

ACCESSIBILITY GUIDE...

Visiting the building

The main entrance to the venue is at Pool Valley coach station. Upon arrival go straight to the front of the queue 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.

Pool Valley Entrance

There are two sets of stairs, five steps and then eight steps with handrails on both sides, that lead up to the box office and toilets. A further ten steps up to the main room, also with handrails on either side.

East Street Entrance

For customers wishing to use fewer steps, there is an entrance to the venue on East Street, which has two banks of steps: four steps and then six steps with handrails on either side that leads to the main Live room floor level.

Alternatively, we can offer step free access through this entrance via an access ramp. These ramps are steeper than the recommended gradient for wheelchair use, however, wheelchair users that have come through the venue have opted to use them successfully and trained members of staff will be on hand to assist.

Through this entrance, you will find the accessible bathroom facilities reached via the stairs or access ramp. It is on the same level as the main Live room, the bar and the seated accessibility platform.

Access Facilities

We have a dedicated seated accessibility platform which is located on the right-hand side of the stage. This is a raised area which can be used for wheelchairs and mobility scooters. We use two barriers to secure a comfortable amount of space and mark the seats as reserved. This position offers a good clear view of the stage and easy access to the backstage doors/accessible toilet. We are also able to provide a member of staff who can take and deliver your drinks order for you during the event.

Due to current limitations, we can only offer space for 2 access seats, each with an additional companion. These can be booked on a first-come first-served basis via our website or via [DICE](#). 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 the spaces are sold out for an event, please contact [DICE](#) and we will do our best to assist you. Please be aware that once a show has sold out, we may not always be able to accommodate all access request due to our capacity restrictions.

TICKET TYPE	COST	QUANTITY
STANDING	£21.75 (£20.00)	<input type="text" value="0"/> ▼
ACCESSIBILITY SEATING	£21.75 (£20.00)	<input type="text" value="1"/> ▼

Induction Loop System

At the Box Office, you will find an Induction Loop System. We have members of staff who are trained in how to use it, please ask at Box Office if you require assistance.

Accessible Toilets

The accessible toilets are through the double doors leading to the backstage/East Street entrance, so the necessary accreditation will be given to customers so that they may come and go through the doors as they need.

Bar

The bar is on the same level as the main Live room. When ordering at the bar, if the customer is a wheelchair user, they may find the bar to be quite high. Our staff are trained to exit the bar and take and deliver the order on the customer's side. For quickest service please head to the left-hand side of the bar.

Cloakroom

The cloakroom is operated from the mezzanine area. This area is accessed from the main Live room up a further eight steps with handrails on each side. Should a customer wish to use the cloakroom, but not the stairs, a member of staff will check in your items for you and return with the relevant cloakroom ticket number. The item may then be retrieved by handing this ticket to a member of staff.

Merchandise

Merchandise is often operated from the back of the main Live room but sometimes the band/artist will prefer to use the mezzanine. This area is accessed from the main Live room up a further eight steps with handrails on each side. On these occasions we advise the band/artist to either have items available to be moved and viewed on the main floor level or high-quality photographs available. Should a customer wish to view the merch but not use the stairs, a member of staff will be able to assist with purchases.