

Belleville Theatre Guild Accessibility and Inclusivity Policy

Every reasonable effort is made to ensure programs and services are available to patrons, members, and volunteers who have physical, visual, verbal or auditory disabilities.

Box office hours are posted on the front door and website, and the box office can be accessed three ways:

- telephone at 613-967-1442
- in-person during open hours, through the front door at 256 Pinnacle Street, Belleville
- online at bellevilletheatreguild.ca

Attending Performances at the BTG

The BTG does not have its own parking lot, however there are parking options in the immediate area including on the street, city-operated parking lots immediately adjacent to the theatre and further south on Pinnacle Street (free after 5:00 p.m and on the weekend), and handicapped parking at the Box Office entrance.

Patrons who have a mobility disability:

- The Pinnacle Street entrance provides step-free direct access to the box office area and the lift up to the auditorium or down to the Steve Forrester Lounge where there are additional washrooms, a bar and a concession stand.
- Volunteers are available to welcome people, scan tickets, hand out programmes, and guide them to their seats.
- A patron with a disability can be accompanied by a support person who also requires a ticket.
- A patron with a disability which requires a service animal is welcome. Advance notice is appreciated.
- The City of Belleville operates an accessible transit service which must be booked by the patron in advance.

Notes for Patrons with a disability:

- Row A in the auditorium is at the stage level. Steps are required to access Rows B-K.
- Wheelchair seating locations have been established in Row A in compliance with the fire code. Please call the Box Office to book these seats in advance, as they cannot be booked online. Every effort is made to hold these seats for patrons with disabilities up until 30 minutes prior to the performance at which time they may be sold to the general audience.
- Every effort will be made to seat a support person as close as possible to the patron.
- Mobility devices will be placed at the nearest location that does not obstruct fire exits.
- Ushers will ensure mobility devices are returned at intermission and the end of the show.
- The Box Office on Level 2 has a disability / gender neutral accessible washroom.
- Deaf or hard-of-hearing patrons may request a copy of the script in advance of the production.

Inclusivity at the BTG

- The Belleville Theatre Guild is open to all interested members of the community. Experience is not necessary.
- We welcome opportunities for non-conventional casting where it is not pivotal to the plot and if allowed by copyright.
- A gender-neutral washroom is available near the Box Office on Level 2.