

ACCESSIBILITY PACK



ALBERT HALL
MANCHESTER



ACCESSIBILITY AT ALBERT HALL

Albert Hall Manchester prides itself on being accessible to everyone. We want to create the best experience for our access customers and seek to break down barriers within the live event industry.

This is a guide to all things Accessibility in our venue including the booking process, arrival guide, our facilities, and more.

If you require larger text, most web browsers and PDF viewers will enable you to enlarge the pages on your computer through holding CTRL key (PC) or command key (Mac) and zooming in/out using the + and - keys.

CONTENTS

1. Our building + facilities

- 1.1 Building physicalities
- 1.2 Our Access area
- 1.3 Seated Shows
- 1.4 Wheelchair Platform
- 1.5 Access Toilet

2. Booking process

- 2.1 Booking process for ambulant access customers
- 2.2 Booking process for wheelchair users
- 2.3 Free companion ticket scheme

3. Arrival Guide + Transport links

- 3.1 Arriving at the venue
- 3.2 By car + accessible parking
- 3.3 By bus
- 3.4 By metrolink
- 3.5 By train

4. Strobe lights

5. Assistance Dog Policy



1. OUR BUILDING AND ACCESS FACILITIES

1.1 Building Physicalities

Albert Hall is a grade II listed building. The first floor has 28 steps from the ground floor box office level, with a handrail. The second floor has 24 steps with a handrail. There are 52 steps between the two floors.

We have recently had a lift installed that takes a capacity of 630kg, which has primarily been fitted for the use of our access customers. This is managed by the accessibility manager on the evening of the event with the use of a key to get in. If you need to use the lift, please let a staff member know and they will escort you in.

Lift measurements are as follows:

- ENTRY - 80.8cm
- WIDTH - 110.3cm
- LENGTH (NO HANDRAIL) - 130.7cm
- LENGTH (WITH HANDRAIL) - 121cm

1.2 The Accessible Area

The Albert Hall accessibility area is located on the balcony level of the venue. This reserved seated area has access to a private toilet and an excellent view of the stage where you will be able to fully enjoy the performance. We will also provide a steward and drinks runner on the evening to make your stay with us more comfortable. If you would like any Merchandise please let your server know, they will have pictures of the items + will be happy to get this for you!

Please be aware that this is a completely seated area and you will be told to remain seated if you're standing, this is because it could block the view of others who may not be able to stand for the show. However, we have a lot of other areas of the venue you can stand up in if you would like to!





1.3 Seated shows

For seated gigs there's 2 options here, we can either:

- Reserve you a seat on the main floor. This is one level down from the access toilet, but next to a bar + has a seat with a back.
- Reserve you a seat in our access area on the mezzanine. This is what we usually operate on standing gigs with a toilet nearby + a drinks runner on this section. It is more steps to get up, and doesn't have seats with a back but we can source one for you.

1.4 Wheelchair platform

We have a wheelchair platform which can accommodate up to three wheelchairs. The platform also includes a few foldable seats for companions, so you can enjoy the event together.

To ensure you have a place on our wheelchair platform, we encourage you to reserve your spot in advance when purchasing tickets by booking a wheelchair access ticket.

1.5 Accessible Toilets

We have an accessibility toilet which is located on our Mezzanine, which is on the same floor as the access area. This can be accessed with a RADAR key, so please feel free bring one but our staff in the venue have them too if you haven't got one of your own!



2. BOOKING PROCESS

2.1 Booking process for Ambulant customers

All tickets are sold as General Admission and access requirements are filled out after. We have a capacity of 40 customers in this area to ensure this area remains comfortable. If it is full, please contact - **accessibility@alberthallmanchester.com** and we can arrange a queue jump + access to the accessible toilet.

Once you have purchased your ticket, please then fill out our online Access Requirements Form. This online form can be found here.

Please Note: This form is also to be filled out by people with temporary access requirements, such as broken legs, pregnancy, etc.

2.2 Booking process for wheelchair users

Our venue only has space for up to 4 wheelchairs due to fire restrictions, and this is reserved on a first-come first-served basis.

You can buy a ticket with a reserved Wheelchair Space at the point of purchase when you buy a ticket on our website or on Seetickets ↴

WHEELCHAIR ACCESS	£37.56 (£32.50)	0	✓
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If the wheelchair spaces are sold out for the event you want to come to, please do not hesitate to contact our access team at **Accessibility@alberthallmanchester.com** who will be happy to try + assist with this. We want everyone to be able to come to the gigs they wish to see, and will do our very best to get you booked on if we can!

2.3 Free companion ticket scheme

In our commitment to making the venue accessible to everyone, we will provide those ticket holders with a disability that require full time assistance with a free ticket for their personal carer/assistant. To take advantage of this scheme, please specify when filling out the online requirements form.

Please provide one of the following:

- Front page of PIP letter
- Front page of Attendance Allowance letter
- Evidence of being registered as severely sight impaired (blind)
- Valid Access Card showing you require a +1 to accompany you

We appreciate that some people may require assistance that do not have any of these + each request will be looked at individually.

Please get in touch on accessibility@alberthallmanchester.com if this is your case.

The scheme is run on a first come first served basis up to the capacity of the venue and/or designated area.

Please do not buy a ticket for a carer as we will be unable to refund it at a later date. We don't send out the carer tickets in advance: the tickets will be issued at the event.



3. ARRIVAL GUIDE

3.1 Arriving at the venue

When arriving at the venue please skip the crowds + head to the front of the queue on Peter Street and let a member of security know you are on our accessibility list, they will then assign a steward to support you to your seats through the main entrance or a separate entrance where you will be able to gain easier access with the use of ramps or lift if applicable.

Wheelchair users will be escorted by a team member from the box office area to the back of the building, to a private stairwell where the lift is operated. Once arriving in the accessibility area, you will be greeted by our steward who will be located in that area for the duration of the evening. There will be drink servers allocated to this area who can also assist with any purchases of merchandise. Once the show has finished, if required you will be escorted back down to the ground floor.





3.2 By Car

To plan your car route, visit
www.theaa.com/routeplanner

Unfortunately, we do not have any on-site disabled parking, however there are plenty of spaces nearby. Click [here](#) to see disabled parking spaces around the city centre.

3.3 By Train

Albert Hall is 0.2 Miles from **St Mary's Parsonage** bus stop (buses: 35, 36, V1, V2, V4, X39), + 0.3 Miles from **Dickinson St Bus Stop** (Buses 15, 42, 42a, 43, 50, 85, 86, 101, 111, 142, 143, 197, 250, 255, 256, 102).

To get from St Mary's Parsonage bus stop by foot, walk up Bridge St until you get to Deansgate then turn right onto deangate. Walk to the end where it meets Dirty Martini (to your left), and turn left onto Peter Street. You will see Albert Hall in 140 yards, right after Albert Schloss.

From Dickinson St Bus stop, walk to the corner where Boots is to your right + turn left onto oxford road towards St Peters Square. Keep walking straight down until you get onto Peter Street, you will pass starbucks and see Albert Hall in front of you, next to Rudys!

3.4 By Metrolink

The nearest metrolink tram stop is St Peters Square which is around a 5 minute walk from the venue.

To get to the venue from the tram stop, Head northwest on Oxford Street towards Lower Mosley Street. Continue straight onto Peter Street. Albert Hall will be on your right, after Rudy's Pizza.

3.4 By Metrolink

The closest train station to Albert Hall is Manchester Oxford Road. To get to the venue from here, exit the station and turn right onto Witworth street west, and after 25 yards turn left onto Oxford Road towards the city centre.

Continue straight onto Peter Street (Oxford Road becomes Peter Street after passing by the junction with Great Bridgewater Street). Albert Hall will be on your right, after Rudy's Pizza.

4. STROBE LIGHTS

Strobe lighting, lighting that produces stroboscopic effects, smoke machines, and other theatrical effects may be used during shows in our venue.

5. ASSISTANCE

Guide/assistance dogs are welcome in all our venues. We advise customers who require the assistance of a dog, to fill out our access requirements form which can be located [here](#).

We hope you enjoy your visit to Albert Hall, if you have any queries that have not been answered on this document, please reach out to us on:

accessibility@alberthallmanchester.com

