

ALBERT HALL
MANCHESTER

ACCESSIBILITY AT THE HALL

accessibility@alberthallmanchester.com

FACILITIES

The Albert Hall accessibility area is located on the balcony level of the venue. This reserved seated area has access to a 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.



ACCESS

Unfortunately, the Albert Hall has a lot of stairs and no lift due to it being a grade 2 listed building. We are a four story building. The basement is where our cloakroom is located, should you require storing anything please speak to your accessibility team member and they can assist. 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. The accessibility area is on the second floor. The accessible toilet is on the same level. You will be escorted upstairs by a member of our team to the accessibility area. Wheelchair access for customers who may require this type of service and assistance during their visit is provided in the form of a stair climber and secure wheelchair area in the accessibility seating area of the venue.

To ensure you have a comfortable and enjoyable time you will also be assisted by a fully trained Albert Hall team member in the use of the stair climber. If you require our wheelchair access service during your visit to the Albert Hall please fill out the accessibility form at:

<https://www.alberthallmanchester.com/info/accessibility/requirements/> or contact us on accessibility@alberthallmanchester.com at least 7 days prior to the event so that we can arrange to meet your needs and requirements for your visit and to provide staff as your point of contact at the event to fully assist you.

The wheelchair area only has space for up to 4 wheelchairs and is reserved on a first come first served basis. The stair climber provided is the STAIR SHIP TRE52 model, which has a capacity of 200kg. Please check that your wheelchair is compatible before purchasing tickets.



TRE52 Stair Climber

Please note the stair climber takes approximately 20 minutes to ascend the stairs so early arrival to the venue may be required.

If you wish to bring Guide and Assistance dogs to the venue please contact the Accessibility department in advance; as some events may not be suitable for animals and we would like to be able to ensure both the customer and their Guide and Assistant dogs would be happy and safe within the venue.

ARRIVAL

On the evening of an event, we advise customers with a disability to arrive at the venue 15 minutes prior to the doors opening.

When arriving at the venue please go 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 and wheelchair stair climber.

CARER 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 copies of a recent DLA or PIP letter that show what your current level of care or mobility allowance is. We appreciate that some people may require assistance but not receive DLA or PIP, please contact us to discuss your access requirements. We also accept Access Cards and Carer Cards. Each request will be looked at individually. The scheme is run on a first come first served basis up to the capacity of the venue and/or designated area.

We don't send out the carer tickets in advance: the carer will be added to a carer ticket list at the box office on the day of the event.

TICKET PURCHASING

All tickets are sold as general admission and accessibility requirements requested thereafter. Due to the popularity of our events please be advised that ticket sales tend to sell out in advance and at times on the first day of on sale. We strongly advise purchasing as soon as the concert you wish to attend becomes available online. Please note we will not be able to refund carer's tickets paid for in error.

When contacting the Accessibility department please have available your ticket reference number and name shown on card.

PLEASE CHECK OUR WEBSITE FOR ACCESSIBILITY INFORMATION
SHEET LARGE PRINT PDF

Please note we require notification of accessibility needs and registration to use the venue's facilities 7 days prior to the event you wish to attend.