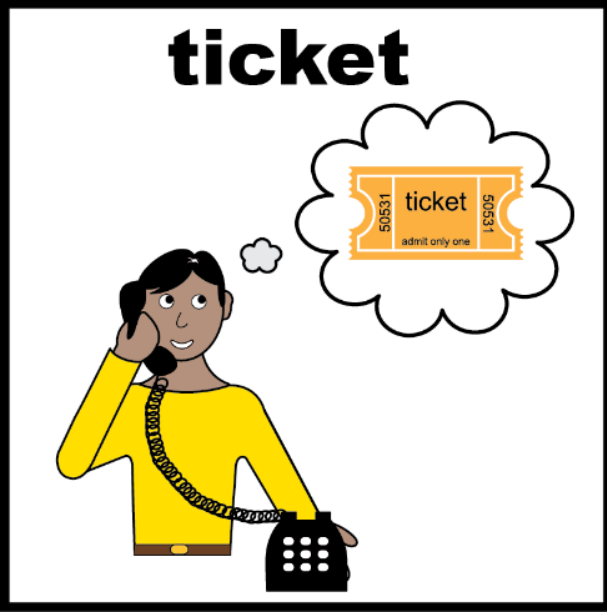


Easy Read Accessibility Guide – first direct bank arena

Booking Tickets and Accessible Seating

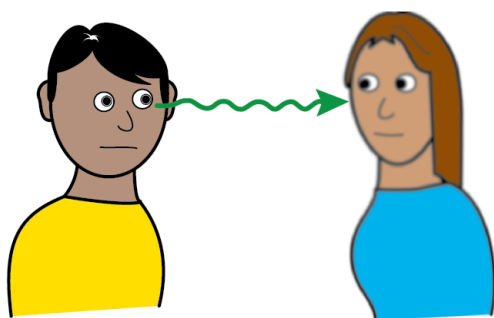
 The illustration shows a person with dark skin and short black hair, wearing a yellow long-sleeved shirt, talking on a black telephone. A thought bubble above their head contains an orange ticket with the word 'ticket' in the center, the number '50631' on either side, and 'admitt only one' at the bottom. The word 'ticket' is also written in large black letters at the top of the illustration.	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 access line at 0113 877 8297 Monday to Friday 9am to 5:30am.
 The photograph shows a row of black folding chairs in an arena, set up for accessible seating. The chairs are arranged in a line, with some having red seats. A metal railing runs along the front of the seating area. In the background, there are more rows of seating and a large black curtain.	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.

blurred sight



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 access line at 0113 877 8297.

How can I access the Ticket Office?



The **Ticket Office** is to the left of our main doors.

The Ticket Office is only open on show days 1 hour before doors open.

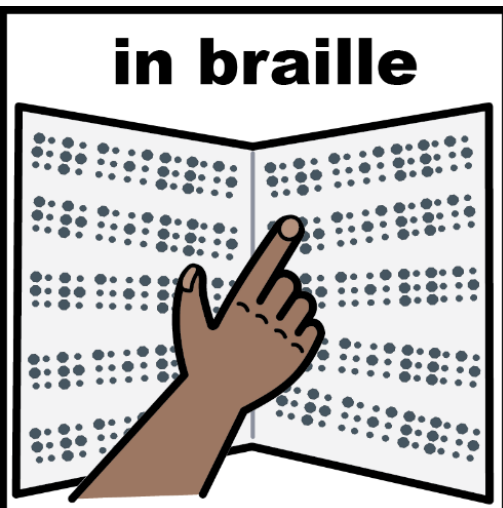
It can be reached by steps or a ramp.

It has a low counter

Information



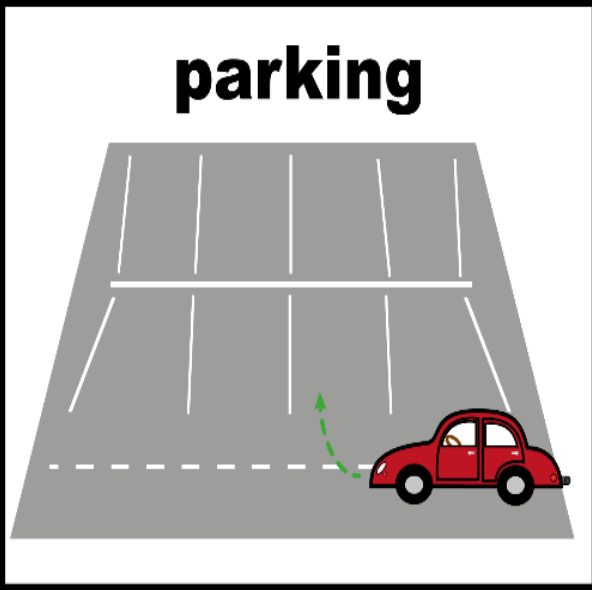
Information in large print is available on request. Please ask us in advance for this.



in braille

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

Getting to the Venue

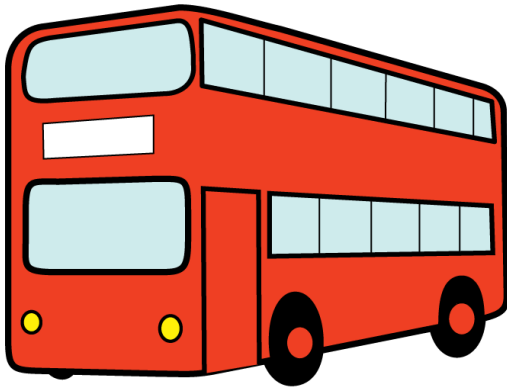
 The diagram shows a perspective view of a parking lot with several white lines marking parking spaces. A red car is positioned at the bottom right, with a green dashed arrow pointing towards one of the parking spaces. The word "parking" is written in bold black text at the top of the diagram.	The nearest 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.
 A photograph of the entrance to CitiPark Merrion Centre. The building has a modern design with a large glass and metal facade. A blue sign above the entrance reads "CitiPark Merrion Centre". A yellow barrier is visible in the foreground.	The car park entrance is on Merrion Way. There are disabled parking spaces on each level of the car park.
 The diagram shows a curved road with a white line marking a "DROP OFF" zone. A black taxi is parked in the zone. Two people, a man and a woman, are standing on the sidewalk next to the taxi. The word "taxi drop off" is written in bold black text at the top of the diagram.	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.

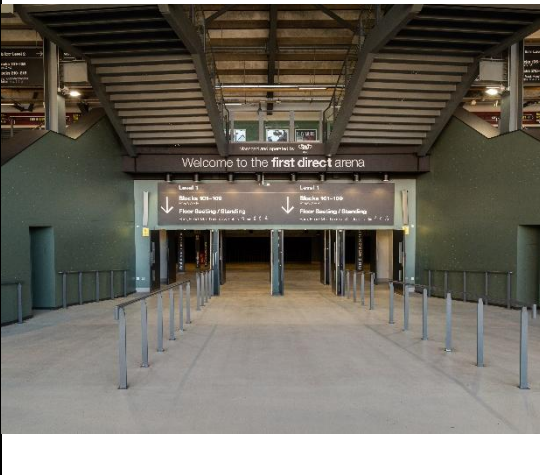
It is a 15-minute walk from the venue and has step-free access.

bus



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

Entering the Venue

 The diagram shows a brick building with a central entrance labeled 'entrance'. A person in a green shirt is pushing a person in a wheelchair up a ramp that leads to the entrance. The entrance has a blue door with a white wheelchair symbol. The text 'accessible entrance' is written in large, bold, black letters above the building.	All of our entrances are accessible.
 A photograph of the exterior of the first direct arena. The building has a large glass facade with the words 'first direct arena' visible. The entrance is at the front of the building.	Our main entrance is at the front of the building.
 A photograph of the interior of the first direct arena entrance. The entrance is a wide, open space with a high ceiling. There are signs above the entrance that say 'Welcome to the first direct arena' and 'Level 1'. The entrance has a level access.	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.

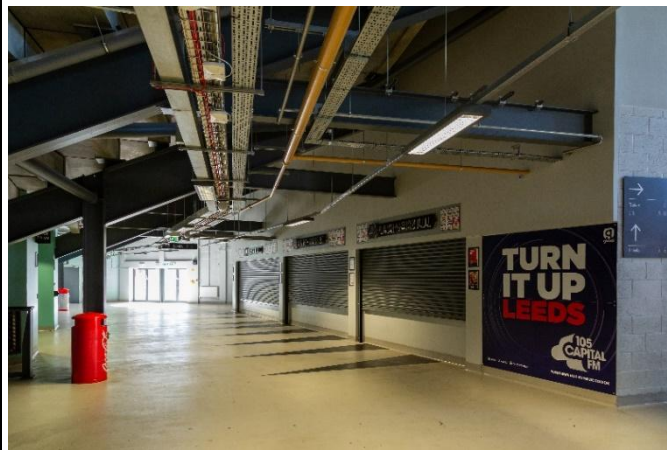
It has level access.



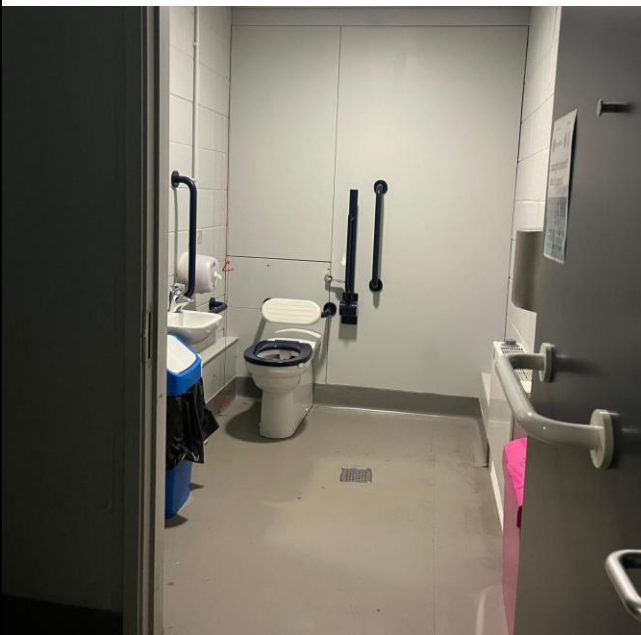
There is a **lift** inside the **Accessible Entrance** to take you to the concourses.

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.

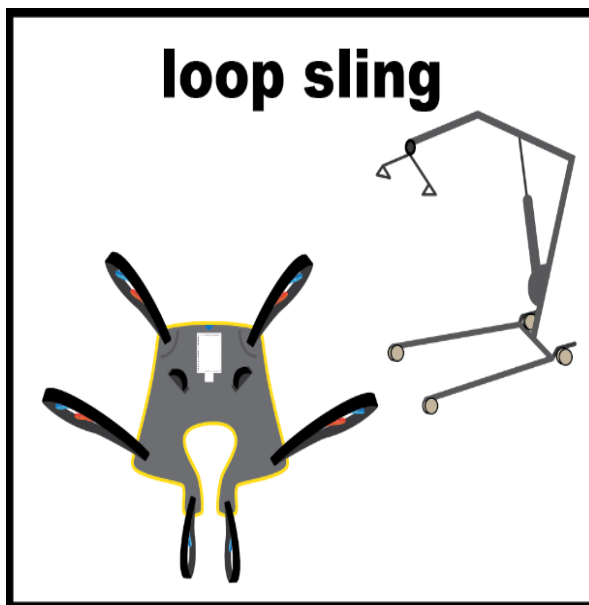


There are also **accessible cubicles** in all of our toilet blocks.



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.

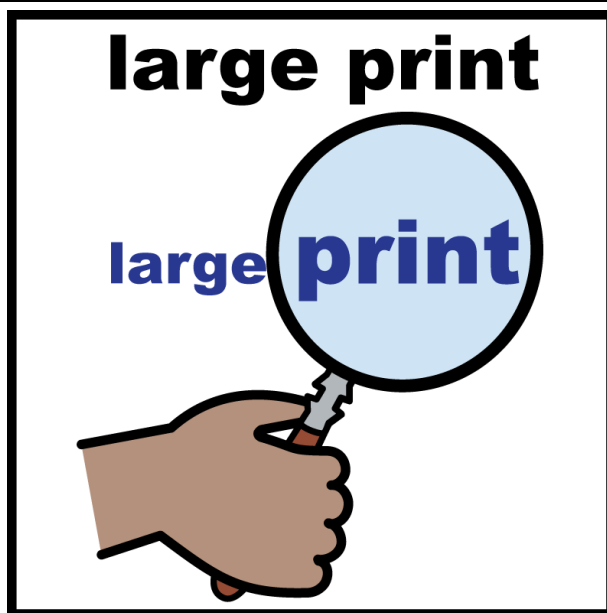
You can buy **food and drinks** here.



There are **merchandise** stands.

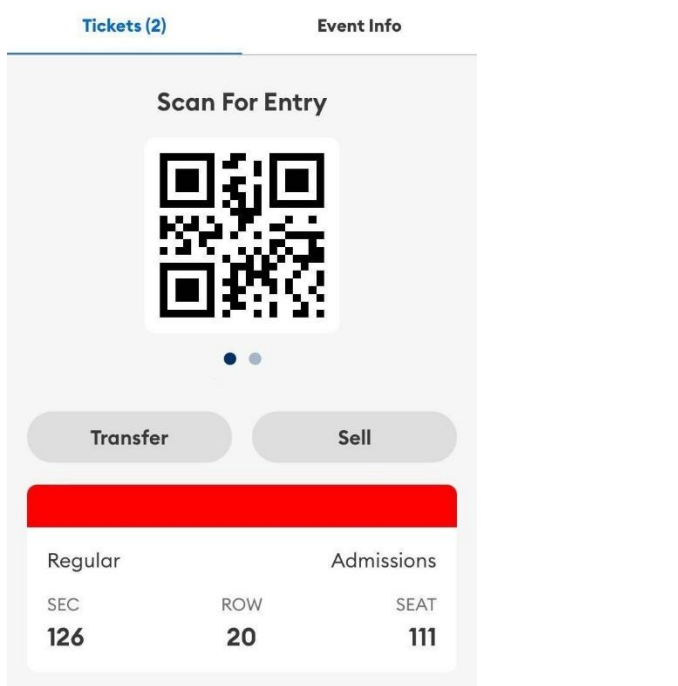
They have lowered counters on one end.

You can buy merchandise here.



You can ask for a **menu** or **price list** at our bars and merchandise stands **in large print**.

Getting to Your Seats

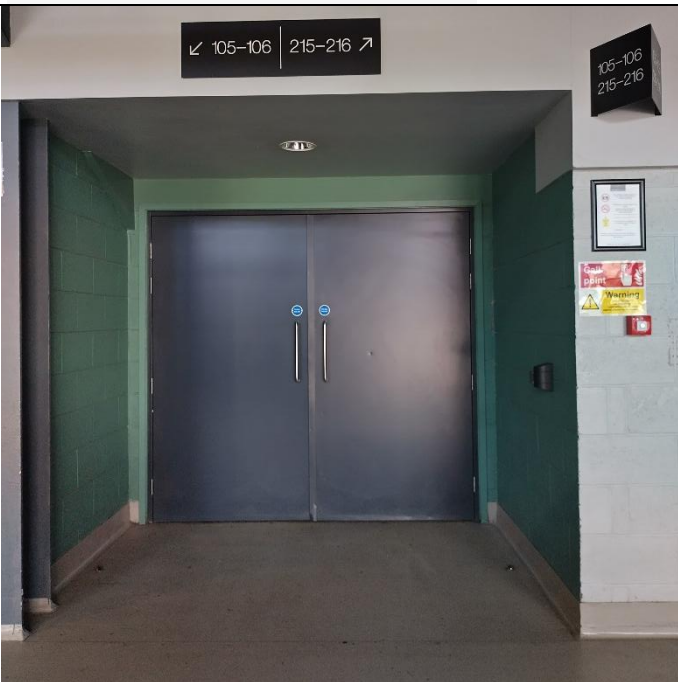


The screenshot shows a mobile app interface with two tabs: 'Tickets (2)' and 'Event Info'. Under 'Tickets (2)', there is a 'Scan For Entry' section with a large QR code. Below the QR code are two buttons: 'Transfer' and 'Sell'. A red bar is visible below the buttons. At the bottom, there is a table with ticket details:

Regular		Admissions
SEC	ROW	SEAT
126	20	111

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

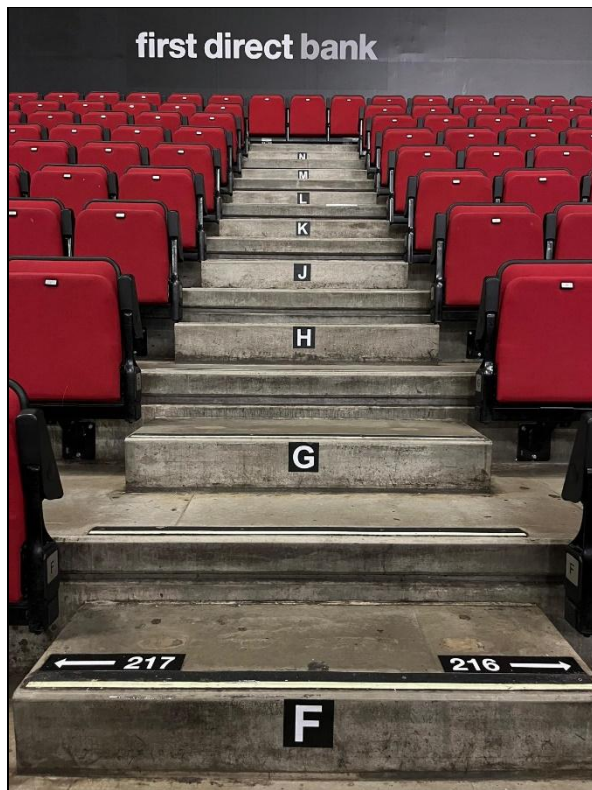
It will have a Block, Row and Seat number.



The photograph shows a hallway leading to a set of double doors. Above the doors is a black sign with white text that reads '105-106 | 215-216'. To the right of the doors, there is a small sign on the wall that also reads '105-106 | 215-216'. There are also some smaller signs and a fire alarm pull station on the wall to the right.

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

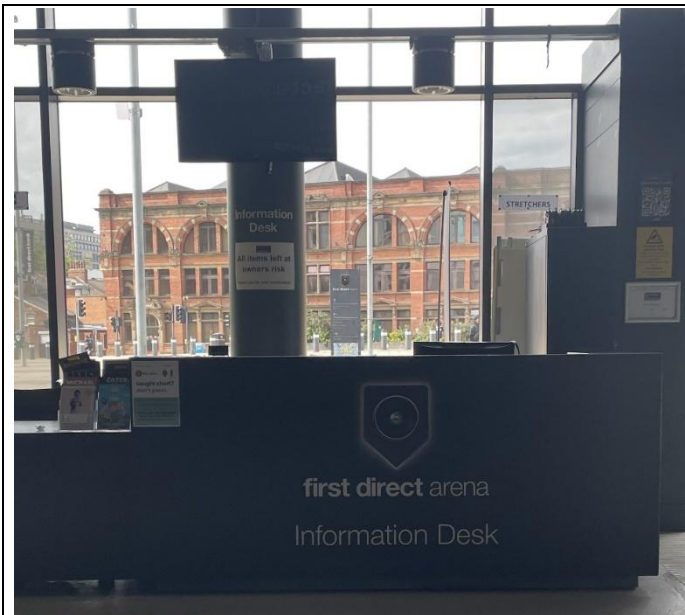
Each door has a sign above it with numbers on which match the ones on the tickets.



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

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

Assistance in the Venue

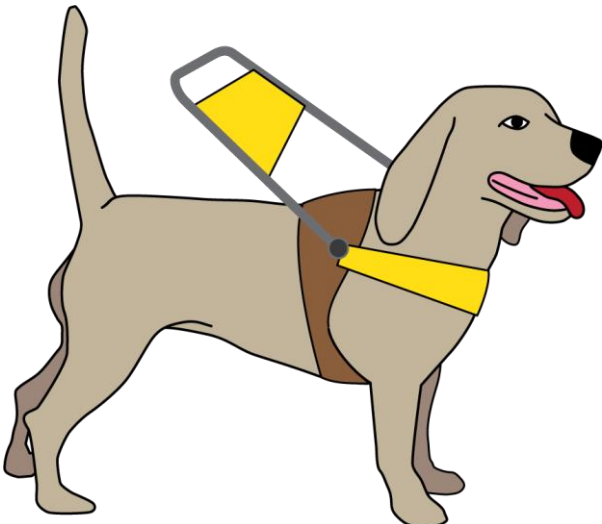


If you are **worried or need help**, please visit our Information Desk in the main atrium.

This is inside, near the main entrance.



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

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

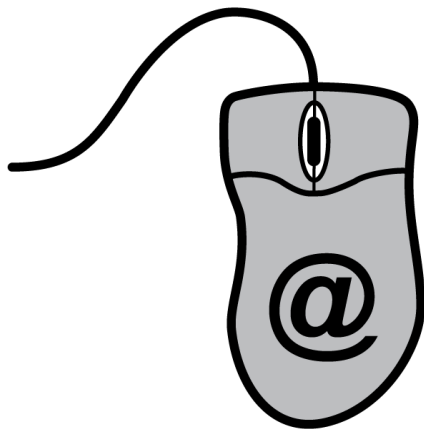
Feedback and Contacting the first direct bank arena

contact



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.

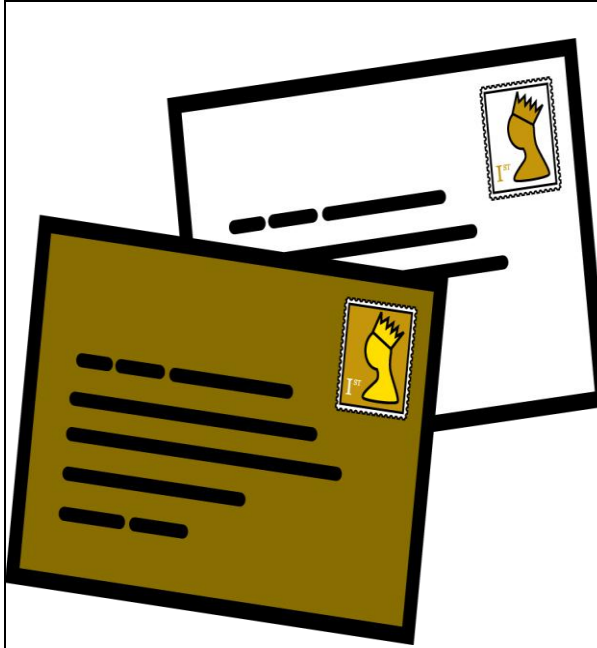
email



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.