Access Guide to Lincoln Arts Centre

We are committed to making the arts as accessible as possible and we want your visit to be an enjoyable one.

If you have specific access questions, please email the Box Office at [enquiries@lincolnartscentre.co.uk](mailto:enquiries@lincolnartscentre.co.uk), or call the box office on 01522 837600. Our box office is open 10am - 4pm each weekday, and one hour before shows on weekends.

For emails, we aim to respond within two working days.

Facilities and Access

We offer a wide range of facilities to ensure that you have a comfortable and enjoyable experience with us:

The Box Office, Café Bar and Auditorium are all ground floor accessible. There is a lift to provide access to the first floor Balcony and Studios 1, 2, 3 and X and on each floor is an accessible toilet. There is a hoist in the accessible toilet on the ground floor.

The Box Office desk is a short distance from the main entrance. Part of our Box Office desk is a lower level for easy access to wheelchair users.

There is a Changing Places toilet on the university campus situated in the Ross Lucas Medical Sciences building which is a 3 minute walk from Lincoln Arts Centre. You can find the Changing Places toilet and other accessible toilets on the map found at this link:

[Link to Map](https://bpb-eu-w2.wpmucdn.com/blogs.lincoln.ac.uk/dist/5/3685/files/2024/04/Brayford-Zoned-Apr-24-bb3bf627b1062149.pdf)

Seating and the Main Auditorium

The auditorium has spaces available for wheelchairs – companions can get a ticket free of charge. These designated spaces are located on the ground floor of the auditorium and gives guests plenty of space to sit comfortably. Should you wish to reserve a wheelchair space, please contact the Box Office on 01522 837600

Our auditorium seating is tiered, except the seating on Row A. All other seating is only accessible via steps. Please contact our Box Office if you require accessible step-free seating.

The auditorium is equipped with an induction loop system. If you require access to this, please inform the Box Office staff.

You can view our seating plans through an excel spreadsheet for our Main Auditorium here: [Spreadsheet of Seating Plans](https://lincolnartscentre.co.uk/app/uploads/2025/05/Seating-Plans.xlsx). Our studio spaces are unallocated, should you require accessible seating please contact our box office on 01522 837600.

Parking

Nearby car parks have spaces available for Blue Badge Holders, charges still apply.

**Parking**

There are 3 nearby pay and display car parks (all of which are less than 5 minutes’ walk away from Lincoln Arts Centre):

* University of Lincoln P8 Car Park (Available on weekdays 4:30pm-5am and at weekends 6am-5am) – **Payment via app, or phone 0203 046 0010**. Location Code: 33258 – [Link to RingGo How It Works](https://www.myringgo.co.uk/howitworks)
* St Marks Shopping Centre (directly across the road from the main university car park) – Pay by cash, card and paybyphone app [– Link to paybyphone How It Works](https://www.paybyphone.co.uk/drivers/how-it-works)
* NCP Car Park Lincoln High Street – Pay by cash, card and NCP parking app –[Link to NPC How It Works](https://www.ncp.co.uk/parking-solutions/download-the-ncp-app/)

**Please note: University of Lincoln parking is subject to university events (such as Open Days), therefore, we cannot always guarantee parking spaces will be available.**

Stay safe from QR code scams and fake websites!

RingGo does not use QR codes on any signs that they issue to help you pay for parking. Avoid fake websites by only using their official websites or visit the App Store or Google Play to download the official RingGo app.

How do I Book an Essential Companion ticket?

You can book essential companions or carer tickets by calling our box office on 01522 837600 and a member of our team will be happy to process your booking.

If we’re not open or you’ve been unable to leave a message, then please email us via [enquiries@lincolnartscentre.co.uk](mailto:enquiries@lpac.co.uk) and we’ll be able to reserve the tickets for you and contact you within 2 working days to process your order.

Familiarisation Visits

We are happy to show you around prior to your visit and give you a tour of our wonderful spaces at a quieter time in the venue to ensure you have all the information you need. If you would like to book a familiarisation visit please call our box office on 01522 837600, or email us at [enquiries@lincolnartscentre.co.uk](mailto:enquiries@lincolnartscentre.co.uk)

Touch Tours

Certain events may be advertised to have a touch tour available, and this will be included in our brochure and on our website. However, we are always happy to ask companies if they would like to offer a touch tour if requested.

If you would like to request a touch tour please call our box office on 01522 837600, or email us at [enquiries@lincolnartscentre.co.uk](mailto:enquiries@lincolnartscentre.co.uk)

Dogs

Assistance Dogs are welcome at Lincoln Arts Centre. We can look after your dog during the event, or arrange suitable seating with space for your dog to stay with you.  Before booking, please inform us by contacting the Box Office on 01522 837600 or emailing us via [enquiries@lincolnartscentre.co.uk](mailto:enquiries@lpac.co.uk)

Age Ratings

We are standardising our approach to age guidance by adapting the framework provided by the British Board of Film Classification into the following 5 categories:

* **Universal** | Suitable for all ages
* **Parental Guidance** | General viewing, though some elements may not be suitable for younger children.
* **12+** | Contains material not generally suitable for children under the age of 12. Adults planning to take a child under 12 to this type of event should consider whether this is suitable for the child in question by referring to the content guidance.
* **15+** | Suitable only for children over the age of 15
* **18+** | Suitable only for adults

Our aim is to provide transparency for staff members, artists and audiences alike, while ensuring the safety of all who use our spaces.

For the criteria event organisers are asked to consider when providing age ratings, please click the link below to be taken to the BBFC website.

[Link to BBFC Website.](https://www.bbfc.co.uk/about-classification/classification-guidelines)

Content Warnings (also referred to as 'trigger warnings')

The following guidance has been adapted from that issued by the University of Reading, concerning course content.

To access the original document, please click the link below to open the PDF.

[University of Reading Guidance](https://www.reading.ac.uk/cqsd/-/media/project/functions/cqsd/documents/qap/trigger-warnings.pdf?la=en&hash=4ED308FDD1478F4FFE870A057D857ECA)

**What are trigger warnings and why are they important?**

Certain content may cause audience members to relive past experienced trauma. Individuals who have experienced trauma may have a physical/physiological response when reliving this, causing them undue psychological distress.

Providing trigger warnings helps to prepare audiences for potentially distressing content and enables them to make informed decisions about how they choose to access this content. Removing any element of surprise in coming across the traumatic content allows audiences to prepare adequately, empowering them to engage with the work in a manner appropriate for them.

Trigger warnings also help the venue to consider in advance how we frame the work to prospective audiences in our communications, while empowering the Front of House team to offer effective guidance and support to our customers. Finally, trigger warnings help artists to have wider oversight of the nature of their work and consider the impact of the presentation of this on audience members who have experienced trauma.

Trigger warnings are not intended to censor artists or the work they produce, but to help audiences engage with the issues covered safely.

**Formulations of trigger warnings**

Event organisers are required to fill in an Event Criteria Form to get their event on sale through the Box Office and on our website. As part of this form, they are asked to provide a list of potentially triggering content as well as disclose the context, extent and delivery of this content. How these warnings are formulated to prospective audiences will then vary depending on the medium of the content and the extent to which the warning applies to the overall event.

The venue might signpost trigger warnings on the website and in marketing materials using a formulation such as ‘This performance/exhibition includes reference to/consideration of themes of x, y, z/ or images of x, y, z, which might trigger unwelcome and distressing memories or thoughts for some audience members.’

If a longer content description is available, this will be available upon request from the Box Office. The more detail provided by the event organisers on the nature of the content in question, the more effectively the Front of House team will be able to advise and support audience members who have experienced trauma.

**Possible themes that require trigger warnings:**

* Sexual Assault
* Abuse
* Child abuse/paedophilia/incest
* Animal cruelty or animal death
* Dissection
* Self-harm and suicide
* Eating disorders and body hatred
* Violence
* Pornographic content
* Kidnapping and abduction
* Death or dying
* Pregnancy/Childbirth
* Miscarriages/Abortion
* Blood
* Mental illness and ableism
* Racism and racial slurs
* Sexism and misogyny
* Classism
* Hateful language directed at religious groups (e.g., Islamophobia, antisemitism)
* Transphobia and trans misogyny
* Homophobia and heterosexism

This is not an exhaustive list. As such, we remain responsive to the needs of our audiences, colleagues and associate artists.