



**THE LONDON
PALLADIUM**

Access at The London Palladium

Welcome to the Access Information page for The London Palladium Theatre.

Venue Address & Contact Details:

Address:
The London Palladium
8 Argyll Street
London
W1F 7TF

Telephone:
020 7850 8770

LW Theatres is dedicated to understanding the potential access requirements of all people visiting and working in our venues. Our commitment to improving accessibility is long term and extends across all areas of our business. We recognise our responsibility to identify barriers to accessibility and undertake to remove these wherever possible.

LW Theatres' Access Scheme

Customers with Access requirements will be able to purchase a ticket in the price band of their choice, subject to availability.

One additional companion ticket will be made available at the same price paid by the customer with Access requirements, subject to availability. Any additional tickets required in the suitable area will be chargeable at the standard admission rate.

Exchanges and Refunds

Customers who notify LW Theatres, at least 2 hours in advance of their booked performance, that they are unable to attend due to a reason directly related to their access requirements will be able to either exchange their tickets to another performance or offered a refund. Refunds will be limited to the face value of the ticket, excluding any booking fees and cannot be issued once the performance has begun.

How to book:

To enquire about purchasing Access & Personal Assistant tickets for shows at The London Palladium, please call our Access Booking Line on 020 7087 7966. This service is operated by SEE Tickets.

Alternatively, please email access@lwtheatres.co.uk

Tickets can also be purchased in person from The London Palladium. The Box Office desk is located in the foyer on the right hand side and also has step-free access available via a door, with doorbell, located to the left of our main entrance on Argyll Street.

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.