

# first direct bank arena

## Accessibility Guide

**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:

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

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

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## **Booking an Accessible Ticket**

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

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.

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.

More information on the process and accepted accessible documentation can be found [here](#). Your order may be cancelled if no supporting document is provided.

Will I need to provide evidence every time I book? No, you will only be contacted if the evidence that you have previously supplied has expired or is no longer valid.

If you are having trouble booking accessible tickets online please [contact AXS](#) who should be able to assist by submitting a ticket and selecting 'Accessibility' as the contact reason.

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## **Entrance & Venue Description**

**All** front entrance points including the Box Office are accessible and are staffed throughout the event by venue safety stewards who are there to help all customers. On entering the venue through our accessible entrance, you will be met by a dedicated Accessible Host and receive a leaflet explaining our emergency procedures.

**first direct bank** arena has been designed to be accessible to everyone. 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)
  - The 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.
  - If you require assistance from the Box Office, this opens one hour prior to the doors opening time. This is located to the left of the venue as you look at it from the front. There are also Venue Hosts working on show days who are located outside the arena and available to help assist.
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## **Car Parking & Accessible Parking Bays**

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 in total).

Please check local signs for time limit information.

[Download the car park and disabled parking map](#)

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## **Public Transport & Travel**

Guests with a blue badge can be dropped off, including by a taxi, at the turning circle on Elmwood Close.

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.

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## **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.
- 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.*

For any further assistance or questions regarding accessibility, please contact us in advance, and we will be happy to help with arrangements that suit your needs.

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## **Visual Impairment**

Guide dogs are welcome in the arena. A number of seats in the arena do incorporate extra space to the front of them, should you want your assistance dog with you in the arena. An extra area will be allocated for your assistance dog toilet, please ask a member of staff for information.

Assistance dog definition can be found above.

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## **Additional Medical Needs or Pregnant**

If you are pregnant or need specialist medical care you are advised to get advice from your GP or consultant before attending an event.

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## **Accessible Viewing Area**

There is an accessible viewing area at the rear of level 1 seating blocks. Wheelchair tickets are located in this area (Blocks 101-109). These areas are ideal for wheelchair users or guests who require step-free access or additional space. Accessible toilets are also located close to this area.

Ambulant tickets are standard seats with a limited number of steps.

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## **Accessible Toilets**

Accessible toilets are available on all levels of the arena, with the majority 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.

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## **Changing Places Toilet**

A Changing Places Toilet is provided just off the ground-floor concourse. This is a facility for people with multiple disabilities, who need extra facilities and allows 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
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## **Medical Exemption**

If you wish to apply for an exemption to bring necessary medication, medical equipment, food, or drink into the venue, please complete our Accessibility Request Form:

<https://forms.gle/Yu9b3xZFS1aAzw9z8>

If the show you're attending isn't listed on the drop-down menu just yet, then please check back closer to the date of your event.

We will review your submission and send out a certificate closer to the event date for you to show to staff upon arrival at the venue.

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## **Food & Drinks**

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.

If you require bringing in certain food due to a medical condition, then we kindly ask that you apply for a medical exemption. To do this, simply complete the Accessibility Request Form: <https://forms.gle/Yu9b3xZFS1aAzw9z8>

If the show you're attending isn't listed on the drop-down menu just yet, then please check back closer to the date of your event. We will review your submission and send out a certificate closer to the event date for you to show to staff upon arrival at the venue.

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## **Deaf and/or Hard of Hearing Facilities**

A radio-frequency induction loop is installed which gives coverage throughout the arena. 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.

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## **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.

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## **Seating**

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

There is a platform of seating across blocks 101-104 and blocks 106-109, which is suitable for wheelchair users and guests who require step-free access, alongside their companion.

When booking, please make our staff aware of any access requirements to ensure we secure the most suitable seats/location for you.

Please see below the width of our seats in various locations:

- **Seat floor blocks A-P**, seat width 42cm with no armrest
  - **Seated Blocks 101-333**, seat width 46cm, armrests that don't move
  - **Seats on the accessible platform**, seat width 44cm with no armrest
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## **Quiet Spaces/Prayer Rooms**

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

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## **Special Effects & Strobe Lighting**

Most shows have some form of flashing lights or strobes. Signage is displayed around the concourse to advise people if pyros, lasers, or strobes will be in use. We also try to notify guests on our website in advance, but can't guarantee this information is always 100% correct.

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## Large Print

Large print running times can be provided when requested in advance. If you require this, please contact us at least 72 hours in advance by emailing [accessibility@firstdirectbankarena.com](mailto:accessibility@firstdirectbankarena.com).