



Accessibility

We want to ensure that National Centre for Writing is open and accessible for all.

Our home at Dragon Hall is largely wheelchair accessible and is equipped with two raising platform lifts, disabled access toilets, hearing loop facilities and quiet spaces. Blue Badge parking is available directly outside on King St.

We offer several concessionary rates on ticketed events — many of which are ‘pay what you can’ — and free tickets for companions.

Our print brochures are available in large print format and our online events are subtitled.

Read on for further details of how we are making our work more accessible or get in touch to speak to a friendly member of our staff.

Parking

Blue Badge Parking

Parking for blue badge holders is available on King St, directly in front of Dragon Hall.

Getting here

General parking for visitors is not available on site. The nearest public car parks are Rouen Road, NR1 1QU (two minutes' walk) and Rose Lane, NR1 1PY (five minutes' walk).

Dragon Hall is a short five-minute walk from Norwich train station; cut through Riverside and over Lady Julian Bridge to reach us. We are a ten-minute walk from Norwich Bus Station.

Step-free access

Into the building

If you have access needs and are attending an event in any of our north side rooms (Great Hall, Weston Hall, Foyle Gallery, Wolfson Room, Geoffrey Watling Room) for ease of access please come to our St Ann Lane Ramp Entrance. This can be accessed by turning right from King St onto St Ann Lane. On arrival at our ramp entrance, call the videophone and you will be met by a member of staff.

If you are attending an event in any of our south side rooms (Norwich Freeman's Room, Staff office, Staffroom, Reception, Foyle Gallery) for ease of access please come to our Old Barge Yard sliding door. On arrival at our sliding entrance, call the videophone and you will be met by a member of staff.

If you would like further information regarding any aspect of the building, or to discuss your access needs with a member of staff, please do contact us on 01603 877177 or by emailing info@nationalcentreforwriting.org.uk.

Access around the building

Dragon Hall is largely wheelchair accessible and is equipped with two raising platform lifts providing access at all levels on both sides of the building. The lift dimensions are:

- Platform size: 1100 x 1400mm
- Door clearance: 900mm

The only spaces not wheelchair accessible are our Undercroft Crypt and Cellar spaces, and our Coetzee meeting room.

Breakdown of terrain in Dragon Hall

Great Hall and Weston Hall

- The Great and Weston halls have smooth, stable, undulating wooden floors.
- The Great Hall stage has ramp capabilities.
- The space is well lit by overhead LED lights.

Foyle Gallery

- The Foyle Gallery has stable tiled floor, that slopes towards the south side.
- The Foyle Gallery features an accessible double door exit into the Garden.
- The space is well lit by overhead LED lights.

Garden

- The Garden has an even pathway leading from the gates to the double doors into the Foyle Gallery.
- The Garden also has a small lawn and a medieval-style knot garden.
- This space has outside lighting.

Wolfson Room

- The Wolfson Room has a stable, tiled floor and an accessible door entrance.
- The space is well lit by overhead LED lights.

Coetzee Room

- The Coetzee Room can only be accessed via Wolfson or Smith rooms and features a single step up or down. The floor is wood and stable.

Smith Room

- The Smith Room can be either accessed through the Wolfson and Coetzee rooms with two steps down, or straight from King Street (with a member of staff) through a ground floor accessible door. This door is not wide enough for mechanised chairs but is suitable for smaller chair access. The room has a stable waxed wooden floor.
- The space is well lit by overhead LED lights.

Geoffrey Watling Room

- The Geoffrey Watling Room has a stable waxed wooden floor and an accessible door entrance.
- The space is well lit by overhead fluorescent lights.

Norwich Freeman's Education Room

- The Norwich Freeman's Education Room has stabled carpeted floor, with an accessible door entrance from Old Barge Yard sliding door, as well as an accessible entrance onto the garden patio.
- The space is well lit by overhead LED lights.

Reception

- The Reception space can be accessed by two steps, or using our south wing lift.
- The Reception floor is pamment tiled and is stable. Doors through this space are wheelchair accessible.
- The space is well lit by overhead LED lights.

Corridors

- All of the corridors in Dragon Hall are either waxed wood or tile, and are stable and smooth.
- The space is well lit by overhead LED lights.

Help on site

Toilets

There are disabled access toilets located on the second-floor north side (by the Great Hall), the first floor north side (by the St Ann's Lane entrance) as well as on the south side (by the sliding door entrance).

Hearing loops

Dragon Hall is equipped with hearing loop facilities in the Great Hall, the Norwich Freeman's Education room and at the reception desk. Please contact us to determine if the event you are attending will be using amplification for this facility.

Lighting

Dragon Hall lighting is mostly dimmable, and not fluorescent. Therefore, if you have a sensitivity to fluorescent or strobing lights, please do contact the Operations team who will be able to advise you of the lighting in the space you will be in.

Quiet spaces

If you would like a quiet space during your visit to Dragon Hall, please speak to a member of staff and we will find a suitable room for you.

Assistance dogs

Assistance Dogs are welcome in our venues. We can arrange suitable seats with space for your dog to remain with you.

Seating for events

We offer unallocated seating for events at Dragon Hall. If you have a disability which means that you would like us to reserve a seat in a particular location for you, please do get in touch in advance or speak to a member of staff at the venue on arrival. We can also reserve spaces for wheelchairs and companions.

If you are unable to queue or need extra time to take your seat, please do let a member of staff know when you arrive.

Ticketing and box office

Concessionary rates

Concessionary rates are available for many of our events, workshops and in-person courses:

- Disabled
- Full-time carer
- Over 60s
- Jobseeker
- Go4Less card holders
- Full-time student

Essential companion

If you require a companion to attend an event or workshop with us, your companion is entitled to a ticket free of charge. This ticket should be available to you during the online checkout.

Help with booking tickets

If you are experiencing any problems during the booking process, please contact us on info@nationalcentreforwriting.org.uk or 01603 877177 and we will arrange booking for you.

Large print brochures

Large print brochures are available on request. Get in touch with us on (+44)01603 877177 or by email info@nationalcentreforwriting.org.uk if you would like to request a copy.

Need help?

If you have a question or would like to speak to a member of staff about your needs, please get in touch by email info@nationalcentreforwriting.org.uk or phone (+44) 01603 877177.