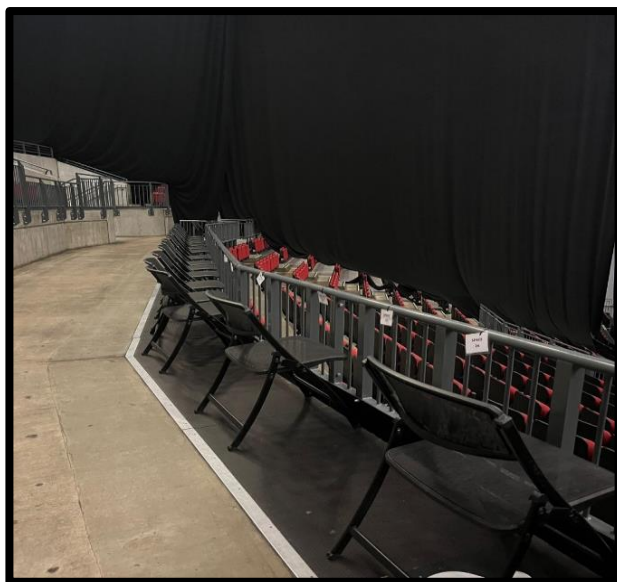


Easy Read Accessibility Guide

Key Information



If you need **accessible seating** or a **personal assistant ticket**, you can buy them online at <https://www.axs.com/uk> Or you can call the AXS dedicated access line at 0113 877 8297 Monday to Friday 9am to 5:30am.

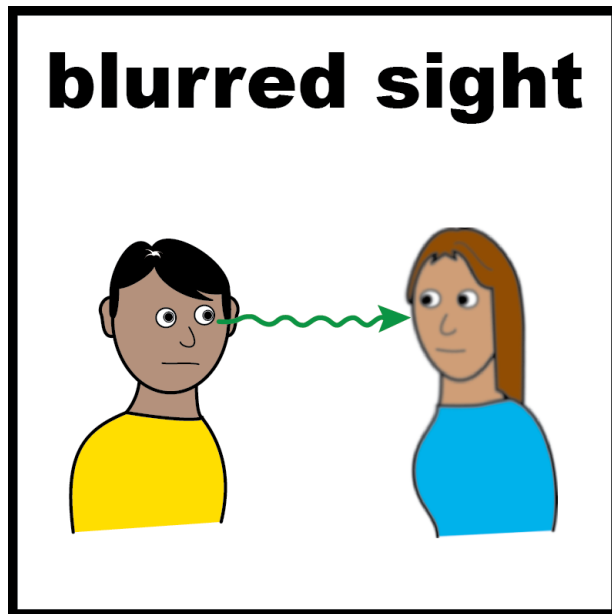


There are some **wheelchair spaces**. These can be booked when you buy your tickets.

There are also seats for people who are **ambulant disabled**.

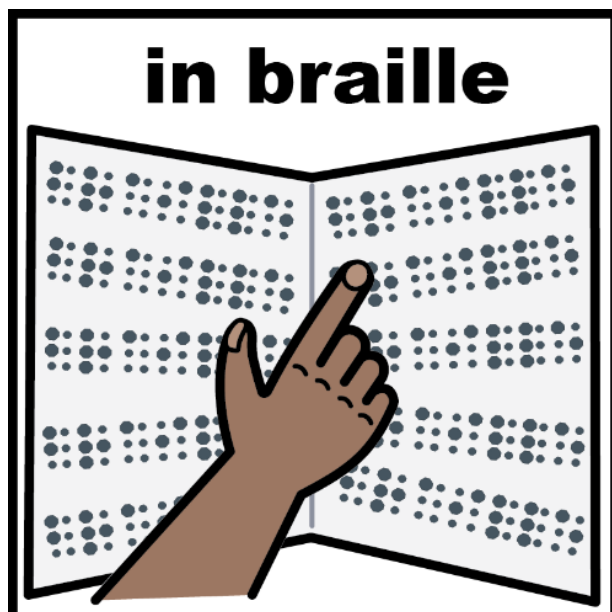


Induction loops can be hired at our Information Desk when you get to our venue. Please switch your hearing aid to the 'T' setting.



If you are **blind or visually impaired**, you might be able to have a seat closer to the stage.

You can book these by calling the AXS dedicated access line at 0113 877 8297.

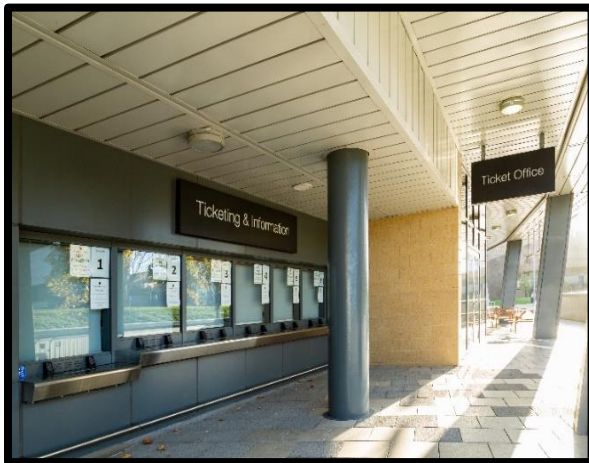


Information in Braille is available on request, please ask us in advance for this.

How can I access the Ticket Office?

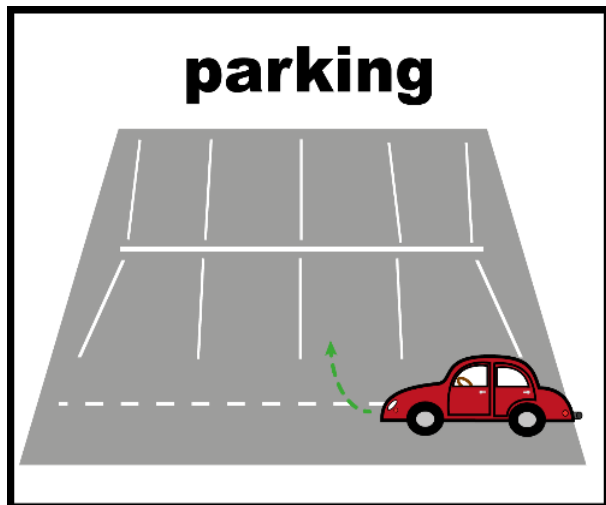


The **Ticket Office** is located to the left of our main doors. It is open on show days 1 hour prior to doors opening . It can be reached by steps or a ramp.



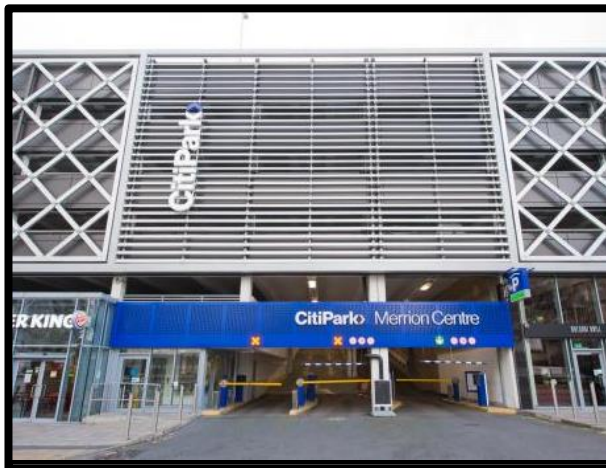
The Ticket Office has a low level counter

Getting to the Venue



The nearest **car park** is at CitiPark, 5 Merrion Way, LS2 8BT

There are also nearby Blue Badge spaces. You can see where these are on our website



The **car park entrance** is on Merrion Way.

There are **disabled parking** spaces on each level of the car park.



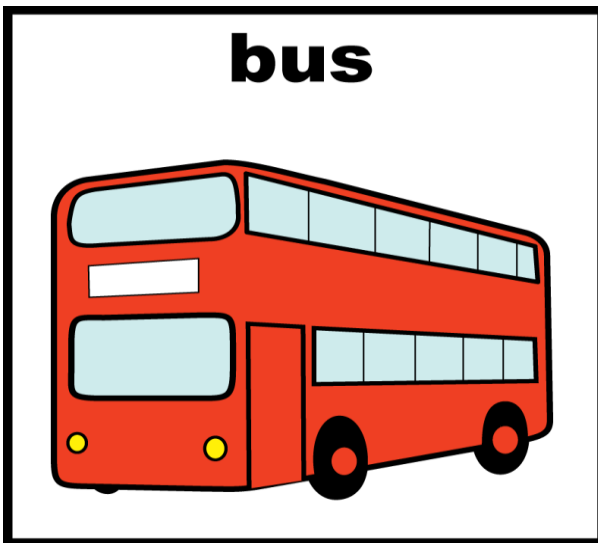
The **taxi rank** is located outside the venue on **Merrion Way**.

There are other nearby taxi ranks on **Wade Lane** and **Merrion Street**.



The nearest **train station** is Leeds Station.

It is a 15-minute walk from the venue and has step-free access.



bus

The nearest **bus stops** are outside the Merrion Centre on **Woodhouse Lane**.

Entering the Venue



All of our **entrances** are **accessible**.



Our **main entrance** is at the front of the building.



The **main entrance** has **level access**.



There are **stairs and escalators** in the **main entrance** that can take you to different levels of the building.



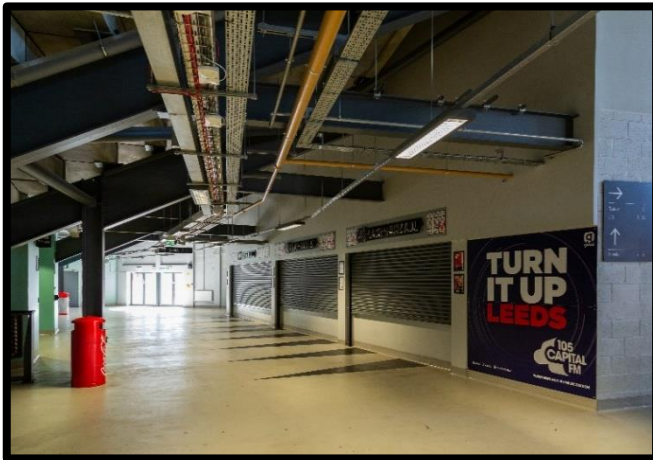
The **Accessible Entrance** is next to our main entrance. It has level access.



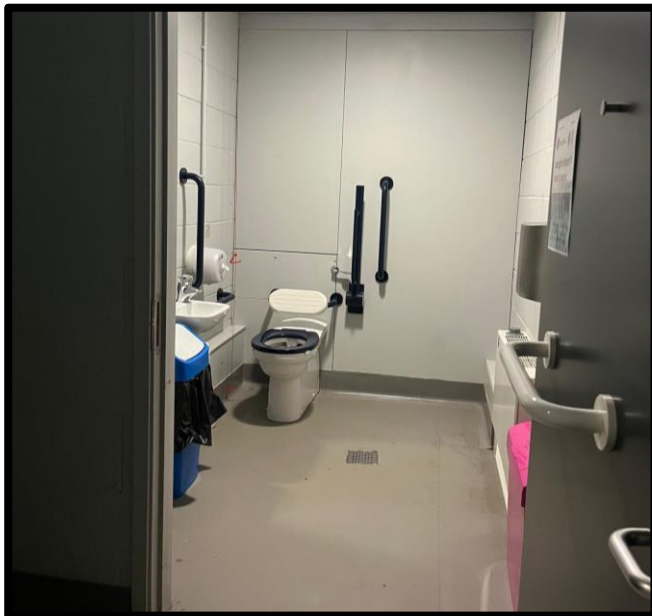
There is a **lift** inside the **Accessible Entrance** to take you to the concourses.

A steward can show you to your seats.

Inside the Venue



The **concourse** has level access.



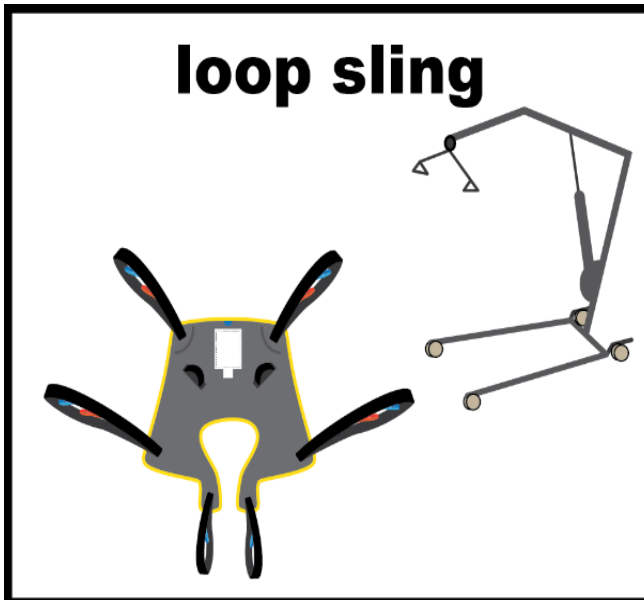
There are accessible toilets on all floors. They are on the concourse.



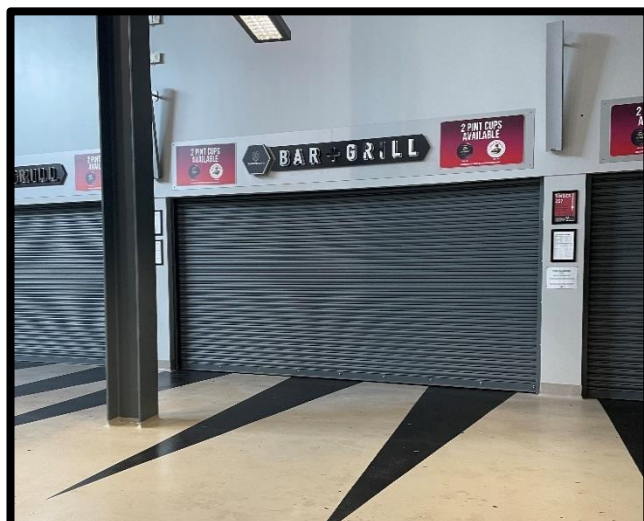
There are also accessible toilets in all of our toilet blocks.



We have a **Changing Places** unit on the ground floor. Please ask a steward to help you find it.



Please bring your own **loop sling** to use our hoist.

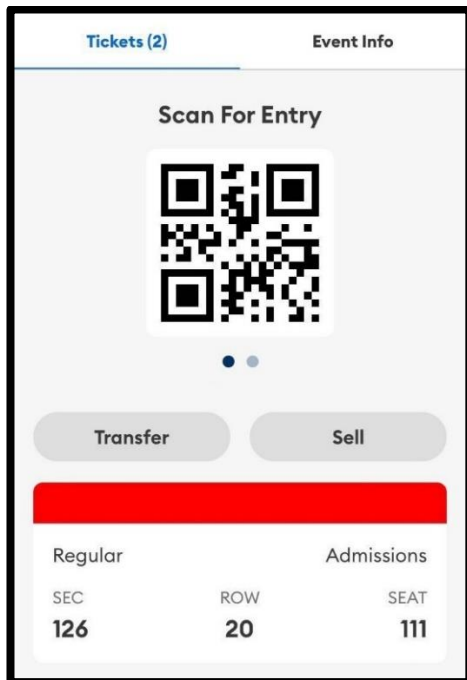


The Arena has **bars** on each level. They have lowered counters at one end.



There are
merchandise
stands.
They have
lowered counters
on one end.
You can buy
merchandise
here.

Getting to Your Seats



Your **ticket** might look like this if it is on your mobile phone.

It will have a Block, Row and Seat Number.



The **entrances to the auditorium** look like this.

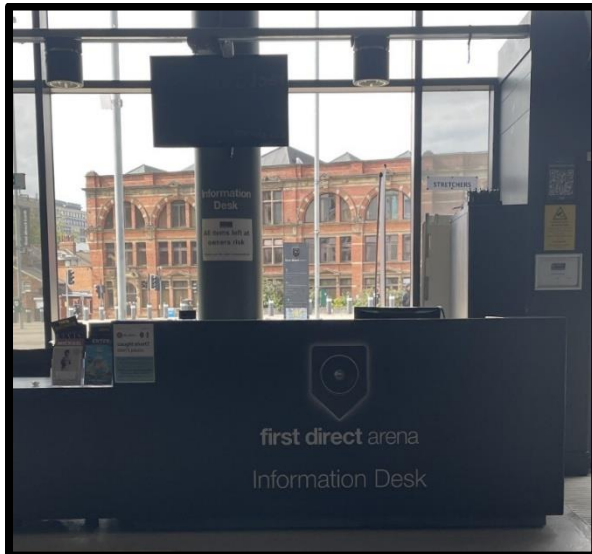
Each door has a sign above it with numbers on which match the ones on the tickets.



You may need to use the stairs to get to your seats.

Stewards in uniforms can help you to get to your seat.

Assistance in the Venue

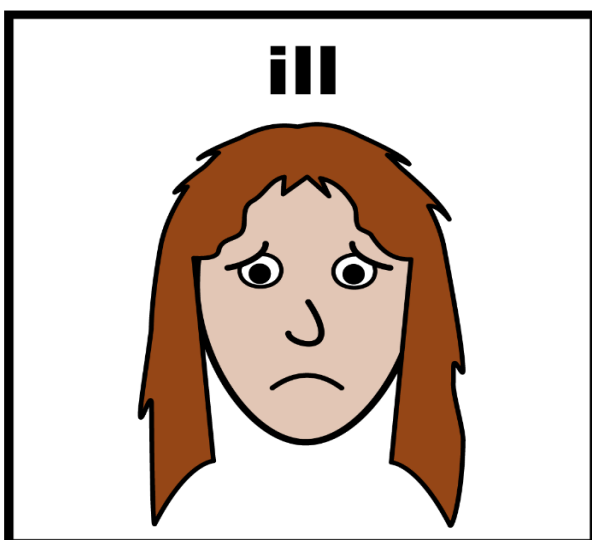


If you are **worried or need help**, please visit our Information Desk in the main atrium.

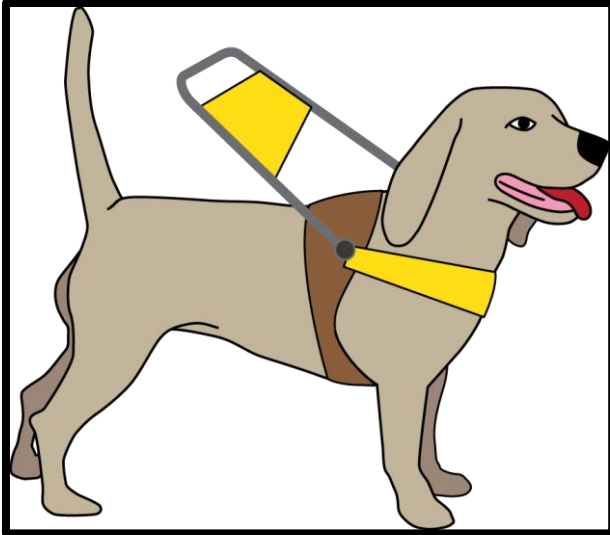
This is inside, near the main entrance.



You can **ask a steward for help**.



If you feel **ill**, you can tell a steward and they will go and find someone to help you.



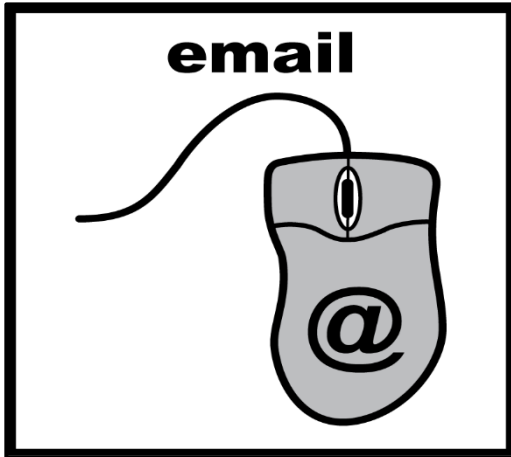
Please let us know if you are bringing your **assistance dog** to the first direct bank arena.

Our staff can look after your dog whilst you are watching the show, or your dog can stay with you.

Feedback and Contacting the first direct bank arena



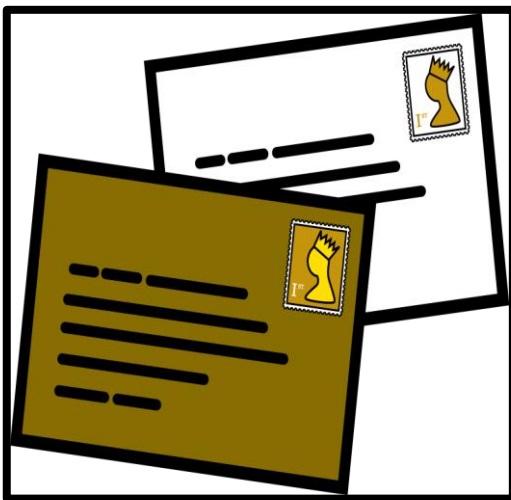
If you have any **questions** or if you **want to tell someone** **how you** feel about accessibility at first direct bank arena you can contact us.



Email us:

info@firstdirectbankarena.com

accessibility@firstdirectbankarena.com



Send us a letter:

first direct bank arena
Arena Way
Leeds
West Yorkshire
LS2 8BY



Or during your visit
come to **the
Information Desk** in
the main atrium. We
would be happy to see
you.