

**first direct bank arena**

# **Accessibility Guide**



## **Accessible to Everyone**

**first direct bank** arena has been designed to be accessible to everyone.

In this document you can find all of the details regarding accessibility in the venue.

We have received recognition of our design, commitment and support for deaf and disabled music fans, from leading charity **Attitude is Everything**, by being awarded the **Silver** level of the Charter of Best Practice

We are happy to answer any queries so please do not hesitate to contact us:

email: [accessibility@firstdirectbankarena.com](mailto:accessibility@firstdirectbankarena.com)

Write to us: first direct bank arena, Arena Way, Leeds, LS2 8BY

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# 1

## Booking Accessible Tickets

### Step by Step Booking Guide:

All our accessible tickets are available to be purchased online AXS at <https://www.axs.com/uk>.

When booking accessible tickets, please follow the below guide:

- When you are on the page of the event that you wish to attend, select 'Get Tickets' under 'Wheelchair Tickets' or 'Ambulant Accessible tickets'.
- Choose the seat of your choice and then add the FREE personal assistant to the booking and click on select.
- The available tickets will then be highlighted on the interactive map to the right- please click to view and select your preferred area of seats.
- Once selected, your choice of tickets will appear on the left, then click 'Checkout' and continue to follow the steps to make payment and secure your tickets.

### **Will I be asked to provide evidence to prove that I am entitled to bring a personal assistant with me?**

Yes, because personal assistant tickets are issued free of charge measures are in place to prevent the system from being abused.

After your purchase you will be contacted by our ticketing partner, AXS who will ask you to submit your proof of eligibility.

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### **AXS Accessibility Contact Number:**

If your access requirements are not met by the online booking system, please call **0113 877 8297** and the team will help to book your tickets.

### **Facilities for people who are Deaf / deaf / hard of hearing.**

An RF induction loop is installed which gives coverage throughout the arena for those whose hearing aids have a 'T' setting.

Customers are advised to go to the Information Desk, which is in the main atrium by the main doors, on arrival for a receiver.

Customers that require a BSL interpreter, audio description, or other facilities of this nature can request one by contacting the first direct bank arena accessibility team at [accessibility@firstdirectbankarena.com](mailto:accessibility@firstdirectbankarena.com) as soon as possible and the arena team will endeavour to make those arrangements.

### **BSL interpreter:**

Please contact our accessible team on [accessibility@firstdirectbankarena.com](mailto:accessibility@firstdirectbankarena.com) as soon as possible if you require a BSL interpreter at one of our events, and our team will endeavour to make arrangements for an interpreter.

# **first direct bank arena**

## **Assistance Dogs:**

We welcome guests with registered assistance dogs and are committed to making your experience comfortable and accessible.

Our policy applies to all registered ADUK Assistance Dogs. We aim to provide flexibility to meet your needs and ensure that your assistance dog is accommodated comfortably.

## **Assistance Dogs for Disabled Guests:**

- Your assistance dog is welcome to stay with you in your purchased seat as long as it can fit under the seat and does not block walkways.
- If more space is needed, we can move you and your assistance dog to an accessible platform area to provide greater comfort, subject to availability.
- If you prefer, our staff will happily look after your assistance dog at our Info Point during the event, we have a water bowl, rope, and waste bags available.

## **Emotional Support Dogs:**

We also welcome other trained assistance dogs.

In this case, as we would not have a registration document to demonstrate the dog's level of training, we need to ask that you confirm the following. In order that we can allow them entry to an event, you must be able to guarantee that your dog complies with the following:

- The dog can sit quietly and remain calm amid the event's usual noise and activity.
- The dog is trained not to toilet inside the venue (staff are not responsible for clean-up).
- The dog will not approach or jump on other guests.

(Please see the next page for continuation)

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- The dog must wear an identifying lead, harness, or coat as an assistance dog.
- Loud sounds and special effects may be part of the event; the dog owner is responsible for assessing if the environment is appropriate for the dog's welfare.

### **The Equality and Human Rights Commission defines assistance dogs as highly trained animals that:**

- Stay with their owner and do not wander freely in the venue.
- Sit or lie quietly beside their owner.
- Are unlikely to foul in public places.

If your assistance dog cannot meet these guidelines, we may ask you to take them out of the venue.

Please discuss with us any seating needs or adjustments we can make to ensure a positive experience for you and your assistance dog.

Note: Pet dogs are not permitted in the venue.

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## Accessible Seating Details

### Seating Details:

**first direct bank arena** has been designed to be accessible for everyone.

Wheelchair tickets are located at the rear of Level 1 seated blocks (Blocks 101-109). These areas are ideal for wheelchair users or guests who require step free access, or additional space If your access requirements.

Ambulant tickets are standard seats with a limited number of steps. There is lift access to the rear of Level 1 and there are two steps per row from there.

Access to the upper tier of seating (block 321 and above) may require the negotiation of steep steps and so may not be suitable for some people with mobility problems, the front of block 321 is 19m from ground level and rises to 29m at the rear of the block.

### Seat Sizes:

1. Seat floor blocks A-P, seat width 42cm with no armrest
2. Seated Blocks 101-333, seat width 46cm, armrests that don't move
3. Seats on the accessible platform, seat width 44cm with no armrest



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## Getting Here and Parking

### Public Transport:

Leeds City Station is managed by Network Rail and provides accessible ticket machines and an accessible ticket office counter, an induction loop, ramp for train access plus assistance to and from platforms, disabled persons toilets and lifts or level access to all platforms.

National Express operates four Leeds bus and coach stations with the Dyer Street Coach Station owned and managed by Metro.

They have introduced a dedicated team to help disabled customers:  
Tel. 08717 81 81 79 (option 4) – please call before booking and at least 36 hours in advance of when you want to travel.

### Car Parking:

Closest on-street disabled persons parking spaces are available at;

- Elmwood Close (9 spaces - 136m from doors)
- Tower House Street (7 spaces - 180m from doors)
- Jacob Street (2 spaces - 160m from doors).

Off street parking is available at:

- Woodhouse Lane Car Park (14 blue badge spaces on levels 1 & 7),
- CitiPark Merrion Centre (4 blue badge spaces on each level - 12)
- Along with an accessible minibus parking space (subject to availability) on Brunswick Terrace with 4hr max stay.

Please check local signs for time limit information.

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## **Entrance to the Venue:**

All front entrance points are accessible and are staffed throughout the event by venue safety stewards.

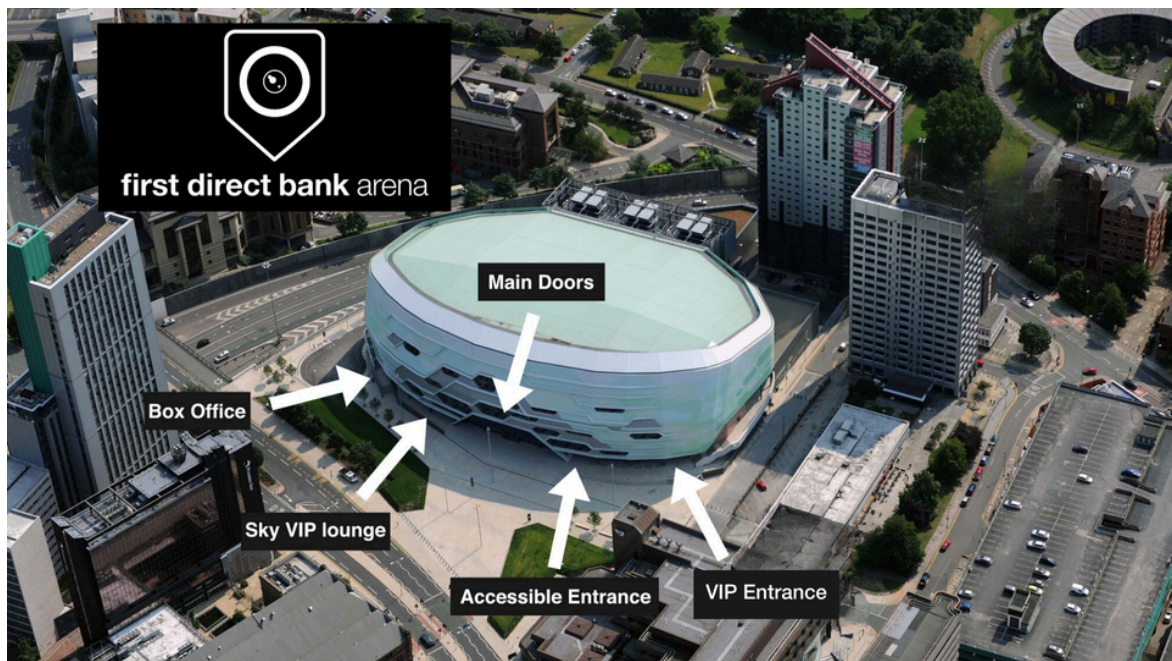
Please speak to any member of staff if you have any questions.

On entering the venue through our accessible entrance, you will receive a leaflet explaining our emergency procedures.

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The following provisions have been made in terms of entrance arrangements:

- Lifts are available to take you down to floor seating Blocks A onwards, up to level 2 Blocks 101 – 109, 210 - 220 and up to level 4 Blocks 321 - 333.
- Escalators are also available up to levels 2 – 4, Blocks 101 - 109, 210 - 220 & 321 - 333.
- Wheelchairs are available to borrow on entry for short distances to your seat (subject to availability)
- An Accessible Entrance is to the right of our main doors; the queue here is often quieter than the main entrance, and it's the closest entrance to the lift.



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## Accessibility Inside the Venue

### **Toilets:**

Accessible toilets are available on all levels of the arena, with the majority of these being RADAR key operated.

In addition to these, ambulant accessible toilets, which are slightly larger than standard toilet cubicles, have an outward opening door, and grab rails.

These are available within the main male and female toilet provisions on all concourse levels.

### **Changing Places Toilets:**

A Changing Places toilet is provided just off the ground floor concourse. This is a facility for people with multiple disabilities and/or those who need extra facilities and to allow them to use the toilet comfortably.

The Changing Places toilet at the first direct bank arena incorporates a height-adjustable adult-sized changing bench, a tracking hoist system, a height-adjustable basin, a centrally-placed toilet, adequate space for a disabled person and up to two companions, and a large waste bin.

The Changing Places toilet is locked using a RADAR lock.

Please note that a sling for the hoist system is not provided. Further information on this facility can be provided if required.

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## **Stoma Friendly Toilets:**

In partnership with Leeds City Council and Colostomy UK regional groups, we have taken steps to ensure that guests with a stoma have access to appropriate, private, and comfortable facilities during their visit.

We now offer stoma friendly accessible toilets on every level of the arena. Each nominated toilet is clearly marked with a #stomafreindly sticker and includes:

- A full-length mirror to assist with visibility and care
- A shelf for storing medical supplies or personal items
- Hooks for bags, clothing, or accessories
- Stoma-friendly sanitary bins, designed with discretion and hygiene in mind

## **Quiet Spaces / Prayer Rooms / Breastfeeding Space:**

There is a dedicated quiet space next to the Black & White Lounge. Please ask a member of the team if you require assistance.

## **Food and Concessionary:**

External food and beverages are not permitted to be brought inside the arena unless you have a valid medical exemption or need to bring baby milk.

Food and beverages are available at our concessionary stands, which are located on each concourse in the arena; these are fully accessible with a low counter. Our merchandise stands are also equipped with a low counter for accessible guests. There are no priority queues for any kiosks or stands, but please speak to a member of staff if you struggle with queuing and require any assistance.