

Roundhouse Access Information

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Introduction

Here at Roundhouse Birmingham, everyone is welcome. We are committed to making all aspects of your visit enjoyable, welcoming and physically accessible. We are working hard to make sure we provide a warm welcome to our visitors and thank you for any comments you might have about improvements we could make that would help make your visit easier for you.

Contact Details

You can talk to any member of the Roundhouse team about any requirements you might have during your visit. However, if you would like to get in touch in advance, please do use our dedicated email address accessibility@roundhousebirmingham.org.uk or call the Visitor Centre on [0121 716 4077](tel:01217164077) to talk to someone before you arrive. We're not open every day of the week, but we do try to respond to all enquiries within two days.

Opening Hours

Our standard opening hours are:

9:30am - 4:30pm Tuesday to Sunday, April - September

9:30am - 4:30pm Wednesday to Sunday, October - March

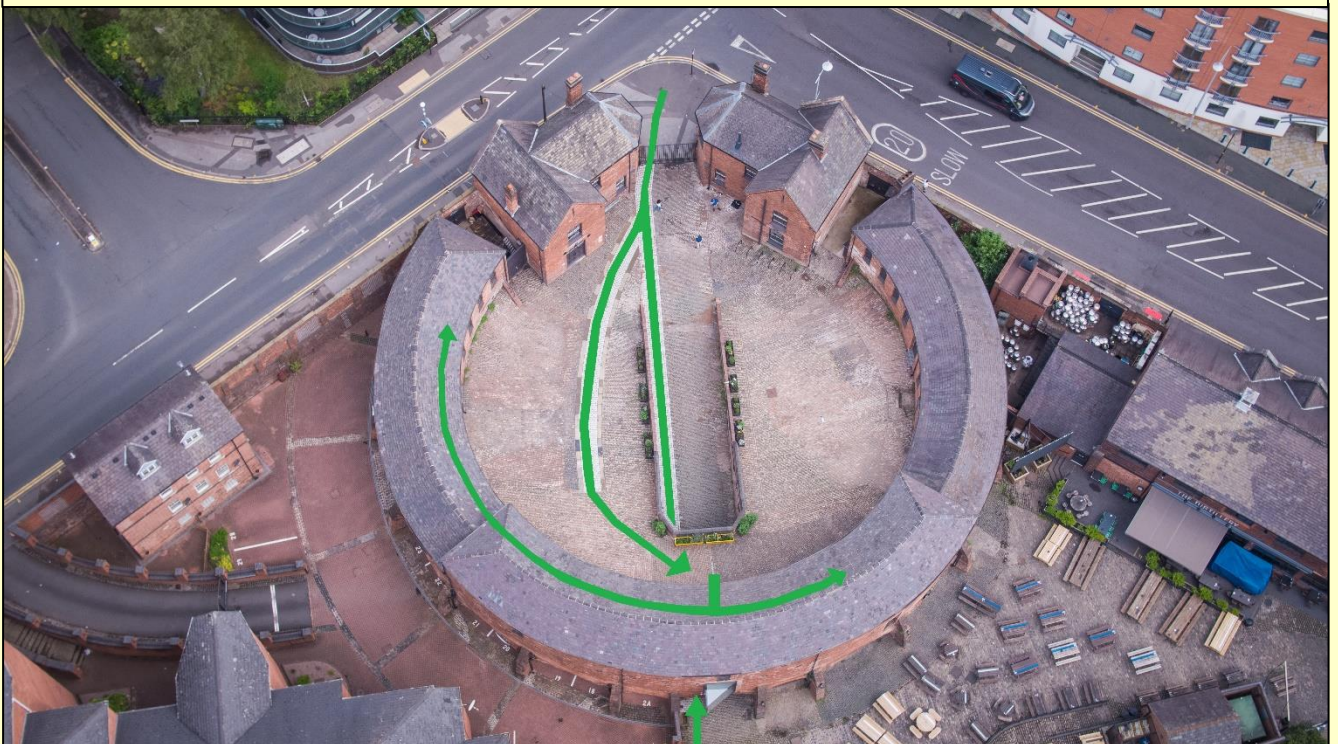
The café opening hours may differ from this, so please check their website for further information: <https://www.jonathansintheroundhouse.com/>

Venue Description

Built in 1874, the Roundhouse is a Grade 2* listed building. With its curious horseshoe-shaped structure accompanied by two gatehouses, the Roundhouse was originally the site for lamplighters, stone-breakers and tradesmen who contributed to the improvements and functions of the city. The main building would have stabled up to 50 working horses, with the archways and under crofts used as workshops and for storage.

We have step-free access to lots of parts of the building - these include the toilets, café, Visitor Centre and Display Space.

Entrance route from the main gates and tow path



Travel Guide

There are a number of transport options available for getting to the Roundhouse. As a city centre building, please leave plenty of time to find us.

By train

Roundhouse is around 1 mile from the following Birmingham train stations.

All train stations have step-free access. There are taxi ranks outside

Birmingham Snow Hill and Birmingham New Street stations.

Birmingham Snow Hill (0.9 miles)

<https://goo.gl/maps/Vyt8owBehrkmnhHu6>

Five Ways (1 mile)

<https://goo.gl/maps/qpBKp5hGg3G1Kp9bA>

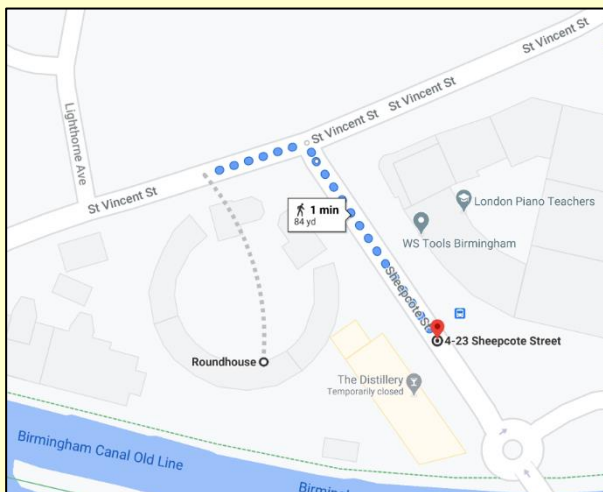
Birmingham New Street (1.1 miles)

<https://goo.gl/maps/hVyer52cv9Xt6FqcA>

By bus

Buses run past the Roundhouse throughout the day, including from those from the City Centre. Most buses run from Colmore Row, which is directly outside of Birmingham Snow Hill train station. There is a bus stop just outside the building on Sheepcote Street which is the closest, however many more buses and the trams stop on Broad Street.

Visit [networkwestmidlands](https://www.networkwestmidlands.co.uk/) for more details or see below.



Bus 126 stops immediately outside of the Roundhouse (one minute walk from the front gates)

Broad Street is approximately a ten-minute walk from the front gates on the Roundhouse. Turn right outside of the gates and follow the road to the top of Sheepcote Street. There are more buses available from the City Centre as well as the tram. The buses from Colmore Row include the 9, X10, 12A, 13, 23 & 24.

By car

If you're driving to the Roundhouse, we'd suggest you leave plenty of time for your journey. We're in the heart of the city next to the canals and easy to get to. Live traffic updates can be found at www.gov.uk/traffic-information.

Parking

Roundhouse is completely pedestrianised, and therefore has no parking. The nearest car park is [Arena Birmingham South Car Park](#), the entrance to which is about 300ft away.

Accessible parking bays are located on Level 9 of the North Car Park, off King Edward's Road, or in the South Car Park, off Sheepcote Street (but please note that lifts can sometimes be out of action in the South Car Park). Disabled visitors arriving in vehicles over 2m in height need to head to the North Car Park. Here visitors can disembark, and traffic officers will then direct the vehicle to the nearest parking bay.

If you display your Blue Badge, parking is free at pay-and-display on-street parking bays (with no time limits) and in council car parks. There are a small number of parking bays on St Vincent Street. See the Birmingham City Council website for more details <https://www.birmingham.gov.uk/bluebadgeparking>

Arrival Guide

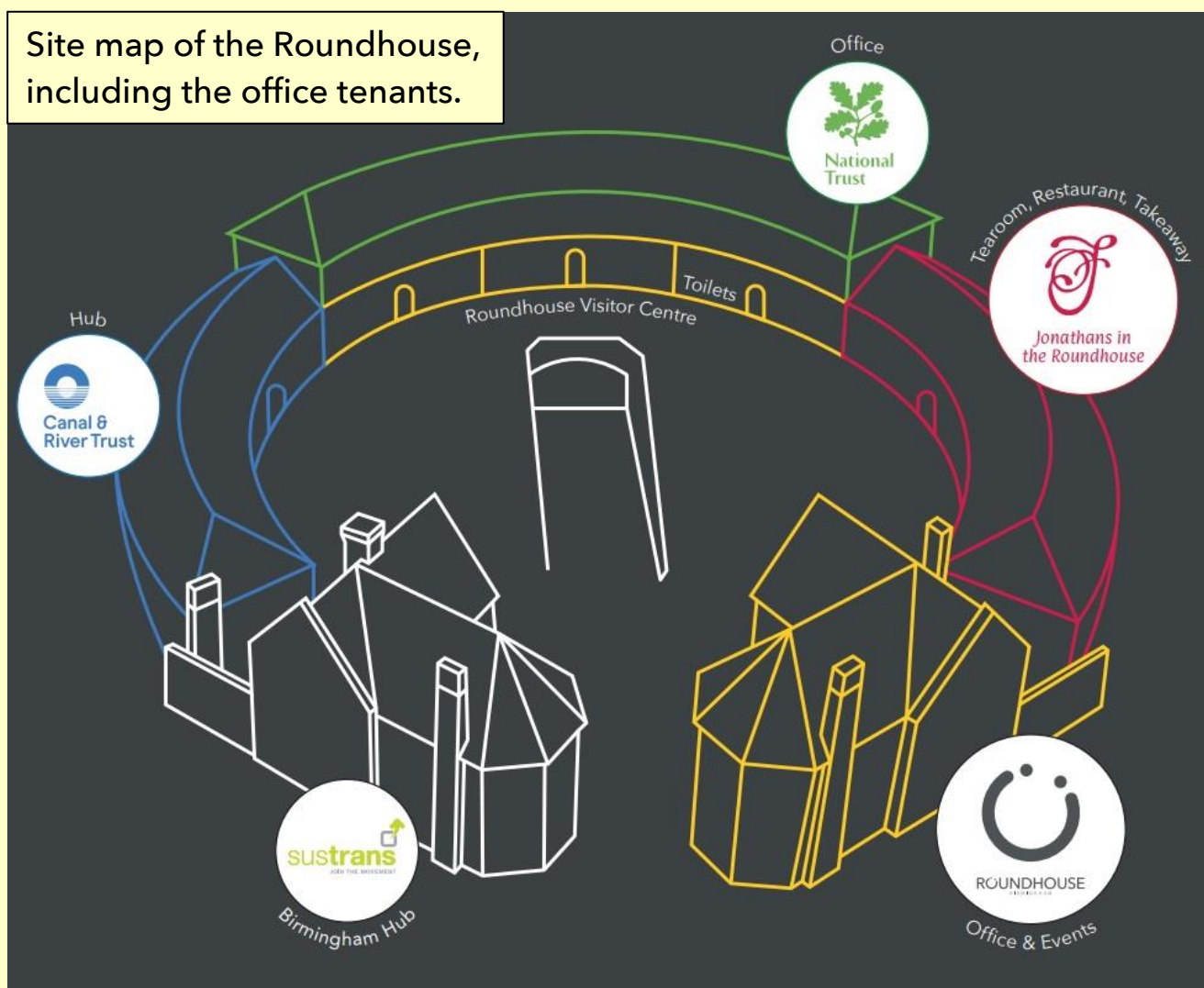
Key information

The Roundhouse is a Grade 2* listed building.

Corridors and doorways are narrow.

The site is built on a relatively steep slope and laid to cobbles.

There is step-free access to all public parts of the building.



Arriving at the Roundhouse

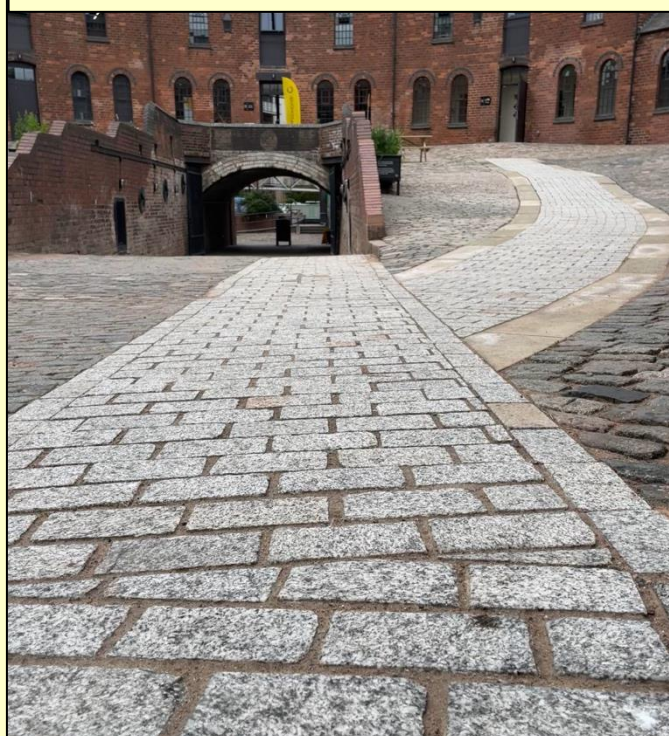
You can enter the main building from one of two directions:

Main entrance into courtyard



If approaching the building from Sheepcote Street/St Vincent Street, you will enter between the two gatehouses straight into the inner courtyard. The inner courtyard is laid to cobbles. In front of you is a tunnel sloping gently downwards towards the lower courtyard and then onto the canal tow path. Click [here](#) to watch a video on how to get there.

Main courtyard step-free route



To the right of the tunnel there is a clear route with flat paving that we recommend all visitors use to approach the main building. Please note that the whole inner courtyard is built on a slope. Access to the visitor centre, café and toilets is up a steep uphill slope. Click [here](#) to watch a video on how to access via the paved route.

Lower courtyard entrance. Ramp to right, tunnel through to main entrance



Lower courtyard activity archways



If approaching the building from the canal tow path, you will first enter the Distillery pub courtyard. We recommend you enter this courtyard via the furthest left gate (in front of the big window) and use the ramp. This route avoids the pub garden, and brings you onto the lower courtyard at the bottom of the Roundhouse tunnel. The tunnel is built on a slight slope and is laid to cobbles, with a paved route for smoother wheelchair access. Both the lower courtyard and Distillery courtyard are cobbled. Click [here](#) to watch a video on how to get there.

Access to both our activity archways on the lower courtyard are step-free via cobbles. Click [here](#) to view a video of our activity archways.

Visitor Centre doorway



Inside the Roundhouse

The three central doors to the main building provide step-free access. From here you can enter all parts of the building internally.

The central door takes you into the Visitor Centre - turning left will take you through to the Display Space and turning right will take you to the toilets and then onto the café.

Toilet entrance doorway



The door to the right of the Visitor Centre takes you to the toilets and right to the café.

The door to the left of the Visitor Centre takes you through to private offices.

The remaining doors to the main building have steps to enter them from the inner courtyard.

Café external doorway.
Step-free route internally.



The door to the café has three steps.

Leaving the Roundhouse

You can leave the Roundhouse either via the main gates between the gatehouses or via the tunnel and onto the tow path.

Accessible Facilities

Deaf or hard-of-hearing visitors

Roundhouse Birmingham Visitor Centre is equipped with an induction hearing loop. You will need to switch your hearing aid to the 'T' position to make use of this system.

On each of our tours, we will be using audio systems to ensure our visitors can hear us. We provide headsets, or if you wear a hearing aid, we can provide you with an inductive neck loop to wear. The loop works with analogue and digital hearing aids set to the 'T' position.

Venue accessibility for wheelchair users

We have a lowered counter position at our welcome desk in the Visitor Centre, and the public areas within our building are fully wheelchair accessible, including the Visitor Centre, Display Space, toilets, and café.

Toilets

Roundhouse has one block of public toilets. These are located to the right of the Visitor Centre and to the left of the café, via a step-free route. There are four single unisex toilets and one unisex disabled toilet/baby change. We do not currently offer a Changing Places toilet facility.



Assistance Animals

Assistance animals are very welcome. You can keep them with you in all spaces at the Roundhouse, and they're also welcome on all our tours. Please do get in touch with us in advance of your tour so we can discuss your individual requirements and ensure you have the best tour experience possible.

Quiet Space

We can provide access to somewhere quiet if you need a place to get away from crowds, noise, and lights. We are also making this space available for those who wish to pray, a quiet place for taking medication, etc. Please speak to a member of staff if you wish to make use of this space. Click [here](#) to watch a video on step-free quiet space access.

Customers with Medical Requirements

We welcome visitors who need to bring medicines, medical equipment, food or drink to manage a medical condition. If you have any concerns, please don't hesitate to get in touch. All of our duty and management staff are first aid trained. We can also provide access to a quiet space should you wish for some privacy.

Nursing Mums

Nursing mums are very welcome - in the café, in the courtyard or wherever is most comfortable. We can also provide access to a quiet space should you wish for some privacy.

Bookable access facilities and how to apply

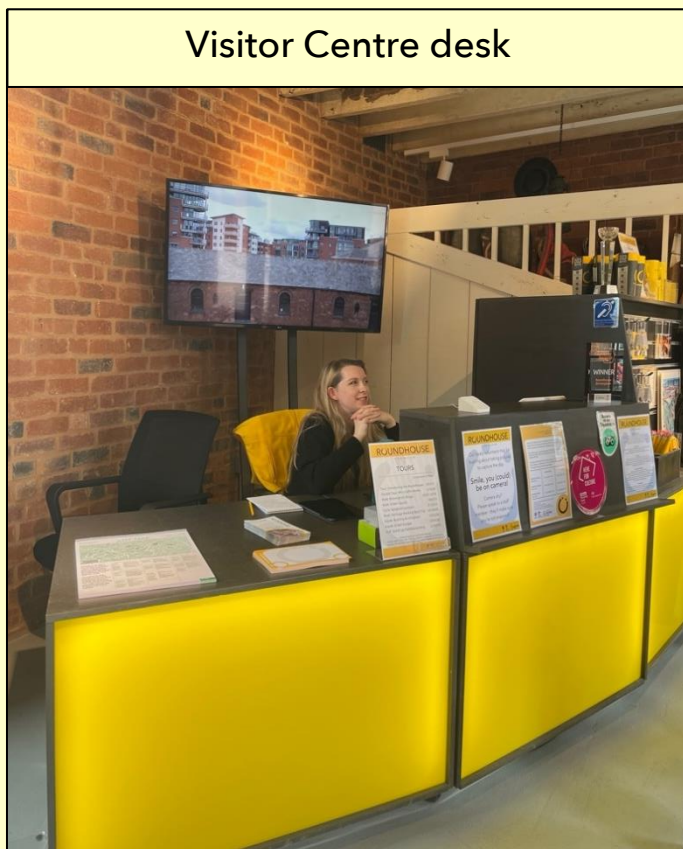
We are happy to offer complimentary tickets for Personal Assistants (PA). PA tickets are available for any disabled person who has purchased a ticket for a tour and would be unable to attend without the help of their PA. Your PA must be able to assist you to access the Roundhouse and facilities, remaining with you to ensure your well-being and comfort. Anyone designated as a PA must be physically able to assist the person they are with in leaving the building in the event of an emergency.

To book your free personal assistant ticket, please either call the Roundhouse on 0121 716 4077 or pop into the Visitor Centre to speak with a member of our team in person, who will happily process the tickets on your behalf. If you have any questions, you're more than welcome to also email us on accessibility@roundhousebirmingham.org.uk.

We want everyone to be able to take part in our tours, events and activities and enjoy our building. If you have a specific requirement or question, please get in touch so we can make sure you have the best possible experience accessibility@roundhousebirmingham.org.uk.

Ticket collection & Checking In

Visitor Centre desk



To purchase or collect your tickets, or to check-in for a pre-booked tour, please head to the Visitor Centre.

You will need some form of identification to collect pre-paid tickets - a payment card will be fine.

If a member of your party has booked a concession ticket, they may be required to show proof of eligibility. Once you have collected your ticket/s, a member of staff will direct you to the meeting point for the start of the tour.

Strobe Lighting

None of our tours make use of strobe lighting. Occasionally events or performances will use strobe lighting. We do our best to dissuade visiting productions/companies from doing so as we appreciate it will prevent some people from attending. We will update the relevant Performance Information page on our website if it is being used. If you have any concerns, please get in touch. If strobe lighting is being used as part of a performance that you have purchased tickets to, we will of course offer a refund or exchange.

Visiting Roundhouse Offices and Tenants

Event Space - West Gatehouse

The Event Space is located on the ground floor of the West Gatehouse. Access to the room is step-free. The nearest accessible toilet is in the main building.

National Trust

The National Trust Regional Hub is located in the main building on the first floor. If you are able to use stairs, please enter the building via the door to the toilets and turn right. If you require use of a mechanical lift, use the door to the left of the Visitor Centre and turn left. Please ensure your National Trust host is expecting your visit. The first floor has an accessible toilet located at the other end of the office to the lift. In the case of emergency, the lift is not to be used for evacuation. Refuge points are located at the top of each staircase. Click [here](#) for a video guide.

Step-free access to
Event Space



Entrance to accessible lift to
National Trust offices



Canal & River Trust

The Canal & River Trust Hub (CRT) is located in the main building on the ground floor, to the left of the Visitor Centre. Please enter the building via the door to the left of the Visitor Centre and turn left. Pass the stairs, and the CRT Hub is in front of you. The public toilet block are the nearest loos. Click [here](#) to see a video of how to access the CRT Hub step-free.

Step-free internal access to Canal & River Trust offices



Jonathans in the Roundhouse

Jonathans in the Roundhouse is an independent café. Step-free access can be gained internally by entering the main building using the doors to the toilets and turning right. The nearest accessible toilets are the main public toilets. Click [here](#) for a video guide.

Step-free internal access to Jonathans in the Roundhouse



Sustrans - East Gatehouse

Sustrans are based in the East Gatehouse. Step-free access can be gained through the front door from Sheepcote Street. An accessible toilet is located within the East Gatehouse. Click [here](#) for a video guide showing a step-free access to Sustrans.

Step-free access to Sustrans Hub from Sheepcote Street

