

Access at The London Palladium

Welcome to The London Palladium Access information page. The London Palladium is exceptionally proud of the services we offer to patrons with access requirements. We strongly believe that our events should be accessible to all patrons regardless of any disability.

Booking, Companion and Contact Details

To enquire about purchasing access & companion tickets at The London Palladium, please ring our ticketing office ran by SEE Tickets on 020 7087 7966 or alternatively please email access@lwtheatres.co.uk. Our address is The London Palladium, 8 Argyll Street, Soho, London, W1F 7TF.

Getting to The London Palladium

Patrons with access requirements can be driven to our level access door located to the left of our main entrance on Argyll Street. Disabled Badge holders may park behind the premises in Ramillies Place, however these spaces are limited in number. These spaces are located approximately 200 metres from the main entrance.

Oxford Circus is the closest TFL Underground Station located approximately 100 metres from our main entrance. However, this station is not in possession of step free access. The nearest step free access station is Tottenham Court Road. Once you leave the main entrance of Tottenham Court Road Station, if patrons take a left, The London Palladium is located approximately 800 metres from here. Please visit tfl.gov.org.uk for further information on London Public Transport.

Getting In to The London Palladium Building

Our level access ramp to the Stalls is located to the left of our main entrance on Argyll Street. We have attendants at the front of the building who are there to assist with access to this door and dedicated access hosts to assist patrons to their seats.

Inside The London Palladium

Our accessible seats are located on the left-hand side of the Stalls auditorium. Once inside, our access hosts are available to take patrons to these seats via our lift and specific ramps we have in place. These seats offer fantastic views of the stage. Please be advised however that there is no level access to all areas and levels of the building. The London Palladium is a listed Victorian building and although we have a lift to the Stalls, unfortunately, the two circles are not accessible for wheelchair users.

To reach our accessible seating, please enter through our level access door located to the left of the main entrance. One of our hosts will then meet you in our box office to take you to the Stalls in the lift. The entrance to the auditorium is then through our Stalls bar and up the ramp located on the left most wall. The accessible seats are then located to the left-hand side of the auditorium at the ends of row L, O, Q and S.

Smoking

We operate a strict no smoking policy throughout all of our venues. If an access patron would like to go outside to smoke, our level access host will be able to assist them in getting to the front of the building via the same way they entered.

Accessibility for performers

The London Palladium has limited space for performers with access requirements. We do however have a dressing room complete with its own toilet facilities and access to the stage. For more information please contact the theatre management team.

Services and Facilities

Accessible Toilets

The London Palladium currently has 2 accessible toilets. The first is located in The Val Parnell Bar, approximately 20 metres from the entrance to our lift facility. The second is located at the rear of the Stalls to your left-hand side just before you enter the auditorium.

Accessible Bar

The Stalls Bar (Variety Bar) and The Val Parnell Bar are fully accessible bars for patrons with access requirements and can be reached via our level access door or lift.

Induction Loops

The London Palladium has induction loops located in our box offices in the main foyer and the Val Parnell corridor. Please speak to a Level Supervisor or Manager when you arrive for more information.

Large Groups

Whilst we will always endeavour to accommodate everyone's requirements, it may not always be possible to keep large groups together if a member of the party has access requirements. We strongly recommend contacting our box office prior to your arrival to make any necessary arrangements.

Evacuation Policy

Our access hosts are all trained to know how to assist disabled patrons in case of an emergency. These staff members will be on hand to assist any patron with access requirements in an emergency situation.

Deaf and Visually Impaired Patrons

Visually impaired patrons are more than welcome to use our access seats if they would like to. Infra-Red audio enhancement systems are available for deaf or hearing-impaired patrons. These are available in our cloakroom located in the main foyer.

People with Photosensitive Epilepsy

Strobe and flashing lights are regularly used during events at The London Palladium. For more information, please ring our stage door on 0207 557 7300 and ask to speak to a manager.

Assistance Dogs

Assistance dogs are welcome in The London Palladium. Our staff are always happy to look after your dog for you whilst you enjoy your visit.

Medicines

If you need to bring medication, food or drink to manage a medical condition, or medical equipment, you are welcome to do so. We are not in possession of any medical equipment. Please inform an on-duty manager when you arrive before going through our security searches.