

THE BUTTERMARKET

SHREWSBURY

Access Guide to The Buttermarket

The Buttermarket – Shropshire’s biggest live music and events venue.

The venue is designed to be as accessible as possible and this guide provides information to help you plan and enjoy your visit.

If you require larger text, most web browsers and PDF viewers will enable you to enlarge the pages on your computer through holding **CTRL** key (PC) or **⌘** key (Mac) and zooming in/out using the **+** and **-** keys.

We welcome feedback about this visitor and access guide or indeed about any issues, particularly relating to access, that you may have encountered when visiting the venue. Please email feedback to access@thebuttermarket.co.uk or post to:

The Buttermarket, Howard Street, Shrewsbury, SY1 2LF

The Buttermarket seeks to maximise access for disabled people, whether customers, performers, staff or participants. This guide provides detailed information on various aspects of our venue accessibility.

If you require a personal assistant to attend with you, please contact the venue for free access for your assistant. One week’s prior notice is preferred. The Buttermarket aims to have all its staff trained to assist disabled people. Your feedback and queries are welcomed. Please contact us for further information: Email: access@thebuttermarket.co.uk

Telephone: 07498 966606 (weekdays between 09:00 – 17:00)

Postal address: The Buttermarket, Howard Street, Shrewsbury, ST1 2LF

Ticket Bookings

Tickets for all concerts can be bought via our website www.thebuttermarket.co.uk Tickets are sold through a third party. There is a booking fee for this service.

The personal assistant of a disabled person is offered free admission. This should be arranged in advance (ideally at least a week) by phoning the venue on 07498 966606 (weekdays between 09:00 - 17:00) or emailing access@thebuttermarket.co.uk

Location

The Buttermarket is located on Howard Street in Shrewsbury's Castlefields area. We are 0.1 miles away from Shrewsbury Train Station and 0.2 miles from Shrewsbury Bus Station.

Our address is:

The Buttermarket, Howards Street, Shrewsbury, SY1 2LF

View on a map and find out the distance between us and your location by clicking [here](#).

Transport and Parking

Bus

The Buttermarket is 0.2 miles from Shrewsbury Bus Station.

On foot from Shrewsbury Bus Station, turn right on to Smithfield Road past 'The Alb' pub, and continue until you come to the Railway Station, cross the road to the station and follow the path under the railway bridge with the station on your right, when you get to the traffic lights, turn right and you will see The Buttermarket straight ahead (big white building). You can follow the route on the map [here](#).

Accessible Buses

Most meet the design standards for accessible buses, including low floor with a flat stepfree entrance which can be used by wheelchairs; some busses may also have a kneeling facility. All busses that can accommodate wheelchairs have a blue pictogram by the doors that you know they are accessible.

To find out the times of easy access buses:

Plan your journey [here](#). Call Arriva customer services on 0344 800 44 11

Train

The Buttermarket is located behind Shrewsbury Train Station, it is a walk of 0.1 miles.

From Shrewsbury Station - Turn right as you leave the station's main exit to Castle Foregate. Turn right on Castle Foregate walking under the railway bridge. At the crossing turn right unto Howard Street and you will see The Buttermarket straight ahead (big white building). You can follow the route on the map [here](#).

National Rail Enquiries

Phone: 08457 48 49 50 Overseas: +44 (0) 20 7278 5240 Train Tracker: 0871 200 4950

Website: www.nationalrail.co.uk

Taxi

TAXI-NOW provide wheelchair accessible vehicles and can accommodate the majority standard size wheelchairs. If you feel your chair may not be standard size please contact them before booking. 01743 818283 Mobile 07745 724594 or visit their website [here](#).

Car

To plan your car route, visit www.theaa.com/routeplanner

Car parking

The Buttermarket does not have a car park. There is limited free parking situated outside on Howard Street.

- APOCA Parking operate a Pay & Display car park situated behind The Buttermarket at SY1 2DQ. £5.50 for up to 24 hours. There are 119 spaces available. Blue Badge holders are required to display badge and pay and display. You can find further information and payment options [here](#).

Getting in and Getting Around

Attendees at events in the Main Arena

Venue admission to the Main Arena is via the doors at the furthest end of the building from the traffic lights. The Main Arena doors open outwards to the street. There is a small step into the building and the floor slopes slightly upwards in the foyer until you are on the Main Arena level – which you can see [here](#). The accessible toilet is on the right as you enter the Main Arena. There is an outside terrace area which can be accessed via a slope. Once outside there is a paved flat area with steps down to a lower seating area. Access to the upper mezzanine level, which includes the Flamingo Cocktail Bar, is via stairs only. Access to The Cellars is via the spiral staircase or out of the building turn right, head down the slope, turn right and the entrance is on the right. The doors open outwards onto the street and the entrance is step free.

Attendees at events in The Cellars

Venue admission to The Cellars is via the side door which you can see on the left as you come up Howard Street - [here](#). The doors open outwards onto the street and the entrance is step free. Once inside there is level access to all areas. The accessible toilet can be found at the opposite end to the entrance by the spiral staircase. There is a large outside area which can be accessed step free. Once outside the area is flat.

Toilets

The Main Area public toilets are on the left as you enter from the foyer. There is one accessible toilet to the right as you enter from the foyer.

The Cellar public toilets can be found at the opposite end to the entrance on the left. The accessible toilet can be found at the opposite end to the entrance through the double doors on the right.

The Mezzanine public toilets can be found at the top of the spiral staircase.

Seating

There are several types of seating and the layout varies considerably depending on the event. If you require more information about the seating for a particular event, please phone The Buttermarket on-07498 966606 (weekdays between 09:00 – 17:00) Email: access@thebuttermarket.co.uk

We do not offer a general seating reservation facility, but if a seat is an access requirement, please contact us in advance (ideally a minimum of one week) and we will arrange for you to have a seat - even when an event is advertised as 'standing only'. If stairs are a problem please get in touch to arrange ground floor seating.

We do not allocate a specific area for wheelchair users; we give the option of where you wish to view the stage. However, if you require assistance to find a viewing position, please ask a member of staff and we will do our best to accommodate your request.

5.7 Strobe lighting

Strobe lighting is used during some performances as a visual effect.

A proportion of people with photo-sensitive epilepsy may be affected by strobe lighting, and the effect may also produce undesirable sensations amongst the general population.

Certain people with epilepsy and photosensitivity may suffer a seizure if exposed to flashing or strobe lighting.

Please ask The Buttermarket's staff if a strobe is in use prior to entering the venue, and they will be able to inform you.

5.8 Assistance Dog Policy

Assistance dogs are welcome in the venue and bar. The owner should notify the venue of the intention to attend an event in advance where possible, please phone The Buttermarket on 07498 966606 (weekdays between 09:00 - 17:00) or email access@thebuttermarket.co.uk

Staff are responsible for implementing cleaning protocols as necessary. Staff are also asked to consider the requirements of visitors and their dogs as appropriate to the situation. This may be that the dog is cared for outside of the auditorium and assistance is provided to the owner if possible - the venue can be very loud and detrimental to a dogs hearing, therefore the owner may be assisted by staff into the venue leaving the dog in a suitable place in the bar or office.

Responsibilities of Assistance Dog Owners

The responsibility and care of the assistance dog is at all times that of its owner.

6. Means of Escape

In case of an emergency evacuation, please make your way out through the nearest exit.

If you have any questions not addressed in this Access Guide please contact us and we will be happy to assist. You can call us on 07498 966606 (weekdays between 09:00 - 17:00) or email access@thebuttermarket.co.uk

We value your feedback - so please don't hesitate to contact us if you have any comments or suggestions as to how we can improve our service.