**Accessible ticketing**

Alexandra Palace is committed to providing the best possible, hassle-free experience to all who visit us. We are continuously developing our accessibility to events that we host. This can be challenging due to the nature of this historic listed building, and it is not always possible to accommodate all requests. However, we will do everything we can within reason to accommodate the needs of our visitors. Your experience and safety is our priority.

If you would like to discuss a ticket you have purchased for an event, please contact the Visitor Services team using the contact details below.

For specific event information please visit the relevant event page. Alternatively, please call our Visitor Services Team who can offer further assistance.

**Contact the Visitor Services Team**

If you have specific accessibility requirements or would like to discuss booking accessible ticketing, please contact the Visitor Services Team at access@alexandrapalace.com or call us on 020 8365 4343 prior to your visit so we can make the necessary arrangements for you.

**Concerts in the Great Hall and Outdoor Events**

Alexandra Palace is an all-standing venue. Accessible tickets are available online and include access to our viewing platform plus a free companion ticket. Due to our commitments to Licensing and Health & Safety, the number of accessible tickets we can admit to the platform is limited. Therefore, once this allocation has sold out, we are sadly not able to release any more spaces.

Once a accessible ticket order has been confirmed, you will receive an email from DICE or our Visitor Services Team. This will request you to provide proof of eligibility that means you require access to the platform. Please see below for what documents we accept as proof of eligibility.

Accessible viewing platform and companion tickets are only available to purchase via Alexandra Palace and DICE. An allocation of accessible tickets is made available during all presales and general on-sales. To receive pre-sale announcements, sign up to our music mailing list.

If you require further information regarding the booking process or have another access enquiry please contact our Visitor Services team.

**Theatre Events and Companion Tickets**

For seated performances at Alexandra Palace Theatre, we have a number of dedicated accessible spaces in the stalls and circle areas. Access to the circle is via a lift, which is wheelchair accessible.

For concerts in Alexandra Palace Theatre, there is a dedicated accessible space on the circle level. This can be accessed via a lift. Otherwise, all customers are welcome to book onto the main concert floor if they wish, this also has step free access.

Accessible Tickets and companion tickets (including for the ice rink and pitch and Putt), are available to be purchased via the Alexandra Palace website directly or by calling/visiting our Visitor Services team. You will be required to initially pay a holding fee for the companion ticket, this will be refunded to you once you have provided us with proof of eligibility.

Once you purchased these tickets you will receive an email from our Visitor Services team requesting you to provide proof of eligibility. This is to ensure that these tickets are not fraudulently purchased and to ensure that they are used by those that require them. Please see below for what documents we accept as proof of eligibility.

Alternatively, you can register as a new customer and then send us your proof of eligibility to access@alexandrapalace.com.

After we have confirmed your proof of eligibility, we will update your profile on our system so you do not need to show this again, you will then be permitted to booked accessible tickets when you wish with free companion tickets.

Please note: the floor of the stalls in the Theatre is flat and not raked. For more information about the Theatre is available here.

**Exhibitions, Conferences and Sporting Events**

For all access enquiries for exhibitions, conferences and sporting events, please contact the Visitor Services Team.

**Accepted Proof of Eligibility**

Due to the limited number of accessible spaces available for events, we want to ensure that this allocation is being used by those that require them. For all accessible ticket bookings, we do request a proof of eligibility document.

After the initial booking is made you will receive an email from our ticketing partner, DICE or our Visitor Services Team requesting proof of eligibility in which you will have 7 days to respond. Please note, the tickets will be released after this period if no response is received.

We accept the following documents as proof of eligibility;

Front Page of DLA/ PIP

Blue Badge

Evidence of registered severely sight impaired

Recognised Assistance Dog ID card

Access Card

Official medical/ Doctors letter

If you are not able to provide proof of eligibility, we are more than happy to consider the circumstances on a case by case basis. Please contact the Visitor Services Team if you would like to discuss accessible ticketing.