



Berwick Film & Media Arts Festival Relaxed Screen

My Visit — A Social Story

[20-22 March 2026] · [Town Hall Chambers]

This is a social story about visiting the Relaxed Screen at Berwick Film & Media Arts Festival.

It will tell you what to expect when you arrive, where to go, and what will happen during your visit. You can read it before you come so you know what things will look and feel like.

This is a relaxed screen. That means there are no strict rules about how you behave. You can move around, make noise, take breaks, and come and go as you need to.

Before You Arrive



Getting to the venue

The venue is called The Town Hall

The address is: 16 Marygate, Berwick-upon-Tweed TD15 1BN

You can get there by bus / train / car / on foot.

The nearest bus stop is Golden Square, a 5 minute walk away.

The nearest station is Berwick-upon-Tweed, a 15 minute walk away.

There is paid longer stay parking at Parade Carpark, or for drop-offs you can use the side entrance to the Town Hall.

If you are not sure how to get there, you can contact us before your visit.



If you are travelling for the first time, it can help to look at the route on a map before you leave home.



Your ticket

You will need your ticket to get in. This will be on your phone if you booked online, or printed on paper if you booked in person.

If you booked online, you will have received a confirmation email with your ticket.

If you are not sure whether you have a ticket, you can contact us at: tickets@maltingsberwick.co.uk or 01289 330 999.

If you have a companion or carer with you, their ticket is free. They can book this at: info@bfmaf.org



Contact us before you come

If you have any questions before your visit, please get in touch.

Email: access@bfmaf.org.uk

Phone or leave a voicemail: +44 1289 385789

We are happy to answer questions about the venue, what to expect, or anything else.

Arriving at the Venue

When you arrive, here is what you will see and what will happen.



The outside of the building

The venue is a heritage building. It is a large stone building with steps at the front.

The entrance is at the top of a flight of steps and through a set of double doors.

The building is old and may feel echo-y and have an old smell. This is normal.

There will be a sign outside to show you where to go.



Access and step-free entry

If you use a wheelchair or have difficulty with steps, the step-free entrance is at the side door to the left of the main entrance.

There is no ramp but there is a stair climber for both sets of stairs.

There is no lift inside the building.

If you need help getting in, a member of staff can be contacted on the intercom at the side door, and is happy to assist.



If you are not sure which entrance to use or where to go, you can ask any member of staff. They will be wearing a blue Festival lanyard, hi-vis jacket, or a BFMAF sticker.

Going Inside



The entrance and foyer

When you come through the main door, you will be in the entrance hall. It may feel busy inside. This is normal.

The floors are stone in places, carpet in others, and may be uneven. Please take care.

The Guild Hall is a the big room in front of you and you can rest here anytime during the festival.

A member of staff will be near the door. You can show them your ticket here.

They will scan your ticket or check your name on a list. This takes just a moment.



Waiting in the foyer

You may need to wait a short while before you go into the cinema screen.

There are seats in the guild hall, and also in the ante room, just before the screen.

You can wait here until it is time to go in. A member of staff will let you know when the screen is ready.

You do not have to wait in a queue. You can sit or stand wherever feels comfortable.



Toilets

The toilets are on the left as you enter through the main entrance, these are all gender toilets.

To the left of the screening room, there is an accessible toilet which also has a cubicle. Down the stairs to the left of the screening room, there is a toilet with one cubicle and three urinals.

There is not a Changing Places facility.

You can use the toilets at any point during your visit.



Food and drink

There is no bar or café at the venue.

You can buy drinks and food on the main street outside where there are several shops.

You are welcome to bring your own food and drink, to eat in the Guild Hall, but this cannot be taken into the screen.

The guild hall is being used for meal times. There will be an evening meal each day of the festival but this will need to be booked in advance when you buy your festival pass or day ticket.

Chill Out Spaces

There are special rooms at this festival called Chill Out Spaces. You can use them at any time.



What are Chill Out Spaces?

Chill out spaces are where you can take a break, relax, or spend time away from the main festival areas. There will be a specific area called the chill out area in a corner of the guild hall.

The ante room is between the Hub and the screen and is a quieter, darker space which can also be a chill out space.

There is also a chill out space at the YHA Hostel upstairs. This is in a different building on the first floor. It is 5 minutes walk away at: YHA Berwick, Dewar's Ln, Berwick-upon-Tweed TD15 1HJ. There is a lift.

These spaces are for anyone who needs a moment to themselves or a calmer space.

You do not need to ask permission to use these spaces. You can come and go whenever you like.



What is in the Chill Out Spaces?

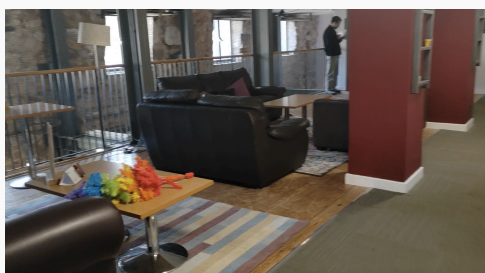
Inside the chill out space in the guild hall you will find: seating around the room with some comfortable chairs, ear defenders, and rugs.

In the ante room next door, you will find fidget toys and art supplies to use.

The lighting in these areas is soft.

The guild hall will sometimes be noisy with guests, and sometimes be quiet. The ante room will generally be quiet.

Upstairs at the YHA you will find sofas to sit on.



If you feel overwhelmed at any point, the chill out area is there for you. You can leave the screen and come back again whenever you are ready.

Going into the Cinema Screen



Finding the screen

The cinema screen is called the Relaxed Screen in the Council Chamber.

It is through the double doors at the end of the ante room, at the end of the guild hall.

There will be a sign and a member of staff to show you which way to go.

You can go in when a member of staff invites you in.



Choosing your seat

When you go in, you can sit anywhere you like.

If you have a specific seating need, such as needing to sit near the exit or at the end of a row, please let a member of staff know and they will help you.

Aisle seats and seats near the door are available if you think you might need to leave and come back.

You can sit with a companion or carer. There is space for them next to you.



What the screen looks and feels like

The cinema screen is a room with a flat floor with rows of big comfortable chairs with about 24 seats. There is a bench around the back of the room.

The building is old and the room may have some background noise from the building. This is normal.

The lights will be on but soft. They will stay on enough for you to see the room clearly.

The sound will be turned down lower than a usual cinema screening.



During the relaxed screening

This is a relaxed screening. There are different rules here compared to a normal cinema.

You are allowed to move around, get up, sit back down, or leave and come back.

You are allowed to make noise — talking, stimming, or any other sounds are fine.

You will not be asked to be quiet or told off for any of these things.

The lights will stay slightly on throughout the film. You will not be in complete darkness.

The sound will be lower than a normal cinema. If you use ear defenders, you are welcome to wear them.

You can't eat and drink during the film, but you can bring food into the Guild Hall (Festival Hub).

There is not an interval break during the screening, but there is a break before the Q&A afterwards. These are recorded and won't be live in most cases.



If you need to leave the screen during the film, you can. The Hub and chill out area is available. You can come back in at any time — there is no need to ask permission.



When the film ends

When the film finishes, the credits will roll and the lights will come up slowly.

You do not have to leave straight away. You can stay in your seat until you are ready.

A member of staff will be nearby if you need anything.

There will be a short break of around 5 minutes before the Q&A plays.

After the screening, you can take a break in another space or wait in the screen for the next film.

The People Who Work Here



Recognising staff

Staff and volunteers will be wearing a blue lanyard, high-vis jacket or a BFMAF sticker.

There will be staff at the entrance, in the foyer, near the screen, and in or near the Hub.

You can ask any member of staff for help at any time. They will not mind.

If you would prefer to communicate in writing, you can show a staff member a note on your phone.



All staff have been briefed on this being a relaxed event. They understand that everyone experiences things differently and are here to help, not to judge.

Sensory Information

Here is some information about things you might notice at the venue. Knowing about them in advance can help.



Sound

The building can be quite echo-y. The guild hall area may be busy and loud before the screening. The film sound is turned down from normal levels. There may be some background noise from the building such as the road nearby.



Light

The guild hall is bright. The ante room has dim, warm lighting. The cinema screen will be lit at a low level throughout — you will be able to see the room at all times. There may be strobe effects in the films being shown. Please check the programme pages on the website for further information on content warnings.



Smell

As this is a heritage building, there may be a faint musty or old-building smell in some areas. The guild hall big room may smell of food and drink.



Temp

Heritage buildings can be cool. We recommend bringing a layer. The cinema screen itself is usually warm.



Floors

The main entrance has floors. The side stairs, ante room, and screen are carpeted. The guild hall has noisy wooden floors. Some areas have uneven flooring — this is common in heritage buildings. Please take care.

Get in Touch

We are here to help. Please get in touch before or during your visit.

 access@bfmaf.org.uk

 +44 1289 385789

 bfmaf.org.uk

We look forward to welcoming you.

This document was produced by BFMAF. Last updated 16/3/26. If you require this in a different format, please contact us.