

## **Curve's Statement regarding Involuntary Noise**

Curve warmly welcomes all visitors to our theatre. This includes visitors with disabilities who may make involuntary noises during performances. We pride ourselves in providing regular training to all members of Team Curve to ensure everyone that visits our theatre has a positive experience and is treated with the utmost respect.

In accordance with Section 20 of the Equality Act 2010, by law Curve is expected to make reasonable adjustments where a situation “puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.”

In line with the Equality Act and most importantly our commitment to ensuring everyone can access the work of our theatre, we will not ask anyone making involuntary noise to leave a performance. In circumstances where an individual is making involuntary noises in the auditorium, carers or guardians are welcome to step out of the auditorium with their companion, but there is no obligation to do so. We also have a viewing screen in our theatre foyer for any patrons that wish to take time out of the auditorium.

Curve also offers Relaxed performances where involuntary noise is expected to take place during performances and there is an adapted environment in the auditorium. However, patrons are welcome at all performances and Curve's Visitor Experience Team will be on hand to provide support and guidance as required.



In the event an audience member wishes to make a complaint about involuntary noise, our Duty Manager is expected to listen and explain Curve's approach to access and theatre for everyone. Alternative seating may be offered to the audience member and their party, subject to availability. If the audience member then wishes to take matters further, they should refer to our complaints policy, available [here](#).