

# Scottish Storytelling Centre

## Access Statement



**TRACS** TRADITIONAL  
ARTS+Culture  
SCOTLAND



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# General Information

We would like to extend a warm welcome to all our visitors.

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer to all our visitors.

## About us:

- The Scottish Storytelling Centre is a vibrant arts venue with a seasonal programme of live storytelling, theatre, music, exhibitions, workshops, family events, and festivals. We are the home the Scottish International Storytelling Festival in October, a host venue for the Edinburgh Festival Fringe in August, and other exciting cultural programmes all year round.
- Situated half way down the Royal Mile in the centre of Edinburgh, we're a modern building attached to the John Knox House Museum.
- The rest of the Centre is fully wheelchair accessible with lift access to all floors, and hearing loops in Reception and performance spaces.
- The Centre is comprised of a ground floor Reception area, an exhibition space, the Storytelling Café, a 99-seat theatre on the basement level and two meeting rooms/workshop spaces on the upper floors.

## Hours of Operation:

- **September through June** the Centre's core opening hours are Monday-Saturday, 10am-6pm, with last entrance to the John Knox House Museum 30 minutes prior to closing. **July through August**, the core opening hours are 10pm-6pm everyday.
- The Centre will remain open later when there are events taking place in the evening. **See our events programme or check our website for further information.**



# Contact Us

For any queries regarding the information provided in this statement, or if you wish to make a personal enquiry with regards to venue access, please feel free to contact us.

**By Telephone:** +44 (0) 131 556 9579

**By Email:** [reception@scottishstorytellingcentre.com](mailto:reception@scottishstorytellingcentre.com)

We aim to provide an initial response within one working day.

We'd love to hear about your visit, you can also get in touch or review us online:

**Trip Advisor** <https://goo.gl/j1ucB3>

**Facebook** <https://www.facebook.com/ScottishStorytellingCentre>

**Twitter** <https://twitter.com/ScotStoryCentre>

**Instagram** <https://www.instagram.com/ScottishStorytellingCentre>

**Euan's Guide** <https://goo.gl/sWupZi>

For feedback or suggestions as to how we could improve our accessibility, please contact our Development Officer: [ella@scottishstorytellingcentre.com](mailto:ella@scottishstorytellingcentre.com)

# Pre-Arrival

## Getting Here:

### By Rail:

- The nearest train station is Edinburgh Waverley, which is a main line station to lots of major destinations.
- It is approximately a 5-10 minute walk from the station to the Centre.

## How to reach the Scottish Storytelling Centre from Edinburgh Waverley Train Station



Photos showing the Market Street Station Exit. Cross at the set of traffic lights in front of the station exit and turn left.



Continue along Jeffrey Street. The pavement is uneven, but level. Photos show dropped kerbs on the route.



Turn right once you reach the crossroads at the end of Jeffrey Street, and the Centre is directly ahead.

### By Bus:

- Lothian Buses (local transport) has multiple services that stop close by on North Bridge [Services: 3, 5, 7, 8, 14, 29, 30, 31, 33, 37, 45, 49] which are all a short walk from the Centre.
- Lothian Buses 35 service is the closest bus link to the Centre.
- For both directions of travel, the stop name is Museum of Childhood.



Photo showing one of the nearest bus stops in relation to the centre



## By Bus (cont.)



The photo shows the nearest bus stop in relation to the Centre. It also shows the small steps from bus stop to the pavement.



The photo shows the level access alternative to using steps at this bus stop.

## By Bicycle:

- There is no dedicated bicycle rack at the SSC, however there is a small bicycle rack next to the bus stop which is very close by.



## By Taxi:

- Visitors can be dropped off outside the Centre on the High Street.
- There is also a taxi rank across the road from the Centre at the Radisson Blu Hotel.
- Centre staff will be happy to call a taxi for you if required.

## By Car:

- **There is no dedicated parking available at the Centre.**  
There is pay-and-display parking on the High Street and Jeffrey Street which are a short walk from the Centre. Blue badge holders can park free of charge and without time limit in these on-street parking bays.
- There is also a multi-story car park (run by NCP) at St John's Hill which is a short walk from the Centre. Pre-booking of parking spaces is available online.

## What3Words:

Find the precise locations of our entrances at the following links:

**JKH Level Access Door** - <https://w3w.co/phones.fortunate.chips>

///phones.fortunate.chips

**Scottish Storytelling Centre Entrance** - <https://w3w.co/locate.toned.swing>

///locate.toned.swing

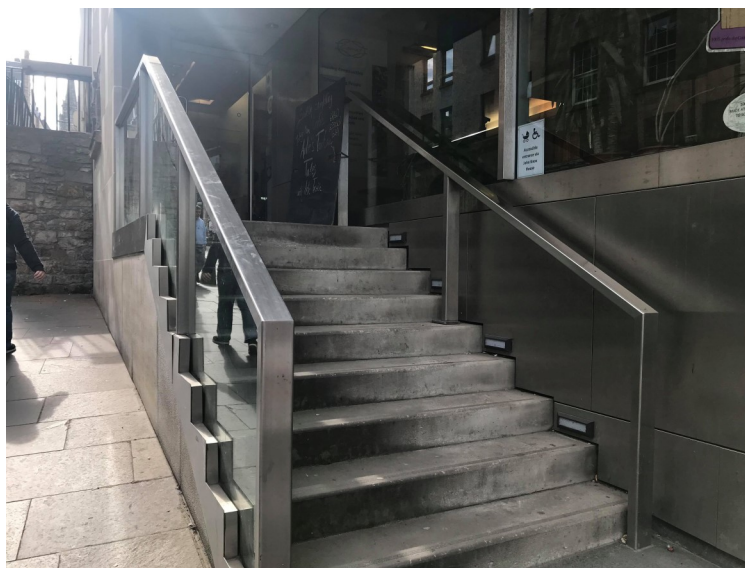
# Entrances

## Storytelling Centre Main Entrance:

- The main road outside of the Centre has a wide paved path.
- The main entrance of the Centre has 9 steps and a glass doorway that is pulled for entrance. There is a handrail available. The width of the door frame once the door is open is 34 inches.



A photo showing the Main Building entrance and the wide pavement



A closer photo showing the main entrance steps and door

## John Knox House Entrance:

- A level access doorway is located at the John Knox House Museum entrance. The left hand door has no step and is wider so it is most suitable for customers in a wheelchair. The width of the entrance is 36 inches.
- The right hand door has a small step up. The width of the entrance is 27 inches.
- These doors are pushed open from the outside. They are wooden and heavy; however the Reception desk is situated here and staff will be able to assist you.



A photo showing the two doors at the John Knox House entrance



A photo showing the level access door to the centre and John Knox House



## Reception & Box Office Area:

- The Reception desk and Box Office are located on the ground floor along with the Café, bookshop and exhibition space.
- There is wooden and laminate flooring with step-free level access throughout this floor.
- The Box Office and Reception desk have a lowered section. There is no glass partition. The height of the raised section of the desk is 48 inches. The height of the lowered section of the desk is 32 inches.



A photo showing the raised side of the counter at the reception desk



A photo showing the lowered side of the counter at the reception desk

## Reception & Box Office Area (cont.)

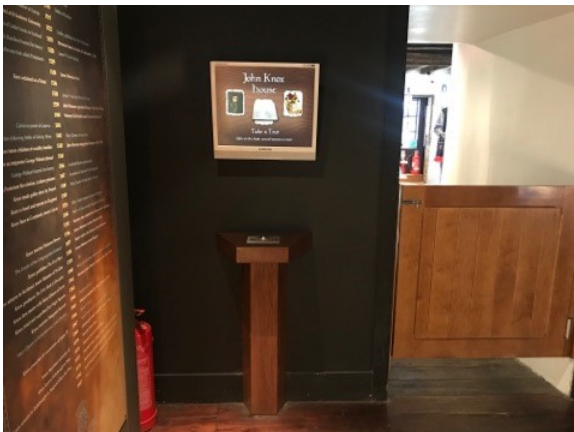


Photo shows the other side of the reception and box office area. There is no lowered counter on this side.

- A hearing loop is installed in this area.
- Free Personal Assistant tickets are available for all performances at the Centre, but must be pre-booked in advance.
- Personal Assistant tickets cannot be booked online, but can be arranged either by phoning or emailing the reception team.
- Please let our box office team know if you or someone in your party will be attending an event in a wheelchair, or may require any other assistance, and we will ensure we have a member of staff to help on arrival.
- A magnifying glass, pen and pad of paper are available at the counter.
- Wheelchair loan is available, free of charge, on request.  
(*subject to availability*)

# John Knox House Museum

- John Knox House is a listed building, therefore there are restrictions in changes we can make to the structure. Only the entrance level of the house is accessible by wheelchair. All other floors are reached by a winding staircase.
- There is a small computer screen on the ground floor level of the museum, which has an interactive TV screen. This shows photos and information about other areas of the house.
- There are a total of 12 stairs from the ground floor to the first floor, and then 15 stairs from the first floor to the top floor.
- The flooring is a mixture of wooden slats, stone steps and carpet. The flooring can be uneven in places, so please watch your footing throughout.
- Visitors can pick up a free written guide with information about the house.
- The guide can be downloaded or streamed as a podcast on PodBean by clicking [HERE](#)
- There are large print written guides available.



**Left photo shows computer screen with virtual tour of upper levels of the house.**

**Right photo shows an example of the uneven flooring and spiral staircase.**



# Performance, Workshop and Meeting Areas

## The Netherbow Theatre:

- A 99-seat Theatre with tiered rows facing a stage.
- The width of the entrance is 34 inches
- The Theatre is accessed by going down two sets of stairs. The stairs are well lit and carpeted. Alternatively, there is lift access to the Theatre available.
- There is an induction loop available in this area, and space for wheelchair users is available in either the front or back row.
- There is space for a total of 6 wheelchairs in the theatre.
- The stage can also be accessed by ramp if using the theatre for an event or performance. The width of the ramp is 30 inches.
- There are no restricted viewing areas of the stage, and seating is always unreserved for performances.
- Should you require any assistance to a seat, or require to be seated in a specific area of the audience due to a physical or sensory impairment, please let us know either by phoning or emailing us prior to your visit and this can be arranged with the Duty Manager.
- Please let our box office team know if you or someone in your party will be attending an event in a wheelchair.



Photo showing the well lit stairs that lead to the Theatre.

## The Netherbow Theatre (cont.)



Photo shows raked audience seating area from the stage



Photo shows full raked audience seating area and stage from the main theatre entrance door

## The Storytelling Court:

- The Court is a beautiful light and bright space that overlooks the historic closes and gardens of the Netherbow.
- This space houses an exhibition space, and is great for performances, workshops, meetings or receptions.
- There is an induction loop in this area
- There is level access to this area, by either passing through the Café seating area, or through the glass door at the reception and through the door in to the court area. The width of both doors is 34 inches.
- Any tables or chairs used in this area for events are easily moveable.
- There is a bench at a height of 18.5 inches for a seating area, and an interactive Storywall, exhibiting some of Scotland's best known stories.



**Photo showing the Storytelling Court with no furniture.**



## **George Mackay Brown Library / Traditional Arts Hive**

- Both of these spaces are suitable for seminars, workshops, meetings and small performances for up to 35 people.
- The Library is situated on the first floor, with the Traditional Arts Hive found on the second floor of the building. Both can be accessed using the lift for step free access. The width of the door is 34 inches.
- The furniture in these spaces are movable, so can be easily rearranged if required.
- As with the Theatre, if you or a member of your party have any access requirements when attending a performance in this space, please let us know and we will have a member of staff to assist you.
- There is a hearing loop available in the Library, but not in the Trad Arts Hive.



**Photo showing the George Mackay Brown Library set for a small meeting.**



**Photograph of the Traditional Arts Hive with furniture pushed to the sides of the room.**

# Other Amenities

## Toilets

- Accessible toilets are located on the ground floor in the Reception area, on the basement floor adjacent to the Theatre, and on the first floor adjacent to a meeting room/workshop space.
- There are baby change facilities available in the accessible toilet located on the ground floor.
- The toilets are open to the public and do not require a Radar key.
- The doors are 34 inches wide.
- The toilet height is 18 inches.
- There is a horizontal rail on the side wall adjacent to the toilet.
- An emergency alarm pull cord is located next to the toilet.
- The floor is non-slip laminate.
- There are quarter taps on the sinks in the accessible bathrooms and the public toilets on the ground floor.
- There are male and female toilets also available on the ground floor and first floor.



Two photos showing the interior of the accessible toilet on the ground floor

## Lift Access

- There is lift access to all parts of the Centre.  
The lift entrance measures 36 inches wide and the interior is 59 inches long.



Various photos showing the lift exterior, lift interior, and control buttons inside the lift.



## The Storytelling Centre Bookshop

- We have a small bookshop located next to the Reception desk which sells collections of stories in books and on CD, as well as books about John Knox and souvenir items.
- The narrowest point between the bookshelves measures 26.5 inches.
- A member of staff will be happy to help you if you have difficulty accessing any books, or if you are looking for recommendations!



Photo showing some of the shelves in the bookshop

## The Storytelling Café

- The Storytelling Café is located on the ground floor of the Centre with step-free level flooring and no doorway once inside the Centre.
- Counter Service is provided.
- The height of the counter is 34 inches.
- The height of the tables in the Café are 28.5 inches.
- The Café furniture can be easily moved to suit your requirements.
- The Café menu has many products suitable for a variety of dietary requirements, including vegetarian, vegan, gluten free and dairy free options. These choices can be based on a daily food selection, so speak to a member of staff to clarify the choices for that day. Please let a member of staff know if you have any food allergies and they will let you know what the available options are.



Photo showing the Café from the Reception area

- The closest accessible toilet is on the ground floor through the glass doorway in Reception.

# Additional Information

## Use of Flashing Lights/Strobe Effects

- We will publish information online and will also have information in the venue as soon as we become aware that a production features any strobe/flashing light effects.

## Assistance Dogs

- Assistance Dogs are welcome in the Scottish Storytelling Centre. Please let a member of staff know if you'll be bringing an assistance dog to one of our events.

## Food & Drink for Medical Purposes

- If you require to bring your own food and drink for medical purposes, this is permitted in the venue.

## First Aid

- During opening hours, there is always a first aider available. If you require First Aid assistance, please speak to a member of staff.
- There is an Automated External Defibrillator (AED) on site if required.
- There is a sharps box on site to dispose of used medical equipment if required.

## Signage

- Most of the signage has black writing on a coloured background.
- There is silver signage with darker silver writing at the lift areas and on each floor as a building directory. There is braille available on these signs.



## Alternative Formats

- Our quarterly 'What's On' brochure is currently available to view on our website. A large print version and Audio listing of the brochure is also available on our website.
- This access statement is also available as a word document on our website.

## Building Evacuations

- In the event that the building needs to be evacuated, there are comprehensive plans in place to evacuate all guests safely and quickly from the building. Regular training and evacuation drills take place to make sure staff are fully familiar with procedures.

## Awards

- Awarded 'Best Performing Arts Venue' in the 2018 Sunday Herald Culture Awards.
- Awarded Venue Access Awards Levels 1 and 2 from Edinburgh Fringe Society/Access is Everything in August 2018.
- We were delighted to be awarded the 'Best Small Permanent Venue' from Euan's Guide during the Edinburgh Fringe in 2017.

