

Bongo Club Accessibility Information

1. Introduction

We are happy to welcome customers with all manner of access requirements. For any access queries please get in touch with Ally via the contact form on the website or the email address or phone number below. We aim to get back in touch with you as soon as possible.

2. Contact Details

info@thebongoclub.co.uk / 0131 558 8844

3. Venue Description

Our entrance is about 50 metres up a small cobbled lane, so this may be a bit tricky in a wheelchair, although the edge of the lane is covered in tarmac. Our ground floor has ramped access, this is where you will find our main performance space/dance floor and main bar.

We have one other space, our upstairs bar and second room which unfortunately does not have ramped or lift access. However the spiral stairs are not too steep and there is a good handrail.

The bar has capacity for about 80-100 people. There is seating along the length of the room. The bar (opposite) is unfortunately quite high. Please let our staff know if this is an issue for you and we'll arrange for you to be served where our staff access the bar. From the bar, there is one door (to the right), which leads into the main performance space (next to which we usually have a merchandise stall set up for bands during gigs), another leading into the Smoking Garden (on the left) and upstairs to our second room (opposite).

Access to our Smoking Garden is up two steps, so not so easy in a wheelchair. However, smoking is also allowed directly outside the main entrance to the club.

The main performance space has capacity for 300 (standing) / 120 (seated), with plenty of room for wheelchair access etc.

4. Bookable Access Facilities + How to Apply

- Personal Assistant tickets
- Accessible viewing area

We offer free tickets for personal assistants. To take advantage of this, get in touch with Ally via the contact form once you have purchased your own ticket, and let him know which show you will be attending.

We don't have specific viewing platforms or areas. If you'd like us to provide a seat we can do this, and we ask that you please arrive early enough to ensure that we can locate a seat close to the stage so your view isn't impaired. Our main performance space does have bench seating along the walls, so some seating is always available without any special arrangement.

On-street parking is available along the Cowgate after 6.30pm. There is also a small parking area just under the George IV Bridge (just at the end of our lane).

5. Travel Guide and Arrival Guide

We are located just off the Cowgate in the centre of Edinburgh's Old Town, about 500 yards from Edinburgh Waverley train station. There are steep hills both uphill and downhill on the route.

There are many bus stops nearby for a wide variety of routes, consult timetables for more info.

Our door stewards will be happy to greet you at the door; if you have any specific needs please let them know. Our box office desk is right inside the main entrance, to the left.

Most of our events have online tickets available. We don't require these to be printed, you can show us the tickets on a phone or tablet. Sometimes we just need to know your name.

Tickets are always available on the door unless the event is sold out (quite rare for our clubs, given the much larger capacity, but can happen more often for early evening gigs). We recommend purchasing advance tickets to be sure of entry.

6. Toilets

There is an accessibility toilet on the ground floor, just by the entrance and outside the main bar. Please ask the staff if you need to access this and they'll arrange access for you for the evening.

7. Customers with Medical Requirements

We welcome any audience member who may need to bring medicines, food or drink to manage a medical condition, or medical equipment.

Please contact us if you have any concerns or other requirements.

Speak to any staff in case of an emergency. We always have first aiders on shift.

8. Assistance Dogs

We have loud music playing in the main room at all times. This is piped through to the bar at a lower volume, while our smoking garden is completely free of music.

9. Strobe Lighting

We regularly use strobe lighting in the main room, for the dance floor, and the lights are also capable of strobing in the upstairs space. There are no strobe lights in the bar or smoking garden.

10. Other Info

We can facilitate an assisted performance. We have a pretty low stage (12"/1'). However, the green room is located upstairs, unfortunately. We're afraid we do not provide hearing loops at this time.