



Accessibility at Alexandra Palace



We want Alexandra Palace to be **accessible**. Accessible means easy to use for everyone.



We have done lots of things to try and make things more accessible. This booklet tells you what we have done.



If you have any questions contact our **Visitor Services Team**.



Phone:

0208 365 2121

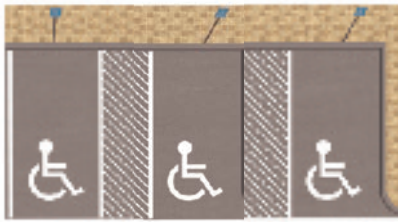
9am to 5pm



Email:

access@alexandrapalace.com

Parking



We have 25 car parking spaces for people with Blue Badges.



When we have events on, we will have more spaces for people with Blue Badges.



We cannot save any parking spaces for anyone.



When we have a big event on, there is a bus service.

The bus will take you from the car park to the main entrance.



We will have staff at the car park.

Staff can tell you where you can get the buses.



Check on our website to see if the bus service is running when you visit.

Website:

www.alexandrapalace.com/whats-on/



You can also phone the Visitor Services Team:

0208 365 2121

Taxi drop off



We have an accessible taxi drop off place outside our main entrance.

When you get here, our staff can tell you where to go.



If an event is very busy, you might not be able to use the taxi drop off place. Our staff will let you know when you get here.



You may have to use our main taxi drop off place instead. This is in the East Car Park.

Accessible Public transport



Look at our website for how to get here by public transport:

www.alexandrapalace.com/visitor-information/get-here/



Finsbury Park

You can get on the tube or train to **Finsbury Park** station. There are no steps at this station.



Then you can get the **W3** bus. This stops outside the entrance to Alexandra Palace.

Customers who have medical needs

Some people who come to visit us need to bring:

- medicines
 - food or drink for a medical condition
- or**
- medical equipment



If you are worried about bringing these things, it is best to speak to the Visitor Services Team.



If you need help or there is an emergency, tell any of our staff. They will get our medical team to come to you.

Wheelchairs



We have some wheelchairs which you can use at Alexandra Palace.

You need to book one before you visit.

Contact the Visitor Services Team



Email:

access@alexandrapalace.com

or



Phone:

0208 365 2121



You will pick up the wheelchair from the Visitor Services desk when you get here.

Accessible tickets



Accessible tickets are for anyone who has:



- a disability. This can be a hidden disability too. Someone might not be able to tell you have a disability just by looking at you



- an impairment. This means you find it hard to do something. For example you find it hard to see or cannot see at all



If you book an accessible ticket, we will offer you a free **companion ticket**.

A **companion ticket** is for someone to come with you if you need extra support.



Look at our page on accessible tickets:

www.alexandrapalace.com/visitor-information/accessibility/



Accessible bathrooms

Our accessible bathrooms are in the:

- Phoenix Bar and Kitchen
- Great Hall
- Ice Rink
- East Court
- Theatre

Photos to help you get around

On our website we have some photos that show you around Alexandra Palace. We call this a visual journey.



Website:

www.alexandrapalace.com/visitor-information/accessibility/

It might be good to look at these before you come for your visit.

Sign language and accessible services



If you are coming to a show or an event in the Theatre or Great Hall we have some extra services.



If you use sign language, please let us know at least 6 weeks before you visit.



Sometimes we can get someone who signs to be with you during the concert.



Audio description is when someone tells you what is happening in a show or concert.



Captions are the words that are being spoken in a show or concert. You read the captions on a screen.



We do not have audio descriptions and captions for all of our shows.

You can ask the Visitor Services Team if your show has them.



Assistance dogs

You can bring a registered assistance dog with you. Just let us know when you book your ticket.

Accessibility in the Great Hall



Accessible viewing platform

There is a platform on one side of our big stage.



The platform has spaces for wheelchairs and some seats.



When you book your accessible ticket you will be given a space on the platform.



You can book a companion ticket when you book an accessible ticket.



To get on to the platform go to the Visitor Services desk in Palm Court.



Staff will give you a wristband and show you the way to the platform.

Entrance with no steps



Accessible
ticket

We have a way in to the Great Hall with no steps.

Anyone with a ticket can go in this way, but you must speak to us before you come.



Our Visitor Services Team can give you any directions or help you might need.

Lighting and smoke effects



Most of our concerts use flashing lights and smoke effects.



If you are worried about this, talk to our Visitor Services Team.

Accessibility in the Theatre

Accessible spaces



We have 4 accessible spaces in the Theatre. 3 in the Stalls and 1 in the Circle.

The spaces are big enough to fit a wheelchair.



In the foyer we have a lift. The lift will take you up to the Circle.

The foyer is near the entrance of the Theatre.



Hearing loop

We have a hearing loop service available for our Theatre shows.

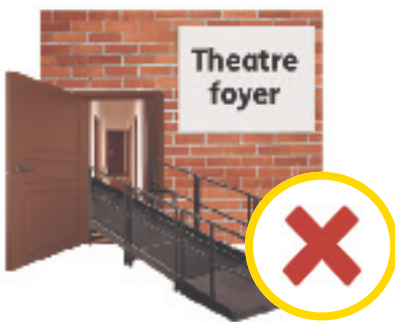


You can collect this from the Visitor Services Team in the East Court.

Areas with no steps at the Theatre



The main entrance in the East Court has a slope without steps.



There are no steps going into the foyer.



Stalls

There are no steps from the foyer to the seats in the **front row up to row K**.



Circle

There is a lift that goes up to the seats in the Circle.



The wheelchair spaces are in:
row D seat numbers 5 and 6.

Accessible bathrooms



There are 2 accessible bathrooms with no steps on the ground floor.

The entrance to the bathrooms is in the foyer.



There are 21 steps to the mens bathroom in the foyer.

Baby changing facilities

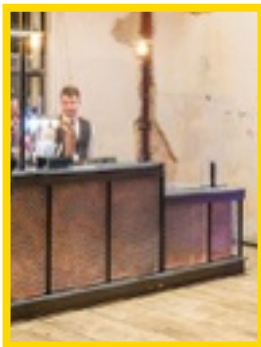


You can change your baby's nappy in both of our accessible bathrooms.

Drop down bar



A drop down bar makes it easier for people in wheelchairs to get served at the bar.



We have a drop down bar:

- at the Theatre bar

and



- at the Visitor Services East Court Reception desk

Relaxed and accessible performances



We have shows called **relaxed and accessible performances**.



These are times when you don't have to sit still and be quiet when you are watching the show.

Touch Tours



A **Touch Tour** is a special tour for people who find it harder to see.

On the Tour, people can feel things that are used in a show. This helps them to understand and enjoy the show.



If you would like a Touch Tour before you enjoy the show, just let the Visitor Services Team know.

Our accessibility statement



We want everyone to feel welcome when they visit us and have a good experience.



Because the buildings are very old, there are some bits we cannot change. This means it is not fully accessible to everyone.



We will still try to make sure everyone can enjoy their visit.



We are also a Disability Confident Employer.



We want people with disabilities to apply for jobs with us.

And we will make sure our staff have the support they need to do their jobs.