# SPOT Groningen accessibility SPOT Groningen is part of the municipality of Groningen. We are here for everyone who wants to discover the world of performing arts. We believe it is important that our performances and concerts are accessible for everyone and that everyone can easily access, read and use the information on our website. On this page you can read more about the accessibility of our website and of our events, for example for people with disabilities or with limited financial means.

## **Website accessibility**

# In the area of digital accessibility, our website to a large extent meets the legal requirements set by the government (Besluit digitale toegankelijkheid/digital accessibility act). You can find the certificate and the accessibility test of 17 September 2020 here. We are continually working on improving our accessibility. If you encounter any difficulties concerning the accessibility of our website, please let us know.

# **Accessibility for people with disabilities**

# Together with the Accessible Groningen study group, we have been examining what kinds of obstacles people with disabilities encounter when visiting our buildings and events and have been working on solutions. Per target group, we offer the following options (click on the header for more information):

# > **For people with a hearing impairment**

# – SPOT programs a wide range of visual theater performances each year;

# – audio induction loops for hearing aids are available, which will enable you to tap directly into the sound system of the auditorium. The rental equipment can be used free of charge and can be collected at the ticket office of De Oosterpoort and at the staffed cloakroom of the Stadsschouwburg.

# – a free ticket is available for an accompanying sign language interpreter. To procure this free ticket, please call the booking office (tel. 050-3680111). You can also buy an extra ticket for the interpreter beforehand and email our booking office for a refund: [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl);

# – each year, SPOT strives to provide a number of events with either Dutch surtitles or a Dutch interpreter located on or near the stage;

# – operas with Dutch surtitles are available;

# – our booking office is happy to provide a customized experience, for example concerning allocated seats. The booking office can be reached by phone 050-3680111 (Monday to Friday, 12-2PM) or e-mail [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl);

# – if a visitor, because of their disability, is obliged to buy a premium seat ticket because they would not be able to properly follow the event otherwise, a 10% discount may be applicable. When applying for this discount, please call or e-mail the booking office prior to the event (050-3680111 or [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl)).

# > **For people with a visual impairment**

# – assistance dogs are welcome, provided they have been registered in advance via [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl). Visitors with large service dogs will be provided with seats situated at the end of the row;

# – our employees are at the ready to help, for example with the use of the elevator;

# – our booking office is happy to provide a customized experience, for example concerning allocated seats. The booking office can be reached by phone 050-3680111 (Monday to Friday, 12-2PM) or e-mail kassa@spotgroningen.nl;

# – when a performance doesn’t have allocated seating, visitors who are in possession of an official carer pass (begeleiderskaart B) have the option to enter the hall first – together with one fellow visitor. When applying for early access, mail us your request as soon as possible after purchasing your tickets via kassa@spotgroningen.nl. Please be aware that we can only provide early access for a limited number of guests per performance;

# – each year, SPOT strives to provide a number of events with audio description (in Dutch), in collaboration with Stichting Komt dat Zien.

# – if no audio description is available, it is possible to procure one free ticket for someone who takes on this role. To procure this free ticket, call our booking office (050-3680111). You can also buy an extra ticket for the interpreter beforehand and email our booking office for a refund: [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl);

# – if a visitor, because of their disability, is obliged to buy a premium seat ticket because they would not be able to properly follow the event otherwise, a 10% discount may be applicable, if you are in possession of an official carer pass (begeleiderskaart B). When applying for this discount, please call or email the booking office prior to the event (050-3680111 or [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl)).

# – it is possible to request help procuring drinks at the theatre in advance through our booking office. Please mail us your requests as soon as possible after purchasing your tickets via [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl).

# > **For people with walking difficulties / for wheelchair users**

# – free parking space for the disabled is available in front of or next to our buildings;

# – our buildings are wheelchair accessible;

# – we offer wheelchair seats in every hall. The number of available seats is limited, so be sure to register early. Because the Stadsschouwburg is a monumental building, the views offered from the wheelchair seats are, unfortunately, not ideal. This is why these seats are lower priced;

# – in the main hall of De Oosterpoort, the wheelchair seats are premium seats. If a visitor, because of their disability, is obliged to buy a premium seat ticket because they would not be able to properly follow the event otherwise, a 10% discount may be applicable. When applying for this discount, call or email our booking office prior to the event (050-3680111 or [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl)).

# – our employees are at the ready to help, for example with the use of the elevator;

# – a free companion ticket is available for professional carers (an ADL or PGB assistant). To procure this free ticket, call the booking office (050-3680111). You can also buy an extra ticket for the carer beforehand and email our booking office for a refund: [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl);

# – when a performance doesn’t have allocated seating, there is the possibility to enter the auditorium first. When applying for early access, please mail us your request as soon as possible after purchasing your tickets via [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl). Please be aware that we can only provide early access for a limited number of guests per performance;

# – our booking office is happy to provide a customized experience, for example concerning allocated seats. The booking office can be reached by phone 050-3680111 (Monday to Friday, 12-2PM) or e-mail [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl);

# – it is possible to request help procuring drinks at the theatre in advance through our booking office. Please mail us your requests as soon as possible after purchasing your tickets via [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl).

# > **For people with mental and/or psychological disabilities**

# – when a performance doesn’t have allocated seating, there is the possibility to enter the hall first. When applying for early access, please mail us your request as soon as possible after purchasing your tickets via [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl). Please be aware that we can only provide early access for a limited number of guests per performance;

# – our booking office is happy to provide a customized experience, for example concerning allocated seats. The booking office can be reached by phone 050-3680111 (Monday to Friday, 12-2PM) or e-mail [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl);

# – assistance dogs are welcome in our buildings, provided they have been registered in advance via kassa@spotgroningen.nl. Visitors with large service dogs will be provided with seats situated at the end of the row.

# – it is possible to request help in advance through the booking office for procuring drinks. Please mail us your requests as soon as possible after purchasing your tickets via [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl).

# > **Accessibility for those on a budget**

# Is a visit to a performance or concert not something you can just take for granted because of financial circumstances? Each year, in collaboration with Stadjerspas, we select a number of performances and concerts that are made available for people with limited means. Check the website of Stadjerspas for our current selection.

# > **Accessibility for the elderly who dislike going out alone**

# Do you have trouble getting around and do you dislike going out alone? Then visit a concert or performance with Stichting Vier het Leven. You will be picked up at home by a host or hostess and be taken on a night out with other guests. For more information, visit the Stichting Vier het Leven website.

# > **Accessibility for those who are unable to visit in person**

# SPOT/Thuis is available for those who are unable to visit our concerts and performances in person, whatever the reason or cause. On SPOT/ Thuis you will find a selection of concerts and performances that you can watch for free from the comfort of your own home. Every year we also select a number of performances and concerts that we broadcast via a private stream at homes for the elderly, rehabilitation centers and hospitals so that they too can enjoy a night out – while staying in.

# We are constantly working on improving our accessibility. Did you encounter any difficulties while visiting one of our events, or do you have a question, suggestion or comment? Send an email to [kassa@spotgroningen.nl](mailto:kassa@spotgroningen.nl). We are happy to help you!