Questions to ask about cinema access

Version 1.0 - issued 4 November 2026. Keep your completed copy yourself.

Complete HTML version: https://reeltime-cinemas.co.uk/resources/accessibility-questions/

Choose the questions relevant to your visit and ask the actual cinema about the film, date, time and screen you intend to use. Record an answer and its source; "not yet confirmed" is different from "not available".

Set the context for the question

Detail	Your record
Cinema and town	_____
Film or event, date and time	_____
Screen and proposed seat or space	_____
Official access-information link	_____
Practical arrangement you need	_____
Preferred way for the cinema to reply	_____

Describe the arrangement you need. This planning sheet does not need a diagnosis, medical evidence, benefit details or a card number. Reeltime does not receive completed sheets.

Entrance and movement around the building

[ ] Which entrance should I use, and is its route step-free?

[ ] Is there a suitable route from my intended drop-off, parking place or arrival point?

[ ] Are there steps, slopes, narrow doors or other features on the route I should know about?

[ ] If a lift is essential, can you confirm it will be available and tell me how to check on the day?

[ ] If I need help on arrival, where should I go and how do I contact staff?

[ ] Does leaving the building, including an emergency route, require a different arrangement?

Screen, seating and facilities

[ ] Which auditorium is this performance in?

[ ] Are there steps between the foyer and my seat or wheelchair position?

[ ] Can you confirm the position, any transfer arrangement and space that matters for my visit?

[ ] Can a companion sit where needed, and must those places be reserved together?

[ ] Is there a suitable toilet on the route I can use? What details can you provide about it?

[ ] How will I be told if the screen or agreed position changes?

A seat symbol or broad access statement may not answer all these questions. The accessible cinema guide explains the building, auditorium and performance distinction.

Captions, description and listening equipment

[ ] Is this exact session captioned, and does the text include dialogue and relevant sound information?

[ ] Is it a translated-subtitle version instead, or does it provide both?

[ ] Is audio description available for this film, screen and showing?

[ ] Which hearing-assistance system is available, and is it compatible with the equipment I use?

[ ] Where do I collect any headset or receiver, and can it be checked before the film starts?

[ ] Are particular seats recommended for the system, and whom should I contact if it fails?

Use the screening-type guide to distinguish the features. Avoid asking simply for "a headset" if the cinema offers different systems.

Screening environment and breaks

[ ] If this is a relaxed screening, what changes are made to sound and lighting?

[ ] Will adverts or trailers run, and is there an interval?

[ ] Can I leave and return during the film, and is there somewhere quieter to wait?

[ ] Are there film-specific content or sensory notices I should read?

[ ] Are any assistance-dog or arrival arrangements relevant to my visit?

Booking, companions and assistance

[ ] Does this performance use the CEA Card, Hynt or another companion arrangement?

[ ] What is the correct booking route, and which tickets must be booked together?

[ ] What confirmation or valid card, if any, is needed on the day?

[ ] Who can confirm my seat, space or assistance arrangement before payment?

[ ] Who should I contact if an essential facility or agreed arrangement is unavailable?

Our companion-ticket guide explains why scheme participation, eligibility and the actual booking are separate checks.

Record the answer and the source

Copy this log as often as you need. If an answer is conditional, record the condition too.

Record	Your answer
Question and why it matters to this visit	_____
Essential requirement or preference	_____
Cinema's answer	_____
Confirmed / unavailable / not yet confirmed	_____
Official page or staff contact route used	_____
Date checked and next action	_____

A fictional example

Example only - not a claim about a real cinema. A visitor asks: "Is the 18:00 session in Screen 2 captioned, including sound information?" The reply confirms that the session is a translated-subtitle version but does not confirm access captions. The visitor records **not yet confirmed for the captions I need** and asks a follow-up question. They do not assume any subtitled session answers the same need.

Use the answer for the agreed visit

Keep the reply with your visit checklist. Recheck if the cinema changes the screen, session or arrangements, and confirm any time-sensitive essential facility before travelling.

This worksheet helps organise questions. It is not a venue assessment, ticket application or guarantee of assistance. You can print it, save your own notes or return to all planning resources.

Sources and further guidance

RNID: Going to the cinema or theatre with hearing loss - checked 4 November 2026. https://rnid.org.uk/information-and-support/technology-and-products/going-to-the-cinema/

RNIB: Film and audio description in cinemas - checked 4 November 2026. https://www.rnib.org.uk/living-with-sight-loss/community-connection-and-wellbeing/leisure/film/

Independent Cinema Office: Subtitling and audio description - checked 4 November 2026. https://www.independentcinemaoffice.org.uk/advice-support/useful-exhibitor-resources/subtitling-ad/

CEA Card: Frequently asked questions - checked 4 November 2026. https://www.ceacard.co.uk/faq

Hynt: Official scheme website and maintenance help - checked 4 November 2026. https://www.hynt.co.uk/