

Accessibility Guide for Heart Of Hawick

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Welcome

Our Heart of Hawick café bar and cinema is located centrally in Hawick in the Scottish Borders.

Hawick is the largest of the Border towns and is internationally famous for fine quality knitwear. Hawick has a long and colourful history which is celebrated annually with the Common Ridings.

We are fully accessible for wheelchair users and can cater for anyone with other specific access requirements.

Please get in touch if you require any further information about specific access or would like advice on planning your visit.

We have high chairs and welcome children

Facilities at a Glance



Access

There is level access from the main entrance to all areas. Doors at the main entrance are push button operated for automated opening.

The side door on the high street has a ramp to access the manual door. There is a lift to access the first to third floors.



Assistive listening

- We have a hearing loop covering the auditorium



Assistance Dogs

- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.



General Information

- We provide a complimentary ticket for carers / personal assistants.

Getting here:

Heart of Hawick
Kirkstile
HAWICK
TD9 0AE

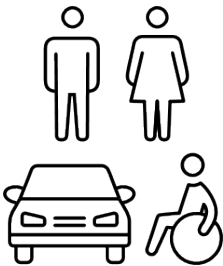


Travel by Public Transport

- You can get to the Heart of Hawick by bus. The X95 runs from Edinburgh to Carlisle, passing through Hawick. The bus stop in Hawick is next to Morrisons supermarket 800m from the Heart of Hawick.
- The nearest train station is Carlisle to the south and Galashiels to the North. Onward journey to Hawick by the X95 bus.

Travel by Taxi

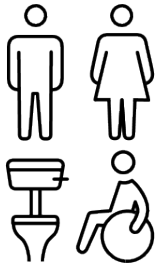
- Accessible taxis should be booked in advance.



Parking

- There is a drop off point near the main entrance. The drop off point has no kerb.
- There is a car park adjacent to the building, this is entirely for blue badge holders. There are 8 disabled parking spaces.
- There is a large car park at the Haugh accessed from Victoria Road. The distance from the car park to the Heart of Hawick is approximately 400 meters.
- There are two bike racks located in the car park adjacent to the Heart of Hawick

- On street and car park lighting will illuminate these areas at the appropriate time of day.



Accessible Toilets

- We have visitor toilets located on the ground floor, including one unisex accessible toilet, with baby changing facilities, and pull cord alarm.
- The accessible toilet has a sliding door. All toilets have manual doors. There are accessible toilets on the second and third floors for people using the office and meeting spaces.



View of push button main door



View of the side door, manual with a ramp for access.

Arrival at the Heart of Hawick

Route to Main Entrance

- The surface from the parking to the venue is a mixture of paving and blockwork.
- There is a gradient from the Haugh car park to the Heart of Hawick. The car park adjacent to the building provides level access, with no gradient.

Main Entrance

- The main entrance has level access.
- The main door is opens outward and is automatic. There are two push button operated doors to access the café bar.
- The floor is level and covered with a combination of resin – low slip flooring and wooden flooring

Getting around Inside

- We have contrast markings on all glass doors and glass walls.
- The ground floor floors are various hard surfaces, the second and third floor floors are carpeted. Corridors are wide.
- Lighting levels are good and can be adjusted to meet visitor's needs.
- There are screens in the café area promoting coming films.
- There is a hearing loop which covers the Cinema area.

- There is a lift giving access to all floors.
- There are two metal open tread staircases for emergency egress. There are evac chairs located on these stairways.



View into the café bar from the main entrance



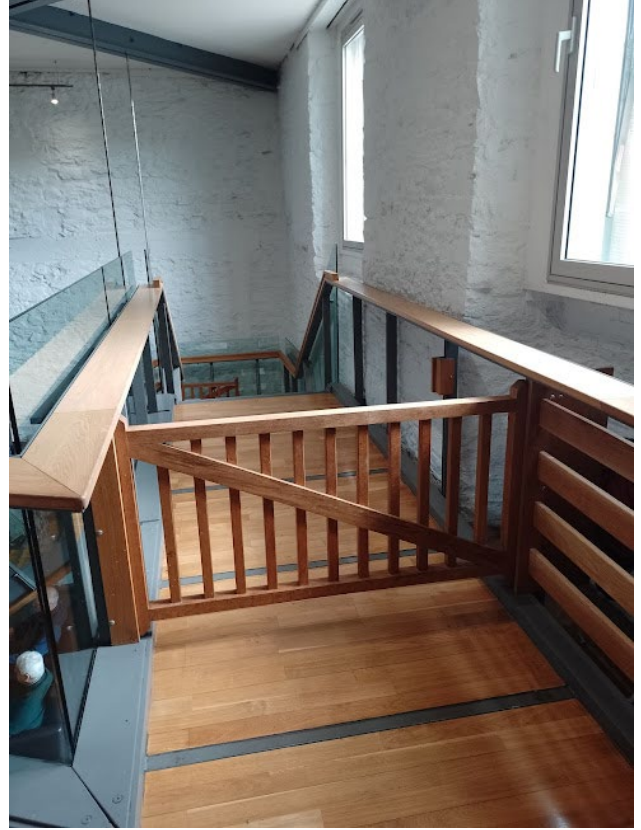
Lift gives access to all floors

Café Bar

- From the main entrance to the counter there is level access.
- The café bar has a low level counter.
- The café bar is located over two floors, the first floor is accessed either by open tread wooden staircase or by the lift located in the café area.
- The upper floor has a gate across the staircase, this creates a safe area for young children to play whilst carers enjoy a coffee.
- The area is well and evenly lit by ceiling lighting and has natural light from the windows.
- A section of the café area is entirely glazed and overhangs the river.
- The café bar is licensed and offers a variety of light snacks, cakes and legendary pizzas.
- The café bar is open Wednesday to Saturday from 10 am to 9 pm and closes at 3 pm on Monday and Tuesday and 4 pm on Sundays.



Ground floor of the café bar



First floor of the café bar



Auditorium

- The front row of the auditorium has spaces for wheelchairs and seats reserved for carers and people reduced mobility.
- There are stairs giving access to tiered seating on either side of the auditorium.
- The auditorium is accessed from the ground floor.
- The doors (two) are open prior to the screening / live performance commencing.
- The auditorium is dark when a film is being screened.
- There is low level lighting on the stairs and handrails during the performance
- The auditorium seats 111 people.



View of the auditorium

Toilets



Ground floor accessible toilet

- We have an accessible visitor toilet located on the ground floor. This unisex toilet has baby change facilities.
- The ground floor accessible toilet has a sliding door.
- There are accessible toilets on the second and third floor for visitors to businesses located there and for those using meeting rooms.
- All toilets are accessed through manual doors.
- The accessible toilet door is sufficiently wide. The toilet has maneuvering space, there are grab rails as seen in the photo and one drop down grab rail next to the toilet. The toilet seat is 460mm high.

General Information

- The corridors are wide.
- Circulation and meeting spaces on the upper floors are carpeted
- The ground floor and first floor café area are a combination of wood, non slip resin and tiles in the toilet areas.



Second floor corridor, gives access to meeting rooms and office space.



Ground floor corridor and door to auditorium.



View of the carpark

Emergency Evacuation

- We have emergency evacuation procedures for disabled visitors.
- In the case of an emergency, all customers inside the Heart of Hawick will be led to safety by a member of the team or by a member of the fire brigade.
- There are two metal open tread staircases for emergency egress.
- We have evac chairs located on these staircases.



View of one of the metal stairways.