



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

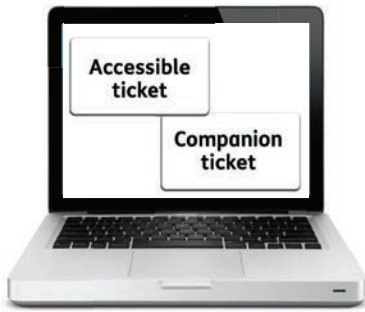


- an impairment. This means you find it hard to do something. For example you find it hard to see or cannot see at all



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.



You can book your accessible ticket and companion ticket online.

www.alexandrapalace.com/whatson/



Or you can phone the Visitor Services Team:

0208 365 2121



We only sell a certain amount of accessible and companion tickets.



If the website says tickets are sold out, you can phone the Visitors Services team to check.

Buying accessible tickets



After you have bought an accessible ticket, you will get an email. The email will ask you to send proof of your disability or condition.



You must send us your proof within 7 days after you get the email.



We will keep a copy of the proof. You will not need to show us it again.

Getting a companion ticket



When you buy an accessible ticket you can get a companion ticket too.

You will need to pay for the companion ticket to start with.



After we have seen your proof, we will give you the money back for the companion ticket.

Proof you can send us for an accessible ticket:



You will need to send us 1 of these things:



- the front page of a letter about your:
- Disability Living Allowance
- or
- Personal Independence Payment



- a copy of your Blue Badge



- proof you are registered severely sight impaired



- a recognised assistance dog ID card



- an Access Card



- a letter from your doctor



If you cannot give us proof of your disability or condition, you can talk to our Visitor Services Team.



We will have a look at your needs and see how we can support you.

Tickets for concerts in the Great Hall



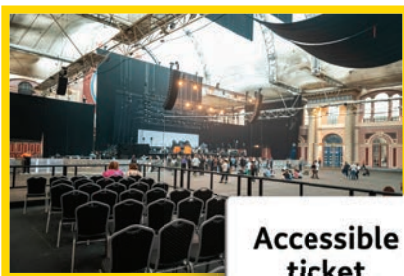
All the tickets except for accessible tickets are standing only. There are no seats.



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.

Tickets for the Theatre



For seated shows in our Theatre, the accessible spaces are in the Stalls and the Circle.



When there is a concert, we have more accessible spaces in the stalls.

The stalls is the main standing area.



Or you can buy tickets for the main floor. This is the area in front of the stage.

There are no steps to get to it.

Contact the Visitor Services Team



You can talk to us about any access needs you have. Contact us before you visit.



**By phone 9am to 5pm:
0208 365 2121**

or



**By email:
access@alexandrapalace.com**



Our buildings are very old and there are some things we cannot change.

This means sometimes we cannot meet everyone's needs. But we will always try our best.