**Visitor Information Accessibility Page**

**The Visitor Services Team**

Alexandra Palace has a dedicated Visitor Services Team that are here to make sure you have the best possible experience visit. If you have any questions or would like to discuss any of the information below or about any event please contact us.

Telephone number (Monday to Friday 9am-5pm): 0208 365 2121

Accessibility enquiries email: access@alexandrapalace.com

Visitor feedback: We value your feedback and suggestions, you can send us any thoughts via visitor.services@alexandrapalace.com.

**Facilities and Services**

**Parking**

Non-event days;

We have designated 25 Blue Badge Holder car parking spaces in our East court car park. We have over 1200 car parking spaces available across site, all of which are accessible. Blue Badge holders park for free in all our car parks, customers will be required to scan their blue badge at the payment machine on arrival to avoid charges. All car parking spaces first come first serve basis.

Event day Parking;

For concerts in the Great Hall blue badge parking is located in the Grove Carpark (west side of the building).

For Theatre and Exhibitions blue badge parking is located in the East Court (East side of the building).

Please note that parking facilities and areas on event day may vary depending on the type of event that you are attending. We will have blue badge parking available for all events. However, we would always advise contacting the Visitor Services team to check parking arrangements for your chosen event prior to arrival.

Taxi drop off;

Our accessible taxi/drop off location is outside our main entrance which our traffic team can direct you too. Please note due to large volumes of people this is not always possible on concerts but our traffic team can advise on arrival.

On concerts, our taxi drop off/pickups is located in the East Car Park.

**Customers with medical requirements**

We welcome attendees who need to bring medicines, food or drink to manage medical conditions, or medical equipment. If you have concerns about accessing the venue with these items, please contact our Visitor Services team prior to the event so we can best prepare for your visit.

We always have a medical team available throughout all events; if you need to seek medical assistance or there is an emergency please contact the nearest member of staff who can contact a medic for you. Please enquire at the Visitor Services desk and we will happily assist you.

**Other Transport**

The closest underground station and national rail to the Palace with step-free access is Finsbury Park station

The W3 bus that stops right outside the venue crosses with other major bus routes in Wood Green and Finsbury Park.

If you are travelling to the venue via a National Rail station, please check the National Rail website or contact the station directly to confirm arrangements as step-free access is not in place as a rule.

**Wheelchairs**

There are a limited number of wheelchairs that are available for hire for use within Alexandra Palace on a first come first served basis. We always recommend that these are booked in advance by contacting Visitor Services prior to your visit.

If you do not have access to email please call the Visitor Services Team who can take a manual booking.

Wheelchairs can then be collected when you arrive for the event from the Visitor Services desk.

**Accessible Ticketing**

We provide companion tickets for all events free of charge. Allocated accessible tickets will come with a companion ticket as part of the order. However, if you have purchased a general admission ticket and require a companion, please contact Visitor Services.

We have dedicated accessible ticket and companion packages available for all events.

**Accessible Bathrooms**

Accessible bathrooms are located in the Phoenix Bar & Kitchen, Great Hall (concerts and exhibitions),West Hall, Ice Rink, East Court and Theatre. Please enquire with the Visitor Services Team if you require any further assistance or information.

**Changing Places**

We have a state-of-the-art Changing Places Facility, located in our East Lightwell entrance on our South Terrace. The facility includes a height adjustable changing bench and sink, a moveable hoist, changing screen, shower and accessible toilet.

Please note that this area is generally closed to the public and can be accessed by making contact with our Visitor Services team, who will happily escort you to the facility. The team are located in our East Court between 9am-5pm, and are also present at all events.

If you are attending an event and would like to use the facility then we would advise that you contact us prior to your visit so we can provide the best possible experience for you.

**Accessibility Supplies**

We have the following supplies available for all visitors that have additional needs that attend events at the Palace;

- Dog bowl and water

- Electric tyre inflator

- Blade Fuses

- Spectacles repair kit

- Ear Defenders and plugs – Children and adults available

- Hearing aid batteries

- Rachet Set

We cannot guarantee availability of the equipment, supplies will be issued on a first come first serve basis. We request a form of ID to held whilst the equipment is in use. Please see the Visitor Services team to enquire about using any of the equipment, they are available in East Court for events in the theatre and Palm Court for events in the Great Hall/West Hall.

**Sensory Bags**

We recognise that some environments can be challenging for those who may have sensory sensitivities, and we want to ensure that all who visit feel comfortable and relaxed. We have created sensory bags that are available at all events and daytime opening hours to offer support whilst on site. All bags come with a collection of sensory items that support relaxation such as fidget spinners, sensory bean bags, fidget poppers etc. Please note that exact contents will differ from bag to bag. If the bag is intended for anyone under the age of 7, please discuss this with Visitor Services. We request a form of ID to held whilst the equipment is in use

**Great Hall Concerts**

**Accessible Viewing Platform**

Alexandra Palace offers dedicated accessible viewing platform. This facility must be purchased at point of sale via a accessible ticket. This allows for one person at full price and one companion at no extra charge onto the platform.

To gain access to the platform when you arrive please visit the Visitor Services desk located in Palm Court, here you will be given your wristbands which will allow you access onto the platform.

The platform is located stage right in the main arena. On the platform we provide chairs for anyone needing them and space for wheelchairs. The Visitor Services Team will be present on the platform at all times if you require any assistance throughout the event.

Please note, that if you have booked onto the platform for an event then you are required to take your place by no later than 20 minutes prior to the start of the headline acts performance. If any spaces remain at this point, then they will be reallocated to a wait list.

There is a drinks delivery service available to the accessible viewing platform available for all concerts in the great hall. Please enquire with Visitor Services on arrival.

**Accessible Entry**

Alexandra Palace is an access friendly venue with a dedicated access/step-free entrance to all concerts. The access entrance is located on the far side of Palm Court main entrance. To use this entrance, you must have purchased a accessible ticket. Please contact the Visitor Services Team prior to the concert if you require any further information or want to discuss using this entrance.

**Assistance Dogs**

Alexandra Palace welcomes assistance dogs on site and will offer a professional minding service whilst you enjoy the event, if applicable. Please contact the Visitor Services Team prior to your visit so that we can help you access the venue of provide any further information.

**Hearing Loop System**

We have hearing loop services available at all Visitor Services and Box office service points. Please discuss with staff if you would like to use this service.

**Accessible Drop-Down Service**

We have accessible drop-down service at all main bars, 2 in the west hall and 1 in the great hall. The box office also has accessible drop-down service available.

**Strobe Lighting and Haze**

Most of the concerts Alexandra Palace host use strobe lighting and haze effects. If you have any concerns about an event you’re thinking of attending please contact the Visitor Services Team to discuss your visit.

**BSL, Audio Description, Captioning**

If you require BSL interpretation please contact our Visitor Services Team. Please note, all requests need to be submitted at least 6 weeks prior to the performance taking place.

Unfortunately, we do not yet have permanent audio description or captioning capability. However, we do host dedicated performances for both captioning and audio description. Please check with the Visitor Services team directly to enquire if your chosen performance offers these services.

**Ice Rink**

**Contact**

Alexandra Palace has a dedicated Visitor Services Team that is here to make sure you have the best possible visit. If you have any questions or would like to discuss any of the information below or about any event please contact us using the contact details at the top of this page.

Visitor feedback: We value your feedback and suggestions, you can send us any thoughts via visitor.services@alexandrapalace.com.

**Step Free Access**

The Ice Rink has mostly step free access. Please note that the seating structure in the Ice Rink does require the navigation of steps. Please contact Visitor Services if you would like to discuss this further.

**Blue Badge Parking**

Blue badge Parking is available in our East Court car park free of charge. The access route from the East car park to the Ice Rink is step-free.

**Accessible Toilets**

The Ice Rink has two accessible toilets available, on either side of the ice. The first is located opposite the skate hire on the far side of the rink and the other is located 50 feet from the main East Court entrance. Please contact a member of staff if you require any assistance.

**Accessible and Companion tickets**

Accessible tickets are available for all Ice Rink skating sessions and events. All accessible tickets will come with a companion ticket free of charge. Please note that for first time purchasers, we will request a proof of eligibility document. We will accept one of the following;

Access Card

Official doctor note/ medical statement

PIP Document

Guide Dog Certificate

Blue Badge

Accessible tickets can be purchased directly via our website, on site, or by contacting our Visitor Services team.

**Seating area**

Please note that the seating structure in the Ice Rink does require the navigation of steps to reach the seating areas. However, we do have an accessible viewing platform available, details are available below.

**Accessible viewing platform**

The Ice Rink has an Accessible viewing platform on the far side of the ice in front of the main seating structure. Please note that the platform has a limited capacity and is available on a first-come first-serve basis. All customers who use the platform will be entitled to one free companion to accompany them. If you would like to enquire about using the platform, please contact a member of staff in the Ice Rink or our Visitor Services Team.

Wheelchair hire

Wheelchair hire is available for all Ice Rink session and events. These are available on a first come first serve basis, please contact the Visitor Services team to book and for further information.

**Wheelchairs on the Ice**

Wheelchairs are permitted onto the ice via an accessible ramp entrance. We advise contacting us in advance so we can ensure that we can facilitate the best possible experience.

**Accessible Ice Rink skating Sessions**

We host dedicated accessible skating sessions in the Ice Rink. These include:

Relaxed setting (No music or flashing lights)

Additional space on the ice

Additional accessible and companion tickets

Accessible viewing platform

**Theatre**

**Accessible Bathrooms**

The entrance to the bathrooms is via the Theatre foyer where we have two accessible bathrooms on the ground floor with step-free access. You can access the foyer from the Circle seating area via lift or stairs. There are 21 steps to male bathrooms.

**Number of wheelchair spaces**

The Theatre has multiple spaces reserved for wheelchairs, these include four in the Stalls and one in the Circle.

**Baby Change Facilities**

Both accessible bathrooms are equipped with baby change facilities. There is further baby change facilities located in our East Court.

**Lift access**

We have a fully functioning lift that can take you from the foyer to Circle Right seating area.

**Step free Access**

The main entrance to the theatre is through the East Court which has a step-free accessible ramp. The Theatre foyer is also step-free. Information on the different seating areas can be found below:

Stalls:

Level access to stalls– front row to row K

Tiered seating – rows L to U

Circle:

25 steps or lift access to circle right

25 steps to circle left

Tiered seating – rows A to G

Seats D5 and D6 are reserved for wheelchair users and their companion or personal assistant.

**Assistance Dogs**

Alexandra Palace welcomes assistance dogs on site and will offer a professional minding service whilst you enjoy the event, if applicable. Please contact the Visitor Services Team prior to your visit so that we can help you access the venue of provide any further information.

**Assisted Listening/ Hearing loop**

Assisted listening headsets are available on request, please contact Visitor Services either prior to your event or on arrival. There is hearing loop service available at the Visitor Services desk/ Box office.

**Drop Down Service Bar**

We have accessible drop down service in the Theatre foyer bar, East court bar, East court Café and another on our Visitor Services desk.

**Relaxed/Accessible Performances**

We host accessible performances for diverse audiences including Audio description, captioning and relaxed. Please note that these are not available for every show, however they are for most longer theatre runs. Please check with Visitor Services for the next available performance.

**Touch Tours**

Touch Tours may be available for particular show runs. If you are interested in a doing a Touch Tour prior to a Theatre performance please contact the Visitor Services Team.

**BSL, Audio Description, Captioning**

If you require BSL interpretation please contact our Visitor Services Team. Please note, all requests need to be submitted at least 6 weeks prior to the performance taking place.

Unfortunately, we do not yet have permanent audio description or captioning capability. However, we do host dedicated performances for both captioning and audio description. Please check with the Visitor Services team directly to enquire if your chosen performance offers these services.

**Alexandra Palace accessibility statement**

We are committed to ensuring that everyone feels welcome when they walk through our gates and doors and that the Park and Palace are physically accessible to all. In 2020 we were awarded Silver standard by Attitude Is Everything, creating a commitment to continuously review and develop these standards.

We recognise that we have some challenges to overcome because of the historic and protected environment that we manage but we pledge an on-going commitment to provide the best possible experience for disabled visitors and those who have hearing and mobility difficulties or cognitive accessible requirements. We are also committed to making Alexandra Palace accessible to all as a place of work. As part of this commitment, we are proudly registered as a Disability Confident Employer.





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