letter
- Evidence that registered severely sight impaired
- Recognised Assistance Dog ID card
- Credability's Access Card

For those who can't provide the recommended evidence, we will review each application on a case-by-case basis.

## **Autism Friendly**

We are working on making Printhouse an autism-friendly venue. For many people, nightclubs and live music venues can be overwhelming, loud, crowded, bright and unpredictable. To minimise challenges, we welcome daytime visits to help guests familiarise their surroundings. If a quiet place is required to help a guest unwind, please notify a steward who will take you to a quiet space in Printhouse or Harleys, located on the ground floor.

## **Assistance Dogs**

Assistance dogs are welcome at Printhouse, but please be aware that noise levels are high. Please notify us if an assistance dog will be accompanying you. We do not take responsibility for any assistance dogs and ask that the dog remains with the owner. Please note that dogs attending Printhouse must be registered guide dogs, therefore appropriate ID must be shown on behalf of the dog.

## **Strobe Lighting**

Strobe lighting and other special effects are often used during performances. If you have any questions, please contact us via [enquiries@printhouseayr.co.uk](mailto:enquiries@printhouseayr.co.uk)

## **Medical Requirements**

Please notify us ahead of arrival of any medical items you require to prevent any security related concerns via [enquiries@printhouseayr.co.uk](mailto:enquiries@printhouseayr.co.uk). Please ensure that prescription medication is in its original packaging.

## **Hidden Disabilities**

We recognise the Hidden Disabilities Sunflower. Customers with Additional Needs/Hidden Disabilities can wear a lanyard to make our staff aware of hidden disabilities. If you plan on wearing a lanyard, please email [enquiries@printhouseayr.co.uk](mailto:enquiries@printhouseayr.co.uk)