

FAQ...

How do I purchase an accessible ticket for myself and my carer?

We have a limited number *Accessible Seating* tickets for each event available through DICE that grants you access to our viewing platform. If you would like a free PA ticket to accompany you, contact [DICE](#) to arrange this. Please do not purchase an *Accessibility Seating* ticket for your companion. If these tickets are sold out, please *contact DICE* as we may be able to accommodate these requests on a case-by-case basis.

What if I only need free entry for my companion?

If you only require a free carer ticket please contact DICE through the [Help Centre](#) and they can assist you. Please note in this instance, the person accompanying the carer will still need to purchase a General Standing ticket to enter.

I have an access requirement not listed here, what should i do?

If you have any queries or would like more information about access, please contact DICE *here*.

What to expect on arrival for shows?

If you have purchased an access ticket please come to the main entrance in Pool Valley and let a member of our security team know that you are on the accessibility list. A trained member of staff from the venue will escort you to the entrance that you require and guide you through the building.

Do you have an accessible toilet?

The accessible toilet is through the double doors leading to the backstage/East Street entrance. The facilities are on the same level as the main Live room and bar.

Do you have disabled parking?

Unfortunately, the venue does not have any on-site parking. There are Blue Badge holder parking bays located in Little East Street / Bartholemews, which are 130 meters from the East Street entrance of the venue.

Can I bring my Assistance Dog to the show?

Guide or Assistance dogs are welcome in the venue. You may be asked to provide ID or your ADUK booklet. Please contact [DICE](#) for more information before purchasing your ticket.

Can I bring food, drink and medication into the venue, if I have a medical condition?

You may bring any necessary food and drinks required for medical reasons. If you are arriving with any medical items, to prevent any security-related concerns on the door, please bring your prescription along with ID. If you're bringing sharps or liquids, we may ask you for supporting documents such as a prescription or doctor's note.

Do you use strobe lighting? I suffer with photosensitive epilepsy

We do use strobe and flashing lighting in the venue, if you need any further information about a specific event, please contact DICE *here*.

Are there any other areas away from the crowd in the venue?

We have a quiet space behind the stage that is available if the event gets too overwhelming, please make yourself known to the nearest member of staff who will assist you.

Please note that, other than our viewing platform, we cannot guarantee space away from the crowds due to the limitations of the building. You are always welcome to take a moment outside to get some air and re-enter the venue. Please ask a member of staff or the duty manager if you need assist to find a space.

Would three of us be able to sit/stand with my partner in the accessible seating area next to the stage?

Unfortunately, as space is limited in the accessible seating area, we can only accommodate one person plus one companion. Anyone else in the group will need to stand elsewhere in the venue.

Do we require paperwork to prove accessibility needs?

You may be asked for paperwork to prove eligibility for your access tickets.

The following is a list of paperwork we will recognise, but this is not exhaustive, and we'll consider each application on a case-by-case basis and will not exclude anyone with a reasonable request for a ticket if we can accommodate them:

- A statement of higher or middle rate disability living allowance (DLA)
- Receipt of either the Severe Disablement Allowance or Attendance Allowance
- Personal Independence Payment (PIP)
- Attendance Allowance
- Qualifying annual uprating letter
- The Access Card (Details available from www.accesscard.org.uk)
- Registration document which certifies that you are Registered Blind or Partially Sighted
- Veterans Agency letter confirming War Disablement Pension
- A personal letter outlining your access requirements from your hospital specialist (within reasonable date)
- If resident outside of UK please use equivalent documentation