

ALEXANDRA
PALACE

- Music Concerts -

Visual Journey

What to expect when you visit Ally Pally

Welcome to Alexandra Palace

Welcome to Ally Pally, one of the largest all standing venues in Europe.

The performance you are coming to see is at Alexandra Palace. This is what the Palace looks like from the outside.



The entrance to the performance you are coming to is through our Palm Court entrance on the west side of the Palace.



If you are collecting tickets you will need to visit the SEE Tickets box office located to the left of the Palm Court entrance.



Entering the venue

We advise you arrive early to events to familiarise yourself with the surroundings as the queue system will get very busy.

Visitors for the Great Hall will need to enter the queue system to gain access to the Palm Court.



The guest list & accessible entrance is located to west side of Palm Court and has step free access.



On arrival you will have your ticket scanned and be searched by security. This may include a bag search and a pat-down. Additional searches may be required at the venues discretion.



The Palm Court

You are now inside the venue. Take in the atmosphere and come and say hi to the Visitor Services Team.

You will then be in the Palm Court.



If you need to contact a member of staff for any assistance, information, wheelchair collection or book onto the access platform you can find the team at the Visitor Services Desk.



From Palm Court you can access the Festival Village where you can grab some food and drinks and relax with some music before the show starts.



The Festival Village

The Festival Village is in the West Hall, the perfect environment to relax with your friends and grab some delicious refreshments. It is a popular space and can get busy at peak times.

Welcome to Festival Village. Sit back and soak up the atmosphere with some live music.



Now time to grab a drink. We have two huge bars serving wine, beer, spirits and cocktails along with a craft beer bar. Free tap water and a selection of soft drinks are also available.



If you are peckish we have a great range of street food from the wilds of Peckham to darkest Peru...



Entering the Great Hall

Please allow plenty of time to enter the Great Hall. When exiting the Festival Village there can be excited fans looking to find a good spot.

The entrance to the Great Hall is located at the far end of the Festival Village the route is completely step free.



When you are ready to head into the show please follow the signs for the MAIN ARENA which will lead you into the Great Hall.



We also have a large bar and Stone Baked Pizza located at the back of the Great Hall.



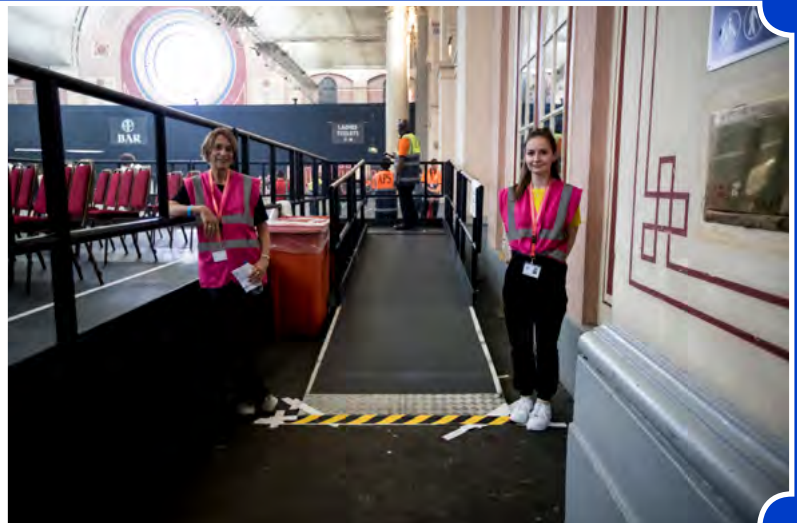
The Accessibility Platform

If you have booked accessible platform tickets you will need to collect a wristband from the Visitor Services Team in Palm Court to use our dedicated accessible entrance to the Great Hall.

The raised accessible platform is located at the top left hand side of the Great Hall, and can be reached via our dedicated accessible entrance from the Festival Village.



On arrival you will be welcomed by the Visitor Services Team who are there to ensure you have the best possible experience.



Our access platform has limited capacity. Wheelchair or accessible tickets have a space reserved on the platform. You can exchange your ticket for a wristband from the Visitor Services Team in Palm Court.



The Accessible Toilets

We have multiple accessible toilets throughout the site, please contact a member of the Visitor Services Team if you require assistance.

Next to the Great Hall access entrance you will find the Roman Bar*. Speak to the member of staff who will provide a RADAR key to for the accessible toilet.

***Here you will also find the Medical Centre and lift access to our VIP area.**



At the back of the great hall we have accessible toilets, look to the left under the rose window, staff are always available to offer assistance.



We have an accessible toilet in the Phoenix Bar with step free access located in the corner next to the beer garden entrance.



The Great Hall

Welcome to the Great Hall. Please be aware this can be busy with concerts reaching the capacity of 10,000 all standing capacity.

Find a great spot where you feel comfortable to enjoy the show!



The Great Hall has a bar located at the back of the hall.



Team Ally Pally are here to ensure you have the best experience during your visit, please come and say hi and let us know if we can be of any assistance. Have a great evening at Ally Pally.



Great Hall Toilets

During the Show you can find toilets towards the back of the Great Hall behind the Bar, further toilets are located under the rose window

The LADIES TOILETS are located to the back of the Great Hall.



At the back of the Great Hall we have accessible toilets, look to the left under the rose window, staff are always available to offer assistance.



The GENTS TOILETS are located to the back of the Great Hall.



Need a break during the show?

We have plenty of areas that you can go to take a break and relax we also have an outdoor area located next to our Phoenix Bar pub if you would like some fresh air.

The Festival Village has seating available where you can sit and relax.



Take in the atmosphere...



...with plenty of bars and food stalls available for refreshments.



The Phoenix Bar & Kitchen

The Phoenix Bar and Kitchen is our own in house pub that has step free access. The bar is open from 11am each day and will be busy during peak concert times. Please check for after show timings on the specific concert page.

Step free access to the Phoenix Bar is located next to the queuing system to the right of Palm Court.



The bar can get busy during peak concert times.



Toilets and accessible toilets are located in the corner near the beer garden entrance.



The Cloakroom

We have a cloakroom services available for all concerts. It is has full step free access.

The Cloakroom entrance is located in the Palm Court.



There is a large queue system with no seating available. This may get very busy during concerts, especially in the winter.



There is a small fee for us to look after your items and please remember that you deposit you items at your own risk.



Blue Badge Parking

All concerts and events at Alexandra Palace has Blue Badge Parking, available on a first come first serve basis.

The Blue Badge parking area is located in our East Court car park. This is a short distance on flat ground from the concert entrance at Palm Court.



There is further Blue Badge parking located in the Grove car park. The taxi drop off and collection point is located in the East Court Car park.



There is a 200 meter walk that requires going up a hill to reach the concert entrance at Palm Court.





**For further information please visit our website
alexandrapalace.com or call our
Visitor Services Team on 020 8365 2121
or email access@alexandrapalace.com**