



Accessibility Guide

For enquiries about accessibility, please contact:
The Box Office Team
info@minack.com
01736 810181
minack.com

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A place like no other, the world-famous Minack theatre is a must-see for visitors to Cornwall.

Discover the extraordinary story of how it was created and experience the magic of live theatre in this iconic space.

The Minack stages a full programme of live performances and at other times you can explore the dramatic site and sub-tropical gardens full of exotic plants.

The Minack is a very popular tourist destination and during peak season, tickets for shows and visits often sell out well in advance. In 2024, we welcomed over 210,00 visitors to watch a performance or explore the theatre.

The main season runs from March to October, with 200 performances of more than 40 different productions ranging from Shakespeare to contemporary drama, musicals, opera, circus and one-night music events.

Children's storytelling events are very popular and run in all school holiday periods.

Advance booking is essential in school holidays and advisable at all other times.

Click to watch aerial video of the Minack Theatre
<https://www.youtube.com/watch?v=bq4D1alepvM>

At a glance



Level Access

- The entrance has level access with a permanent ramp.
- There is level access from the main entrance to:
 - Entrance shed in the car park
 - Ticket Shack in the Car Park
 - Theatre toilets
 - Minack Shop
 - Exhibition Centre
 - Cafe
- There is a viewing area for wheelchair users.



Access with steps

- There are steps from the main entrance to the theatre



Hearing

- There is a hearing loop covering the grass area of the Lower Terraces and in the accessible balcony.
- Some staff have BSL and disability awareness training.
- Assistive Hearing Headsets can be provided for performances and tours. These are suitable for users with or without hearing aids, who may need a little extra boost from our sound.



Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- Some display information is available in audio and large print.
- Audio descriptive commentary and headsets available for performances and tours.

General

- There is a complimentary ticket policy for personal assistants.
- There is one public toilet with accessible facilities for visitors.
- Some staff have disability awareness training.
- In the event of an emergency, please make yourself known to a member of staff.

Getting here

The Minack Theatre, Porthcurno, Penzance TR19 6JU



Travel by public transport

- You can get to Minack Theatre by bus.
- First Kernow run a scheduled service on the 300 and 1A from Penzance.
- The nearest bus stop is in Porthcurno valley.
- The theatre is a 400m walk up a steep hill from the bus stop.
- There is no pavement on the road from the bus stop to the theatre.
- Logan Rock Cars is a local taxi firm that can provide transport from the bus stop to the Minack car park. Contact them on 01736 871786.



Travel by taxi

- Logan Rock Cars 01736871786.
- St Just Cars 01736786586.
- Stones Taxis 01736363400.
This company has a wheelchair accessible vehicle.
- PZ Taxis 01736 366366.
This company has a wheelchair accessible vehicle.



Parking

- There are accessible parking spaces in the car park.
- The car park slopes down towards the fence at an angle between 5% and 7%.
- The accessible parking is less than 50 metres from the main entrance.
- If accessible parking is not suitable, car park staff will offer alternative, level, parking but this will be more distant from the entrance.
- Parking is free to our customers, whilst they visit the theatre.
- There is a drop-off point at the main entrance. It does not have a dropped kerb.
- From the car park to the entrance, there is step free access. The path is sloped.
- From the main entrance and car park, the ramp to access the site slopes at an angle ranging from 11% to 15%. Staff can assist wheelchair users on request.



Tarmac carpark with accessible bays

General information

For Visitors and Audience

- There are staff onsite to assist disabled visitors.
- There are contrast markings on all glass doors and full-height windows and high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.
- There is a complimentary ticket policy for personal assistants.
- There are accessible viewing areas. Some have lowered protective fencing sections for wheelchair users.
- You can listen to an audio commentary about the venue.

For Event Audiences only

- Selected performances are audio-described or British Sign Language interpreted and all performances are relaxed.
- Signed or audio-described performances may be arranged through the box office, plenty of advance notice is required.
- There are audio headsets available on request.
- There is an accessible balcony for wheelchair users.
- A copy of the script may be provided for performances (subject to availability and copyright). Plenty of advance notice is required to obtain.

Accessible Balcony

- From the main entrance to the accessible balcony, there is step free access.
- There is a permanent ramp. The route is 1930mm wide at the narrowest point.
- A personal assistant or friend can sit with wheelchair users.
- This balcony offers a full view of the theatre.
- The balcony contains chairs with arm-rests and is accessible to wheelchairs.
- There is an induction loop provided in this area.
- Food and drinks can be ordered from staff via a handheld device.
- Staff can bring food and drink to wheelchair users on the balcony.



Accessible balcony. Step free access from Left

Getting around inside

The Minack Theatre site is mainly open air. The only indoor public spaces are the entrance building which includes the shop and cafe, the Rowena Cade Exhibition and the toilets.

- These three buildings are close together, near to the theatre entrance.
- There is step free access between the three buildings.
- The shop and cafe have automatic doors.
- There is a low level section of the counter.



Entrance doors from car park



Entrance doors into theatre

Step free entrance

- Step free entrance is via the cafe entrance.
- It has a double electric door: single opening is 930mm, double opening is 1930mm.
- The door can be operated by a push button.
- Staff are available to assist if necessary.
- There is a second set of doors from the cafe into the theatre.
- There are a double sliding door: opening is 1930mm.
- The doors open and close automatically on approach.

Summer Access (March/April - October)

Summer Entrance

In Summer, access is through a wide gate in the south west corner of the car park.

- There is step free access to the summer entrance.
- Some areas of the route are sloping.
- Alternatively, there are are stepped routes from this point.



Summer entrance gates



Pathway from Summer entrance

Entrance Tickets in the Summer

There are two places you can purchase tickets in the summer.

Summer Entrance Gate

- There is a ticket shed close to the summer entrance gate
- The desk at the summer entrance gate has level access.
- A member of the team will greet customers in the car park.

Ticket point in car park

- There is a ticket, information, retail and refreshment point in our car park which is open daily selling tickets to visit the theatre and for performances.
- The desk has a low section
- There is step free access from the car park to the theatre entrance gate.



Summer entrance kiosk



Ticket and refreshment sales point in car park

Winter Access (November - March)

Winter Entrance (November - March)

- In Winter, access is through a wide gate in the South East corner of the car park.
- From the gate to the main entrance there is step free access.
- The path is sloped and winds down a series of ramps.



Winter entrance and top of access ramp



Narrowest point on ramp



lowest section of ramp

Entrance Tickets in the Winter (November - March)

- Step free access is available through the entrance level of the cafe building.
- Entrance tickets are purchased here during the winter months.
- The ticket desk has a low section.
- This area may be crowded at times. If queueing is an issue, please contact us in advance or speak to a member of staff on arrival.



Ticket desk inside cafe building



Order point for the cafe

The Minack Gift Shop

- The shop is located inside the cafe entrance area, there is level access.
- Assistance can be provided by staff.
- The desk has a low section.



The gift shop interior

The Minack Cafe

- From the cafe entrance to the seating area there is step free access.
- For step free access, go through the double electric door into the theatre and re-enter the cafe at the seating level through the single electric door.
- Electric doors: double opening is 1930mm wide, single opening is 930mm wide.
- Assistance can be provided by staff.
- The desk has a low section.
- Orders can be taken at the table.
- Large print menus area available. Cafe staff will be happy to help with ordering.
- The cafe is well lit.
- The cafe has very high ceilings and the acoustics can be quite loud at times.
- Chairs with armrests are available.
- There is an outside seating area with panoramic views. This is accessible by two steps.



The cafe interior

The Terrace Coffee Shop

- The Terrace Coffee Shop is a takeaway outlet located halfway down the theatre.
- It is not wheelchair accessible.
- It does not have a low counter section.
- If you are attending a performance and are seated in the accessible balcony, staff can assist you to purchase refreshments.



The Terrace Coffee Shop

The Rowena Cade Exhibition

- There is step free access from the entrance to the exhibition.
- The exhibition has a level surface with a separate entrance and exit.
- The door is 780mm wide. It has a 20mm wooden sill.
- The doors are secured open when the site is open for visitors.
- There is a one way route through the exhibition.
- The narrowest point of the route is 980mm wide.
- The exhibition is lit reasonably well, but feels dark when entered from outside.
- Text panels have good contrast to aid those with vision impairments.
- Touch screen films and audio visual film give details of the history of the theatre in an audio/visual format.
- There are bench seats available in the audio/visual display room of the Exhibition.
- The audio/visual display room has space for wheelchairs.



Entrance to exhibition



Interior of exhibition



Narrowest point of exhibition route



Exit from exhibition

Toilets

- There is an adapted toilet at the top of the theatre.
- This toilet is accessible for wheelchair users.
- It includes non-slip flooring, facilities for visitors with limited mobility and baby-changing facilities.
- From the main entrance to the public toilet, there is step free access. There is a permanent ramp.
- The toilet door is 740mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1260mm at the side of the toilet. There is 600mm in front of the toilet. The toilet seat is 470mm high. The toilets have handrails.
- The door is side-hinged.
- Hand-washing facilities are designed for ease of use by visitors with limited mobility, e.g. lever taps.
- There is an audio-assist system in this facility.



Accessible toilet interior



Accessible toilet entrance

Getting Around the Upper Areas of the Site

- There are areas of sub-tropical and exotic planting around the site. The most extensive area of planting is around the main entrance.
- There are approximately 130 steps in the site across various routes.
- There is a step free access route from the entrance to the upper level of the theatre, including the viewing balcony, café, exhibition, toilets and accessible balcony.



Step free route through garden



Step free path in upper garden



Step free access to exhibition



Step free access to toilets and accessible balcony

Getting Around the Auditorium

- There are just over 100 steps from the accessible areas at the top of the site to the lowest part of the theatre.
- The steps have been built at different times over the 80 years that the theatre has been in operation. As the site has evolved, these steps are not uniform in size or depth. There are handrails around the site and the placing of these are reviewed annually.

Visitors

- During opening hours when no performances are in progress, visitors are free to explore the theatre auditorium, stage and backstage areas at their own pace.

Audiences

- The theatre holds up to maximum of 700 people for performances (mostly holding around 560). Audience members are directed to the appropriate area by stewards and assisted where appropriate.



Steps through garden and step free route to accessible balcony



There are some steep steps in the auditorium. Alternative routes are available.



The stage and lower terraces



Lower terraces from the stage

Emergency Procedures

In the event of an emergency, the safety of all staff and visitors is our top priority. Here's what to expect:

Evacuation Point:

- All staff and visitors should gather outside the double gates in the tarmac car park.
- If the evacuation is due to a bomb threat, visitors will instead be directed down the lane to the Minack House driveway.

Fire Alarm:

- Staff will check the cause of the alarm and begin evacuation if needed.
- Buildings will be evacuated in a calm and orderly manner.
- Designated staff will ensure that all areas are cleared and assist anyone needing help.

Bomb Threat:

- The site will be evacuated immediately following specific procedures.
- Staff will assist in guiding visitors to safety, prioritising accessibility needs.

Evacuation Routes:

- Clear and safe paths are used to exit each building.
- Doors will be left unlocked during evacuations.
- Staff are assigned to check each area is clear before closing doors.

First Aid:

- Staff are trained to manage accidents and will call for medical help.
- Assistance will be provided while ensuring the safety and comfort of the affected individual.

If you require assistance during an emergency, please make yourself known to a member of staff.