

Frequently Asked Questions

Introduction

- Here are at **mac birmingham** we are keen to ensure that your event is stress-free while ensuring that you are making the most of our facilities so we have put together this FAQ document which you may find useful.

What is mac birmingham?

- Opened in 1962, **mac birmingham** (formerly Midlands Arts Centre) is a hub of creativity and learning in the Midlands. With four performance auditoria, rehearsal and media studios, a cinema, and a visual art gallery, **mac birmingham** presents a broad range of work from both emerging and established artists. **mac birmingham** is the most visited arts centre in the Midlands and is renowned for its family friendly and inclusive approach. Re-opened in May 2010 after extensive refurbishment, the arts centre boasts stunning architecture and a high level of accessibility. Set in the magnificent surroundings of Cannon Hill Park and home to the Bridges Bar Café for meals and snacks, and the stylish Arena Bar for evening drinks, the centre is well worth a visit. Throughout the year at **mac birmingham** you will find a wide range of activities and events including family workshops, creative courses, comedy, music, theatre and visual arts.

Making an enquiry

- Our Commercial team is available from Monday to Friday between 9.00 and 17.00. Please call us on 0121 446 3250 or email: [hires@macbirmingham.co.uk](mailto: hires@macbirmingham.co.uk). You can also fill in our enquiry form through the website: www.macbirmingham.co.uk/hire/contact

Access and parking information

- **mac birmingham** is located in Cannon Hill Park, Birmingham, opposite the County Cricket Ground on Edgbaston Road, off Pershore Road (A441) and Bristol Road. (A38). **mac birmingham** is easily accessible using all the major city road routes and is served by a number of buses from Birmingham City Centre including 1, 35, 45, 47, 62 and 63. You can find us by walking through Edgbaston Mill or driving along Queen's Ride, where there's a large free car park (owned by Birmingham City Council) and bicycle stands.
- **Travelling by Car**
M5: From junction 4 of the M5 motorway, take the A38 towards the centre of Birmingham. Approximately one mile past Birmingham University (on Bristol Road) turn right into Priory Road. Cross the next set of traffic lights, which takes you into Edgbaston Road, and you will see signs for mac approximately 150 metres ahead.
M6: Take junction 6 off the M6 motorway and the A38M (Aston Expressway) all the way through Birmingham City Centre. This will take you through the Queensway Tunnel and along Bristol Street, with Bristol Street Motors on the left hand side. Carry on straight through the traffic lights until the next set and turn left into Priory Road. Go through the next set of traffic lights into Edgbaston Road and you will see the signs for mac approximately 150 metres ahead.
M40/M42: At the junction of the M42 take the right hand lanes marked M5 (South and West), Birmingham (S&W). Leave the M42 at junction 3 and take the A435, Birmingham South. Stay on the A435 through two shopping centres on Alcester Road South.

Midlands Arts Centre

Registered Office:
Cannon Hill Park, Birmingham,
B12 9QH

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F 0121 446 3201
E hires@macbirmingham.co.uk
W www.macbirmingham.co.uk/hires

Registered company no. 718349
Registered charity no. 528979
VAT no. 818 2851 16

After passing through the second shopping centre (Kings Heath) take the first exit at the traffic lights, following B4217, Edgbaston, Ladywood. Follow the road and go straight over at the small traffic island and carry on until you approach another traffic island, take the first exit. You will see the entrance for mac approximately 150 metres on the left.
City Centre: From Birmingham City Centre, take the A441 to Redditch. Approximately 2 miles from the centre of Birmingham, turn left into Edgbaston Road. You will see the entrance for mac on the right approximately 150 metres ahead after the traffic lights.

- **Car park**

There is a large Public City Council car park at **mac birmingham** which is **chargeable**. Disabled parking spaces are available over the hump back bridge and next to the new bridge on the right hand side by the main entrance. Unfortunately we cannot reserve car places.

Birmingham City Council manages the car park at Queens Ride - next to mac, Pershore Road car park next to the Birmingham Wildlife Conservation Park (BWCP) and the smaller Russell Road car park.

Charges (Pay & Display or pay by phone)

Up to 4 hours = £2.20

Up to 16.5 hours = £3.30

Buses and Coaches only up to 16.5 hours = £16.50 (payable at machine only)

*Charges do not apply to Blue Badge holders.

Payment needed 7am - 11.30pm daily.

Please note: Edgbaston Rd (next to mac) and Russell Road entrance closes at 11.30pm daily. Pershore Road entrance next to BWCP closes at 6pm daily. For further information contact the Parks and Nature Conservation Service on 0121 303 7617 or 0121 303 4149 (outside office hours) or visit www.birmingham.gov.uk/parks
Please direct any enquiries regarding this issue to: parking@birmingham.gov.uk

- **Travelling by Bus**

No 1: From Five Ways, Egbaston, Moseley and Acocks Green. The no 1 stops right outside mac on Edgbaston Road.

No 35: From City Centre, Balsall Heath, Moseley and Kings Heath. The no 35 stops just around the corner from mac on Willows Road.

No 45/No 47: From City Centre (Corporation Street, Stephenson Street, Smallbrook Queensway), Selly Park, Stirchley, Cotteridge and Kings Norton. The buses stop on Pershore Road, five minutes walk from mac.

No 62/No 63: From City Centre (Corporation Street, Suffolk Street Queensway), Rubery, Rednal, Gannow, Northfield and Selly Oak. All three buses stop ten minutes walk from mac on the Bristol Road, near the Priory Road/Bristol Road traffic lights.

- **Travelling by Train**

The nearest Train Station is New Street in Birmingham city centre. **mac birmingham** is a ten minute taxi ride away (there is a taxi rank outside both exits of the train station). Alternatively catch a connecting bus from Corporation Street or Smallbrook Queensway.

- **Cycling to mac**

mac birmingham is in the middle of National Cycle Route 5 and is readily accessible by bike from Birmingham City Centre and further afield. We have two bike racks located at both entrances to the building. We also have another bike rack at the rear of the terrace facing Cannon Hill Park.

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- **Airport**

mac birmingham is located approximately 8 miles from Birmingham International Airport and is a twenty five minute drive by car/taxi from the airport.

Opening Hours

- **mac birmingham** is open from 9am to 10pm all year around. Times may be altered to suit event hire requirements; for example, we can accommodate access from 7.00am onwards. For larger event, we will be able to open the whole building earlier.

Meet and Greet

- If you need to access **mac birmingham** early to prepare and set-up your event, a member of the Customer Service Team will be there to help. If you arrive on site before 9am please use the intercom system on the main door's entrance.

After the meeting

- Please get in touch if you need to order a taxi, need information about the local area or any public transport information and we will be happy to help.

Accessibility

- **mac birmingham**'s new building project has vastly increased physical access around our building. We have hearing induction loops, screen a selection of subtitled films (or offer audio description) and are always striving to make ourselves as accessible as possible. We also work with access consultants and artists to get advice and evaluate what we do.
- **mac birmingham** has a ramp access into the building both from the car park in Queen's Ride, and from the gently sloping terrace. Disabled parking spaces are available in the free car park (owned by Birmingham City Council) next to our new bridge.
- There is level or ramped access throughout the building and wheelchair accessible lifts to all levels. Accessible toilets are located on every level and a toilet with hoist and shower is also available. If you require this facility please contact the Customer Service Desk.
- **Other**
The Theatre and Hexagon are fitted with infra-red systems and are accessible to both audiences and performers. The Cinema, meeting rooms, education studios and public areas are fitted with an induction loop. Some events have sign language interpreted performances or sub-titles.
Assistance dogs are welcome and we are very happy to provide bowls of water.
If you have any specific requirements you would like to talk about please contact us.

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Accommodation

- The area surrounding **mac birmingham** is mainly residential so we recommend that you stay in the city centre which would be a fifteen minute bus journey away or a ten minute drive. We have listed for you a selection of local hotels below:
- **Budget Accommodations**

Jury's Inn

245 Broad Street
Birmingham B1 2HQ
0121 606 9000
www.birminghamhotels.jurysinn.com

Etap Hotel Birmingham Centre

1 Great Colmore Street
Birmingham
B15 2AP
0121 622 7575
www.etaphotel.com

Bloc Hotel

St Pauls
Caroline Street
Birmingham
B3 1UG
0121 212 1223
info@blochotels.com

nitenite Birmingham

18 Holliday Street
Birmingham
B1 1TB
08458 90 90 99
book@nitenite.com

New Premier Inn

3-6 Waterloo Street
Birmingham
B2 5PG
0121 646 4440

Holiday Inn Birmingham

Small brook Queensway
Birmingham B5 4EW
0121 6346200
www.holidayinn.com

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Ibis

Ladywell walk Birmingham B5 4ST
B5 4ST - BIRMINGHAM
0121 622 6010
www.ibishotel.com

- **Apartments**

City Base Apartments

Viva Commercial Street
Birmingham
B1 1RN
0845 226 9831
www.citybaseapartments.com

Away2Stay

3 Brindley Place
Birmingham
B1 2JB
0121 647 7151
www.away2stay.co.uk

- **Luxury Accommodations**

Hotel La Tour

Albert Street
Birmingham
B5 5JE
0121 718 8000
www.hotel-latour.co.uk

Crowne Plaza

Central Square
Holliday Street
Birmingham
B1 1HH
0121 224 5000
www.ichotelsgroup.com

Radisson Blu

12 Holloway Circus
Queensway
B1 1BT
0121 654 6000
<http://www.radissonblu.co.uk/hotel-birmingham>

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Malmaison Birmingham

The Mailbox
One Wharfside Street
Birmingham
B1 1RD
0121 246 5000
www.malmaison.com

Hotel du Vin

Church Street
Birmingham
B3 2NR
0121 200 0600
www.hotelduvin.com

Technical Information

- Our technical team can assist with your full event requirements. You can obviously bring your own laptop. When using Apple mac equipment, please bring the appropriate adaptors/connection. We have VGA cables to connect your laptop to the projectors in each of the spaces. Our 7 standard meeting spaces are all equipped with projection or plasma screens as well as a small sound system. Please contact us direct for a bespoke quote of your technical requirements.

Catering

- Catering can be ordered in advance through our Customer Service Team. This is delivered to your room at your required time. Please go to www.macbirmingham.co.uk/hires for our latest menus.
- Alternatively delegates can buy their own catering from our Bridges Cafe Bar with a range of hot and cold snacks and meals as well as a selection of beverages.
- Food must be ordered from **mac birmingham** through mac birmingham. We ask that people refrain from bringing their own food to eat in the building itself however there are many areas around the park if you wish to do so.
- **Some delegates may have food intolerances or have special diets, please contact us with your requirements and we will do our best to assist.** Food served at **mac birmingham** is locally sourced where possible, unfortunately, we are unable to offer any Halal food.
- We cater for gluten free diets, vegan and lactose intolerances. For more information please check with the Customer Service Team. We cannot provide kosher /halal meals in our kitchen unfortunately.

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Exhibitions

- Why not take a look at our gallery spaces during your breaks or after the event? The main gallery is located on our first floor in close proximity to all of our event spaces. Our gallery is open Tuesday-Saturday 11:00 – 18:00 and is free charge. Sunday's opening hours are 11am-4pm.

Cinema/Theatre

- We also have a cinema here at **mac birmingham** showing a mix of art house and popular current films, along with three theatre spaces. Please ask the Customer Service Team if you need to check what is happening in the centre during your event and we will be happy to organise tickets for you.

Cannon Hill Park

- We are located within Cannon Hill Park. The park boasts beautiful walks around its lake, the perfect antidote to a busy day. Or, if you prefer, unwind in the Arena Bar or outdoor terrace with our very own **mac** ale or speciality coffees. If you would like to find out more about Cannon Hill Park, please click the following link:
<http://www.birmingham.gov.uk/cannonhillpark>

Other useful information

- **What's included in the room rate?**
Event support throughout the day, please ring us from the room or come to Customer Service Desk and we will help you immediately. Also included in your room (standard meeting space) is a flipchart and 4 coloured marker pens, projector and sound system, Wi-Fi access. Jugs of iced water and lemon will be refreshed throughout the day or at specific times if preferred.
- **Do you provide team building activities?**
At **mac birmingham** we run many different courses throughout the year from pilates, photography to pottery classes. We have a wealth of skilled, professional tutors; perfect for a team building event. If you have any activity in mind or would like something a little bit different, please contact us.
- **Can you organise activities in Cannon Hill Park?**
We do not manage Cannon Hill Park so if you wanted to organise and outside activity you would need to contact Birmingham City Council directly.
- **I have packages which need to be sent prior to the meeting, what should I do?**
You are welcome to arrange for parcels/packages to be sent to **mac birmingham** prior to your event. If you wish to do this please inform us beforehand and mark the parcels for the attention of the Customer Service Team. Our full address is **mac birmingham**, Cannon Hill Park Birmingham B12 9QH. Please let us know if you intend to do this so that we can contact you when delivered. Please make a note of the event name, date and room used so that we can deliver the relevant package in the right space.

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- **Free wireless internet:**

There is free WIFI access all over the building. Simply search for network and choose **mac-public**. Open your web browser where our terms and conditions of use will appear. Simply accept our terms and conditions and you will be good to go. There are no tricky passwords!

- **Photocopying Charges**

We are happy to do any last minute photocopying for you. For over 'so many pages' there will be a charge of 5p per copy which we will invoice you after the event.

- **Banking Availability:**

There is a cash machine in the foyer.

- **Are animals allowed at mac birmingham?**

We do not allow animals at **mac birmingham** except assistance dogs. Bowls of water for dogs can be provided on request.

- **Can you print and organise tickets on our behalf?**

We can print tickets for you and list your event on our website. Customers will be able to book online, in person at our Customer Service Desk or over the phone on 0121 446 3232. Please note that there is a 10% commission charged on all tickets.

- **Can you send me ticket sales reports?**

We can send regular ticket updates for your event to you on request but cannot currently give you access to our database due to Data Protection.

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