



first direct arena

Accessibility Guide

**Working together to provide an
outstanding experience**

This pamphlet is designed to assist patrons who have accessible requirements enjoy their visit to the **first direct** arena

We are happy to answer any queries and assist when you wish, please do not hesitate to contact us.

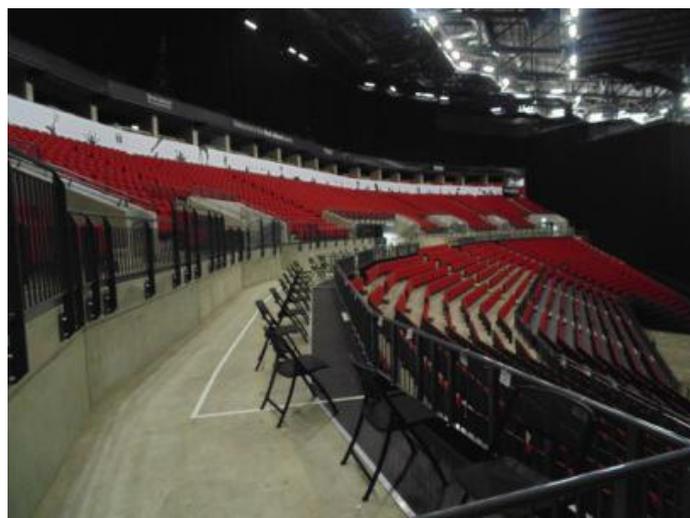
Booking

Book online: If you need help booking online please email access@ticketmaster.co.uk

Booking in person: at the ticket office located at the arena. Open 1 hour before doors open on show days.

A free personal assistant/companion ticket is available for disabled people who require an assistant.

The arena auditorium has been specifically designed with accessible platforms on a level accessible with any stairs or ramps.



Seating Plan: to view a seating plan of the Arena please log onto our website

Car Parking

On-street disabled persons parking spaces are available at:

Adjacent to the Arena (9 spaces) Elmwood Close furthest being approx 136 metre from the main arena doors Tower House Street (6 spaces) furthest 180 metre, Jacob Street (2 spaces) furthest being 160 metre. Along with an accessible mini bus parking space (subject to availability) on Brunswick Terrace.

There are also accessible car park bay in both Woodhouse Lane and Merrion centre car park.

Public Transport Travel Plan

Rail: 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.

Coach: National Express operates for 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.

Bus: First bus have low accessible buses running from the bus station stand 20 & 21 numbers 6, 28 and 97, bus timetable vary for

upto date information please call 0113 245
7676 Option 1

Entrance

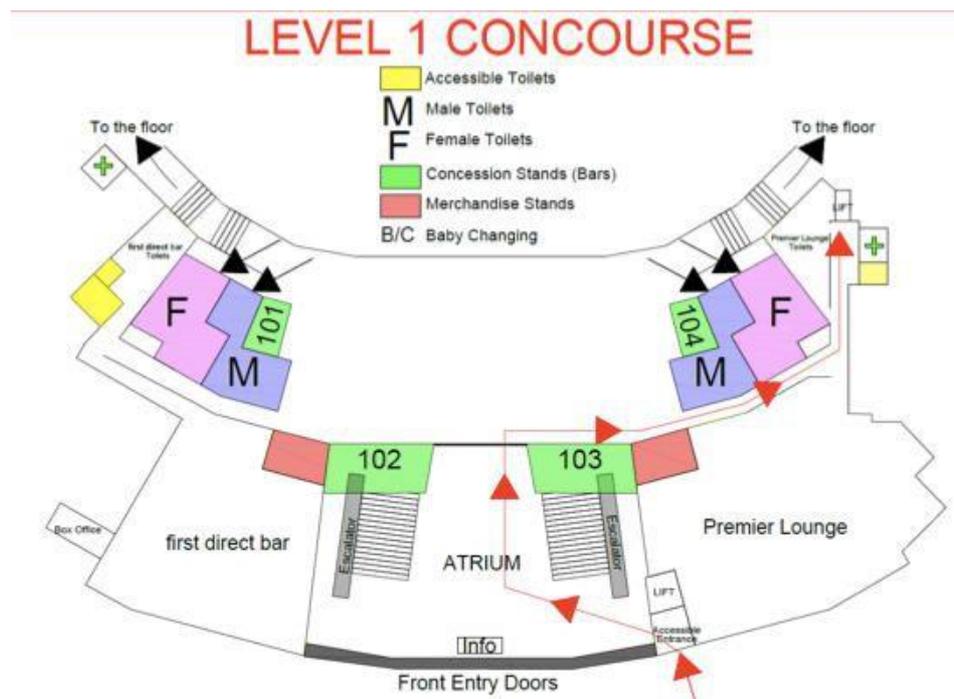
We have a designated entrance clearly signed and all front entrance points are accessible and are staffed throughout the event by venue safety stewards. On entering please speak to any member of staff if you have any questions. You will receive a pamphlet explaining our emergency procedures on arrival.

first direct arena has been designed to be accessible to everyone. If the information you require is not listed below, please contact our Accessibility co-ordinator by emailing access@firstdirectarena.com or in person at the **first direct** arena Ticket Office.



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



- Escalators are also available up to level's 2



- . Blocks 101-109 210-220 Wheelchairs are available to borrow on entry for short distances to your seat (subject to availability)

Assistance Dogs

Assistance dogs are welcome at **first direct** arena (and we will look after them in a secure environment during the event, if required). A number of seats in the arena do however 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.

Visual Impairment

Seats are reserved close to the stage / performance area for visually impaired customers for all events at the Arena. These seats are strictly limited (subject to availability) and booking in advance is essential.

Specialist Medical Needs

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

Toilets

Disabled person toilets are available on all levels of the Arena, in addition to these, ambulant disabled person toilets, which are slightly larger than standard toilet cubicles, have an outward opening door and slightly more space, and grab rails are available within the main male and female toilet provision on all seating levels. For directions or assistance please ask a member of our stewarding team.

Changing Places Facility

A Changing Places Facility is provided just off the ground floor concourse. This is a facility for people with profound and multiple disabilities, who need extra facilities and to allow them to use the toilet comfortably. The Changing Places Toilet at the first direct 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 personal assistant/companions, and a large waste bin. The Changing Places Toilet is locked using a RADAR lock. Please note that sling for the hoist system is not provided. Further information on this facility can be provided if required.

Baby Changing Facilities

Baby changing areas are available on the main concourses on all seating levels.



Concourse Concessions Stands (Bars & Merchandise)

All venue facilities are fully accessible.



Facilities for people who are deaf and/or hard of Hearing

A RF induction loop is installed which gives coverage throughout the Arena, please go to our customer service/information point in the centre of the main doors on arrival for a receiver.

Audio Description: we currently do not offer this service, but we are looking into this and it should be available for most shows shortly.

First Aid

Medics are available in the venue during all events, should a medical emergency occur.

Emergency Evacuation & refuge points

Refuge points for customers with limited mobility are located throughout the building. In the event of an emergency evacuation, stewards would escort you to the nearest available refuge point before assisting you out of the building, during this time guests can still communicate to a member of our team via the intercom located at each refuge point.

Seating

first direct arena has been designed to be accessible for everyone. Access to the upper tier of seating (BLK 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 BLK 321 is 19m from ground level and rises to 29m at the rear of the block.

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

If you have any further questions which are not in the pamphlet please email access@firstdirectarena.com

If you would like any of the information available in an alternative format, please contact the **first direct** arena

first direct arena Arena Way

Clay Pit Lane Leeds

LS2 8BY

Email access@firstdirectarena.com