



Out and about

# Cinemas and theatre

Information not accessible



**RIGHT TO  
PARTICIPATE**

## Useful knowledge

The Equality Act 2010 requires service providers, including shops, pubs, restaurants, art galleries, museums and theatres to make reasonable adjustments, if asked, to ensure that disabled people can use those services.

This can include providing additional support or assistance, providing a ramp to ensure wheelchair access, or making information available in alternative formats, such as braille or easy-read.

If you need reasonable adjustments that do not appear to be available, you will have to ask for them yourself. However, the Equality Act also requires service providers to think ahead and develop adjustments they think disabled people using their services are likely to ask for. Failure to make reasonable adjustments, particularly when you ask for them, is a form of discrimination.

Speaking to or writing to the owner or manager of a service is often the best way to ensure your access needs will be met. If you know what kind of adjustments you need, it is usually easier to get them implemented.

## Cinemas and Theatres

Like other service providers, cinemas, theatres and music venues have a duty under the Equality Act to be as accessible as reasonably possible, and to make information accessible to you. This can include posting accessibility information on their website in an easy to find location, providing equipment or support, t-loops, large print or braille theatre programmes and performances with subtitles or BSL interpreters.

## Useful skills

- Effective communication
- Negotiation skills

## Ways to assert your legal rights

1. If an entertainment venue is unable to provide you with necessary information in an accessible format, you can request this from them. Speak to a member of staff to see if they have a process for requesting alternative formats. If there is no such process, speak to or write to the manager of the cinema or theatre. Provide details on the kind of alternative format you need and ask when the format will be made available to you.
2. If a cinema or theatre or museum refuses or ignores your request for an alternative information format, they have likely breached your rights under the Equality Act. You have six months minus one day from the date of discrimination to make your claim in the County Court. A court can allow a claim out of time in limited circumstances, but it is better to seek legal advice first. You can claim for compensation, and a legal order for the service provider to make the reasonable adjustments you had asked for but been refused.

## You can get more help from

The [Equality Advisory & Support Service \(EASS\)](#) runs a free helpline assisting individuals with equality and human rights issues across England, Scotland and Wales.

**Telephone** • 0808 800 0082  
**Text phone** • 0808 800 0084  
**Email** • [through websites form](#)