ACCESSIBILITY AND INCLUSION POLICY

Hot Box Live CIC · 28-29 Viaduct Road, Chelmsford, Essex CM1 1TS

hotboxlive.co.uk · contact@hotboxlive.co.uk · +44 1245 415952

VERSION 10.3 · 4 NOVEMBER 2026

1. OUR COMMITMENT

At Hot Box, we believe music is for everyone. Guided by Arts Council England's 'Let's Create' vision and our Keychange Pledge, we champion equal representation and work to make live music welcoming and accessible to all.

We follow the Social Model of Disability, focusing on removing physical and social barriers to fulfil our duties under the Equality Act 2010 and the Public Sector Equality Duty.

2. CONTACT & SUPPORT

If you have any accessibility questions or needs, please get in touch with our team:

- **Phone:** 01245 415952 (Best time to call: Weekdays, 4pm – 7pm). We're a small team, usually working from 4pm until 1am, but once the music starts at 7pm it can be hard to hear a phone call.
- **Email:** access@hotboxlive.co.uk
- **In-Person:** Visit us during standard hours.
- **Alternative Formats:** We aim to make accessibility information clear and easy to find. If you need this policy in another format, please email access@hotboxlive.co.uk. We will send it to you within 5 working days.
- **Confidentiality:** All discussions regarding your access needs are strictly confidential.

3. GETTING HERE

- **Location:** 28-29 Viaduct Road, Chelmsford, CM1 1TS.
- **Transport:** Adjacent to Chelmsford Bus/Train Station.
- **Parking:** NCP (behind venue) and Fairfield Road (50m away).
- **Assistance:** The route from Chelmsford station is step-free and under 200 metres, with drop kerbs at road crossings and a level entrance. Step-by-step directions are on our Accessibility page. Please contact us if you need specific guidance.
- **Route video:** A video of the walk from Chelmsford station to our front door is coming soon.

4. VENUE FACILITIES

- **Ground Floor:** Fully step-free. This includes the bar, main performance space, and seating areas.
- **Accessible Toilet:** Located to the left of the stage. It has a wide door, step-free access, support rails, and free sanitary products.
- **Seating:** You can reserve seating if you need it. Please email access@hotboxlive.co.uk to let us know what you need.
- **Stage Accessibility:** We are currently seeking funding for a portable stage wheelchair lift to improve stage access for performers and speakers.

5. TICKETING & BOOKING

- **Carers and Personal Assistants:** Carers, PAs and essential companions go free. Every event has an Access ticket for disabled visitors and a free Companion ticket for the person supporting them. For paid events, please email access@hotboxlive.co.uk and we will send you a code to book the Companion ticket; on free events, book it on DICE alongside your ticket.
- **Health-Related Refunds:** If you cannot attend due to health reasons related to your access needs, please contact us for a refund or ticket credit.

- **Booking:** Available via dice.fm, phone, email, or in-person.

6. MEDICAL & ASSISTANCE

- **Assistance Dogs:** Welcome. We provide water, beds, snacks, and a quiet space if needed. We love dogs!
- **Medical Needs:** You are welcome to bring necessary medical equipment, food, or drink into the venue. If you carry prescribed cannabis-based medicine, please let us know in advance.

7. PERFORMANCE EXPERIENCE

- **Sensory Effects:** Strobe lighting and water-based haze machines may be used during shows. Please contact us in advance if you want to check show details or request adjustments.
- **Hearing Facilities:** We have a hearing loop at our main bar. We are currently raising funds to install a full hearing system across the whole venue. If you have specific communication needs, please get in touch before your visit.
- **Training:** Our staff receive regular training to ensure a warm, respectful, and helpful welcome.
- **Digital & Website Accessibility:** Our website is designed to meet WCAG 2.2 AA. It supports full keyboard navigation, strong colour contrast, screen readers, and an accessibility toolbar (contrast and text-size controls). We perform regular testing, provide written transcripts for video and audio content where possible, and follow the Green Digital Charter to keep our digital media low-impact.
- **Attitude is Everything:** We are proud to hold the Attitude is Everything Bronze Charter Award (held since 2024; renewal in progress), reflecting our ongoing commitment to improving physical and digital accessibility for all visitors, artists, and staff.

8. EMERGENCY EVACUATION

We are committed to the safety of every guest. If you have a disability that might affect your ability to evacuate the building independently, please make yourself known to a member of our team upon arrival. We are happy to discuss your specific requirements to ensure you feel safe and supported in our space at all times.

9. CAREER DEVELOPMENT

Hot Box supports diverse local talent. We offer mentoring and training opportunities for Deaf, disabled, and neurodivergent people who want to gain experience in the music and live events industry.

10. GOVERNANCE & REVIEW

Accessibility standards are reviewed every three months and consider visitor feedback. Progress is managed by Attitude is Everything through annual reporting through their portal.

We maintain zero tolerance for discrimination, harassment, or victimisation, treating any violation as gross misconduct. All staff, volunteers, contractors, and suppliers must follow these standards. Directors David Hughes, Denholm Ellis, and Jonathan Hughes oversee this policy and ensure annual accessibility goals are published in our Impact Report.

VERSION CONTROL

Version	10.3
Date	04/11/2026
Description	Carer and PA tickets: free Companion tickets booked on DICE
Author	Dave Hughes

SIGNED ON BEHALF OF HOT BOX LIVE CIC

Name	David Hughes
Date	19/09/2026
Position	Director