

# Venue Access Information and Access Statement for Disabled Visitors

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## Venue

Wylam Brewery, Palace of Arts, Exhibition Park, Newcastle upon Tyne NE2 4PZ

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## Car Parking

There are two disabled parking bays directly to the rear of the brewery HOWEVER vehicular access to the brewery through Exhibition Park is strictly prohibited EXCEPT for pre arranged access for the mobility impaired. To pre arrange access please email [access@wylambrewery.co.uk](mailto:access@wylambrewery.co.uk)

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## Public Transport Access Routes and Drop Off Points

### By Car / Taxi:

PLEASE REMEMBER : THERE IS STRICTLY NO VEHICULAR ACCESS PERMITTED THROUGH THE PARK TO THE BREWERY EXCEPT FOR PRE ARRANGED ACCESS FOR THE MOBILITY IMPAIRED

If travelling by Car the nearest Public Car Park is on Claremont Road  
The Car Park is open 24 hrs. Charges apply Mon-Sun (8am-6pm), Free Mon-Sun (6pm-8am).  
Blue badge holders free. Pay by phone location code 3658. [Click here for further info](#)

If travelling by Taxi please ask your driver to drop you at the Taxi Rank on Park Terrace NE1 7RX

### Public Transport:

Nearest Metro - Haymarket (approx. 15 minute walk)  
Nearest Bus Stops: 10, 11, 30, 31, 45, 55

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## Building Entrance

Wylam Brewery is a one floor venue.

Access for wheelchair-users is via a ramp to the front of the building.  
If you have any special access requirements please let us know in advance.

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## Getting Around

Once inside the building there is level access although some areas are restricted during brewing operations

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## Seating

Cushioned seating is available in the boothed areas. There are non-fixed wooden chairs throughout.

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## Public Telephone

There is no public telephone on site. The phone on the bar can be used in an emergency or to book taxis for disabled visitors.

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## Venue Plans

Standard and large print plans of the Venue are available on request.

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## Assistance Dogs

We welcome assistance dogs and a bowl of water can be provided if requested.

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## Accessible Toilets/Baby Changing areas

There is a unisex accessible toilet on the Ground Floor

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## Fire Alarms

The fire alarms give an audible warning only. There is no visual display. A member of staff will assist in the event of a fire alarm. If you are unlikely to be able to hear the alarms or will need assistance to exit the building if the fire alarm sounds, please tell a member of staff on your arrival.

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## Staff Training

All staff attend a programme of core training, which includes customer care, diversity and disability awareness. They are here to help customers enjoy the time they spend in our venue. If there is anything that we can do to make your visit more enjoyable, please contact us, we will be happy to assist you.

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## Contact Us

Wylam Brewery  
Palace of Arts  
Exhibition Park  
Newcastle upon Tyne  
NE2 4PZ

Telephone: (0191) 232 1122  
Email: [access@wylambrewery.co.uk](mailto:access@wylambrewery.co.uk)  
Website: [www.wylambrewery.co.uk](http://www.wylambrewery.co.uk)

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## Access Statement

Although we make every attempt to make Wylam Brewery as accessible as possible, aspects of the building make it difficult to make everything fully accessible.

If you have any questions please feel free to email [access@wylambrewery.co.uk](mailto:access@wylambrewery.co.uk)