

Access For All

We love having visitors to LEVEL and want to make sure that everyone has the best experience when they come to visit the centre. Whether you want to prepare for your visit or just want to find out a bit more about our facilities and where else to visit in the area, you'll find all the information you need here.

Facilities at a glance

- Level access throughout
- 3 disabled parking spaces
- Automatic main doors
- Hearing Loop
- Designated quiet space
- Some Braille signage
- Ear defenders available to borrow
- Mobile hoist
- Shower bed
- Accessible shower
- Handrail in main corridor
- 3 accessible toilets

Visit England Accessibility Guide:

<https://www.accessibilityguides.org/content/level-centre>

We have a friendly staff team

We're only a small team, so you are likely to see the same faces each time you visit. We're happy to help at any point, from a chat on the phone when you're planning your first visit to making sure you have everything you need in a format that's accessible to you.

Some of the team have had training in Disability Awareness, Deaf Awareness, Autism Awareness, British Sign Language and Makaton as well as being Dementia Friends and Mental Health First Aiders.

We don't charge admission for essential carers

Most of our exhibitions and digital installations are free to visit. For special events we sometimes charge a small entrance fee, but we make sure that essential carer tickets are always free.

We're registered with Purple Tuesday

Which means we're committing to improve the customer experiences of millions of disabled people and their families 365 days a year.

Sunflower lanyards for visitors with hidden disabilities

We're part of the Sunflower Lanyard scheme for people with hidden disabilities. Not all disabilities can be seen, so the scheme offers a way to be discreetly identifiable.

Nearest Changing Places toilets

Although we have a shower/changing bed the toilet is next door so we aren't classed as a changing Places site, however, there are two Changing Places toilets within four miles – Matlock Farm Park and Chatsworth House.

We welcome Assistance Dogs

There are plenty of places to walk your dog close to Level and we have a water bowl available on request.

Tramper hire

Derbyshire is home to some beautiful traffic-free trails, bridleways and byways that connect beautiful countryside and quiet villages through green hills and rugged open moorland. The nearest Tramper hire is at Cromford Mill, perfect for exploring some of Derbyshire greenways:

<https://www.derbyshire.gov.uk/leisure/countryside/access/access-for-all/access-for-all.aspx>

Other Accessible attractions

We may be rural, but there are plenty of accessible visitor attractions and places to stay nearby. For more information, visit the Accessible Derbyshire website:

<http://www.accessiblederbyshire.org/>

Facilities

Level Centre is a purpose-built arts centre with level access throughout. Most events take place in the Digital Space, Main Event Space and Corridor Gallery, although other rooms are used for special events and workshops. We use the kitchen area, with its sofas and blinds, as a designated quiet space.

If there's something that you're not sure that we offer, please get in touch and we'll do what we can to help. Email: info@levelcentre.com or call: 01629 734848.

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Quote:

“Our first visit today with my disabled daughter. It was such an amazing experience for her. She was engaged from start to finish. Such a sensory rich experience. My daughter felt relaxed, explored movement and communicated without barriers. The eye contact and smiles she gave brought me so much joy, as she would normally find that difficult. The building is completely accessible, my daughter uses a wheelchair. Staff are so welcoming and show patience and care. They meet your child where they are. An absolutely wonderful place. We can't wait to return.” In the Mix: Remix visitor

Quote:

“Fantastic activity for our disabled young people to enjoy. Everybody had a great time. It was extremely good for our young people who have a lot of sensory needs. The centre is very accessible and accommodating. The changing room with a hoist and plinth really puts our minds at ease knowing we can take our adults out without the worry of a changing room. Huge thank you as always.”

In the Mix visitor