

The Venue: Market Hall Performing Arts Centre



The Market Hall viewed from George Street by day



The Market Hall viewed from Charlotte Street in the evening.

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Contact

Contact Public Energy Performing Arts if you have questions about accessibility that aren't covered in this guide.

The offices for Public Energy Performing Arts and The Market Hall Performing Arts Centre and the Market Hall Box Office are all located at The Market Hall, 140 Charlotte Street, on the 3rd floor

Phone: 705-745-1788

Email: admin@publicenergy.ca

Get Tickets

Underwaged ticket pricing is available for all Public Energy performances. No proof or ID is required to purchase underwaged tickets. If cost is still an issue please contact Public Energy. We are committed to making our performances financially accessible.

Online: You can buy tickets at <https://tickets.markethall.org/>

In person: The Market Hall Box Office, 140 Charlotte Street,
3rd floor

Accessibility

The Market Hall Performing Arts Centre is a very accessible facility which includes a large elevator and restrooms. Accessible seating is available from the time the tickets go on sale to the time of the event pending availability.

Assistive listening devices are available for use in the theatre, headsets are available on the right side of the ticket table prior to the performance.

Complimentary earplugs are available in the lobby. Sensory kits are also available to borrow during the performance. You will find these on the right side of the ticket table.

How to get to Market Hall

Using Handi-Van

The Handi-Van is a transit service that provides door to door service for people with disabilities. The Handi-Vans are fully wheelchair accessible. The service is provided by appointment. You must be registered as a Handi-Van user before you make a booking.

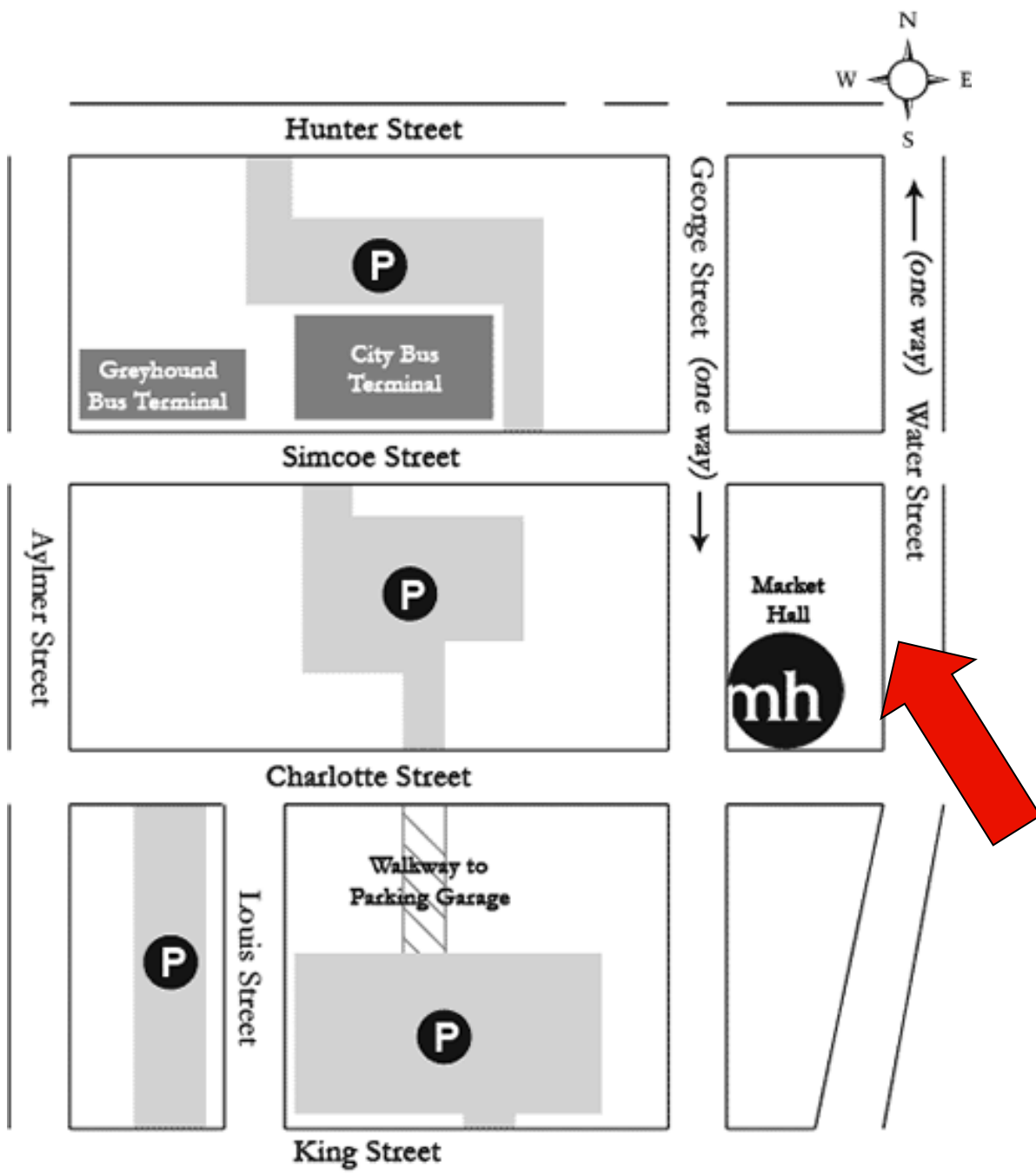
Call 705-745-5801 to book or cancel a trip. Trips may be booked up to two weeks in advance. Same day requests may be accommodated if space is available. Ask to be dropped off at 140 Charlotte Street, the Market Hall Performing Arts Centre address.

Driving

Street parking is free after 6pm. The closest parking lot to the Market Hall is the Charlotte Mews. Parking costs \$1.25 per hour, and you must pay by credit card to park here. Access to the Charlotte Mews is from Simcoe Street between George Street and Aylmer Street. The Charlotte Mews is on the South side of the street.

You can get to Market Hall by going East on Simcoe Street towards George Street. Turn right on George Street, and proceed down George Street until you reach Charlotte Street.

Turn left on Charlotte Street. Proceed about 15 meters. You will see the main entrance to the Market Hall on your left.



Directions to Market Hall from the Bus Terminal



When you walk out of the bus terminal turn left and start walking down Simcoe Street towards George Street.



Once you get to George Street, cross the road and turn right.



Cross the road again and walk straight down George Street.



Keep walking straight until you get to Charlotte Street.



Once you get to Charlotte Street, turn left.



Walk straight.



The Market Hall entrance will be on your left once you get to the lamp post.



This is what the main doors will look like once you arrive.

Main Entrance



This is the main entrance. It is located on Charlotte Street. Once you enter through the doors, you will be in the front foyer where you will find the stairs and elevator.



Press Floor 2 Button to get to the lobby.

Taking the Stairs



The Stairs lead straight up to the second floor.

Once at the very top, turn right and you will see the doors to the Lobby.

The Lobby



The Lobby is located on the second floor. It can be accessed by the stairs and elevator.

As you enter the lobby you can find a ticket table on the left and a bar on the right side. The washrooms are located straight ahead, opposite the elevators.

Before and after a performance the lobby can be quite busy and noisy. There may be tables and stools scattered through the lobby during the performance.

Public Energy staff and volunteers

Public Energy Performing Arts staff and volunteers will be in the lobby prior to the show. You can recognize us by our badges, which have the Public Energy logo on them. You can ask us for assistance before, during or after a show. We will be happy to help.



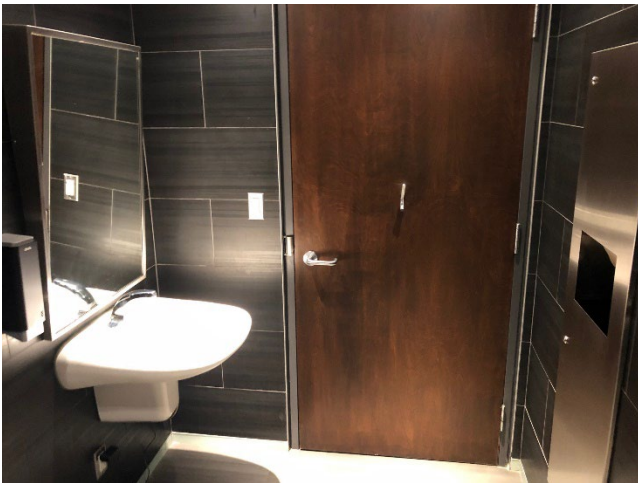
Photo of a Public Energy staff member wearing a badge

A Public Energy staff member will also be stationed at the right side of the ticket table prior to the performance ready to assist you.

The Washrooms

The washrooms are located on the second floor, off of the lobby.

There are three washrooms. The one on the left is a private wheelchair accessible washroom. The middle restroom has stalls. The washroom on the right has urinals and one stall. You can use any of the washrooms during Public Energy Performing Arts performances, there is no women's or men's washroom.



The washroom on the left side is wheelchair accessible, and contains two grab bars by the toilet, a wall mounted sink and tilted toilet, and a baby change station. To lock this washroom press the red button on the wall (located on the wall to the left as you approach the toilet)



The middle washroom is not wheelchair accessible. It contains stalls and no urinals. As you enter turn right: there will be a row of stalls to the left, and a row of sinks are to the right.

The right washroom is not wheelchair accessible. It contains a row of urinals with one stall in front of you on the left as you enter. The sinks are located to the left and right of the door, opposite the urinals and stalls.



Performance Space



There are two entrances to the theatre from the lobby on either side of the washrooms.

There is seating from the floor level up to the balcony.

While you are waiting for the show to begin, the theatre may get loud because audiences are allowed to talk before the performance.

Following the performance you are welcome to leave your seat slowly to avoid the rush of people in the lobby.

Relaxed Performances

Relaxed performances make theatre spaces more comfortable and welcoming to audience members with autism spectrum disorders, sensory and communication disorders or learning disabilities.

These performances will include a visual story guide for visitors to help them prepare for the show. This guide walks a visitor through all aspects of a relaxed performance from start to finish.

During relaxed performances a quiet room will be available for those who need it.

The quiet room is immediately to the right of the bar on the right side of the lobby, this is an open concept space with no doors, there are couches on the north and south walls.

A sensory kit is available for guests during all performances, this kit includes sunglasses or a visor, a stress ball, ear plugs, a fidget spinner, and may contain a venue map.

We ask that the items be returned at the end of the performance, you can keep the ear plugs, all other items will be sanitized and reused at future relaxed performances.

Emergency procedures for Market Hall

If a fire alarm or power outage happens, please remain calm and follow these instructions. Public Energy and Market Hall staff will be there to help you get to safety.

The Market Hall is equipped with emergency lights which will activate if the power goes out, this will help you see your way out of the theatre and to a safe zone.

The Market Hall Fire Alarm has both sound and lights to alert you if there is a fire. If this alarm does go off, please stay calm and follow these instructions.

In the case of an emergency, visitors using mobility devices should make their way to the main lobby at the top of the stairs. Public Energy or Market Hall Staff members will assist you to get to this safety spot and will wait with you until help comes.

Trained emergency response personnel, a Policeman, Fireman or Emergency Medical Technician-EMT will come to help you out of the building, be patient and calm.

Do not attempt to use the elevator, the power will not work and you will not be able to access it.

For performers with mobility challenges, make your way to the top of the performers entrance on George St. and wait at the top of the stairs and a Public Energy or Market Hall Staff person will make sure you are safe until an emergency response person can help you out of the building.

If you are able to use the stairs unassisted, make your way to the Peterborough Square Courtyard by turning left at the exit on George St. and then turning left at the corner of Charlotte St. and George St. Walk 20 metres to the Peterborough Square Courtyard and wait by the wall close to Charlotte St. until Emergency Response Teams arrive and give you further instructions.

If you are experiencing a medical emergency yourself during a show, please ask for help and a Public Energy or Market Hall Staff or volunteer will assist you in whatever way they can either by assisting you directly, or by contacting Emergency Services. Our staff and volunteers are here for your safety.

LAND ACKNOWLEDGEMENT

The land on which Public Energy works is in the traditional territory of the Michi Saagig and Chippewa Nations. Our immediate area, known as Nogojiwanong (Ojibwa for “place at the end of the rapids”), has been a meeting place and a place to tell stories for thousands of years. Public Energy acknowledges the Anishinaabeg for their care taking of these lands and waters and recognizes our responsibility to peaceably share and care for them. We are honoured to be working with Indigenous artists and providing a platform for their voices to be heard and respected

