

## **DISABLED ACCESS INFORMATION**

Due to the current layout of our venue we have limited disabled access, we are currently unable to accept motorised wheelchairs. If you would like to talk to someone further about specifics for our venue please call *0115 950 6547* and we will endeavour to answer all your queries.

Level Access is incredibly difficult to provide but we welcome as many disabled people as we can and offer free Essential Companion tickets to enable those that are able to access the venue. Access Cards offer automatic entitlement to the free companion ticket.

## **STANDING AND QUEUEING**

Seating can be provided on request and Access Card holders with difficulty standing and queuing can get in touch to arrange early entry.

## **WHEELCHAIR ACCESS**

Due to the current layout of our venue we have limited disabled access, we are currently unable to accommodate customers with larger or motorised wheelchairs in the main hall. We can accommodate wheelchair users in Black Cherry Lounge and Basement as we have only one small change in level to access these areas. If you would like to talk to someone further about specifics for our venue please call *0115 950 6547* and we will endeavour to answer all your queries. We are currently working very closely with Attitude is Everything to establish the best way to improve our facilities.

## **SHORT DISTANCES**

There is a pay and display car park with accessible bays across the road from the venue and on street blue badge parking is free of charge in various areas nearby. Most parts of the venue have stepped access and the main hall is only accessible via 1 flight of stairs at the rear of Rock City or from Black Cherry Lounge.

## **ACCESS TO TOILETS**

We have one disabled toilet in the Black Cherry Lounge which is accessed via the Black Cherry Lounge with a small change of level on entrance from the pavement. We do not have a disabled toilet in the main hall, however staff will try to ensure speedy toilet access to Access Card holders with the WC symbol.

## **ASSISTANCE DOGS**

Given the nature of the venue we would discourage customers from bringing assistance dogs with them during shows and busy periods. We do however offer an essential companion concession in these instances.

## ESSENTIAL COMPANIONS

Customers with accessibility difficulties who need a full time assistant in order to attend the event are eligible to purchase 2-for-1 tickets, in order to bring a personal assistant or carer to the event at no extra cost. To apply for a 2-for-1 ticket, please book a standard entry ticket and then email proof of eligibility through to [customerenquiries@alt-tickets.co.uk](mailto:customerenquiries@alt-tickets.co.uk). We accept the Access Card as proof of eligibility and will provide the stated assistant tickets for that card.

## ACCESSING VISUAL INFORMATION

For customers with difficulty accessing visual information our phone line can provide you with additional information to meet your needs.

## ACCESSING AUDIO INFORMATION

For customers with difficulty accessing audible information pre visit feel free to use type talk to get in touch or any of the other communication methods via our website.

For more information please go to: <http://www.accesscard.org.uk/providers/rock-city/>

## CONCERTS:

For all concerts at Rock City, please book a standard entry ticket through [www.alt-tickets.co.uk](http://www.alt-tickets.co.uk) and then email proof of eligibility to [customerservices@alt-tickets.co.uk](mailto:customerservices@alt-tickets.co.uk). Any of the below are excepted, in addition we will review an application without these forms of evidence on a case-by-case basis.

- Front page of DLA / PIP
- Front page of Attendance Allowance letter
- Evidence that registered severely sight impaired
- Recognised Assistance Dog ID card

Once your request has been received and approved we will email you back with further information as to how your personal assistant ticket will be issued. In order to get a personal assistant ticket, you MUST book your ticket through [www.alt-tickets.co.uk](http://www.alt-tickets.co.uk).

## CLUB NIGHTS:

For all club nights at Rock City registered disabled customers are entitled to a free personal assistant entry ticket. Please be advised we may request proof of eligibility.

If paying on the door, disabled customers will have to pay for entry but their personal assistant will not. Please note that if advance tickets are available for a club night, the process is the same as for concerts (above).

For any additional enquiries please contact us on 0115 950 6547.