

Manchester Arena Accessibility Guide

Manchester Arena is committed to disability awareness and takes an inclusive approach when providing a service to our customers.

This guide is designed to assist patrons who have accessibility requirements enjoy their visit to Manchester Arena. Through our dedicated accessibility support service we aim to provide a fair and equal service throughout your experience.

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



Contact Details

If you would like to speak to us about booking accessible tickets, getting to the venue, our access facilities, or if you require any further information, please contact our Accessibility Team.

By email

Please send an email to enquiries@manchester-arena.com. Make sure to include information in the subject line of your message.

By phone

You can call the Accessibility Team on **0161 950 5229**. A text relay service is available via www.textrelay.org.

In person

You can also stop by our box office and speak to us in person. The box office is only open on an event day from 4pm until approximately 7.30pm and is located off Trinity Way next to the NCP Car Park.

Write to us

Our postal address is Manchester Arena, Victoria Station, Hunts Bank, Manchester, M3 1AR.

Office hours are 10.00am – 5.00pm Mon - Fri, 10.00am - 4.00pm on Saturdays (excluding Bank Holidays)



Venue Facilities

Manchester Arena provides the following facilities to assist customers with access requirements:

- Disabled parking is available at an onsite NCP Car Park (please note that this is not operated by the venue)
- Lift access within both the NCP car park and Victoria Station allows access to our Box Office and City Room entrance. Lift access to the right of the Hunts Bank steps allows access to our Hunts Bank entrance
- A box office window with a lowered counter and loop system
- Concession stands with lowered counters
- Designated seating areas within the venue for wheelchair users, or those with walking difficulties, and their personal assistants
- At least one wheelchair accessible toilet in each set of facilities (three female sets, three male)
- 3 unisex accessible toilets fitted with radar keys
- A hearing loop system within the arena bowl. Please speak to the Accessibility Team for more details on booking tickets in this area.
- 'House' wheelchairs are available if required. Our stewards will also provide assistance help customers reach their seats. We recommend that customers use the Hunts Bank entrance and go to the Customer Service (Tickets and Info) desk to make use of this service.
- The Customer Service (Tickets and Info) desk is located on our concourse next to the Hunts Bank entrance should any customers require any further assistance once in the venue.
- Assistance dogs are welcome at the Manchester Arena. If you would like to bring an assistance dog to the venue, please contact us in advance so we can make additional arrangements to care for your dog during the event.

Booking Tickets

Accessible tickets can only be purchased from the Accessibility Team at Manchester Arena. Eventim, Manchester Arena's official ticketing partner, is unable to take these bookings and we recommend contacting our specialised team directly.

We advise customers to share their access requirements and any other information that may help the team to book suitable seats within the arena at the time of booking.

To book tickets please contact our Accessibility Team on **0161 950 5229** (10.00am – 5.00pm Mon - Fri, 10.00am - 4.00pm on Saturdays, excluding Bank Holidays).

Free tickets for Personal Assistants

Manchester Arena operates a Personal Assistant Ticket Scheme and we are happy to provide 1 free personal assistant ticket for any eligible customer.

To register for your personal assistant ticket for an event please fill out our **Access Scheme Form** and send it back to us with your supporting evidence either by email to accessibility@manchester-arena.com or by post to Manchester Arena, Victoria Station, Hunts Bank, Manchester, M3 1AR.

There is also the option to sign up to our access database which allows Manchester Arena to store your accessibility requirements and eligibility for a personal assistant on our system for bookings within a 3 year period. Your name, Eventim booking number and eligibility for a free personal assistant ticket will be safely stored on our database. Registered customers will be able to book accessible tickets and receive a personal assistant ticket quickly and easily every time they book without the need to re-submit evidence for each booking within the 3 year period.

Travel Guide

By Car

Manchester Arena is located in Manchester City Centre, on the corner of Trinity Way, Hunts Bank and Great Ducie Street.

For Sat Nav systems the postcode for the car park is **M3 1AR**.

Please note, the Victoria Station approach (running from Corporation Street down Hunts Bank) is a bus lane only. The road in the opposite direction (from Great Ducie Street up Hunts Bank) will remain open for car access.

For the latest information on planned roadworks in the North West, please visit the **Highways Agency website** (<http://www.highways.gov.uk/traffic-information/>) or call 08457 50 40 30.

Accessible Parking

The on-site multi storey car park is operated and managed by NCP Manchester. There are a number of blue badge spaces available within the car park. There are also a number of other NCP car parks in the local area by the Printworks and the Arndale shopping centre. Please note that the car parks do not fall under the jurisdiction of Manchester Arena. If you would like to pre-book parking or have any further queries please contact NCP on 0845 050 7080.

By Taxi

Taxis can be pre-booked to the Manchester Arena. The taxi ranks are located outside Victoria Station and The Printworks which are a short walk from the venue.

By Train

Manchester Victoria:

Many national and local trains stop at Manchester Victoria station, right underneath the Arena. Manchester Victoria is managed by Arriva Rail North and provides accessible ticket machines, an induction loop, ramps for train access plus assistance to and from platforms, an accessible toilet and lifts or level access to all platforms.

Journeys can be planned through **Arriva Rail North** (www.northernrailway.co.uk).



Manchester Piccadilly:

Manchester Arena is only a short Metrolink or free Metroshuttle ride from Piccadilly Train Station. Manchester Piccadilly is managed by Network Rail. The station provides accessible ticket machines, an induction loop, ramps for train access plus assistance to and from platforms, accessible toilets with a radar key system, lifts or level access to all platforms, an accessible ticket counter and wheelchairs/mobility scooters which can be arranged in advance with your train company.

Journeys can be planned through **National Rail** (www.nationalrail.co.uk)

By Tram

Manchester's Metrolink systems pass right by Manchester Arena stopping at Victoria. Your journey can be planned via the **Metrolink** website (www.metrolink.co.uk).

Metrolink is an easily accessible system; all stops have either a ramp, lift or escalator access. Most platforms have tactile edges for visually impaired passengers. All platforms have designated wheelchair access points for step free access. Each tram has designated accessible areas with its own emergency / information call points.

By Bus

Many buses, including the free city centre bus service, stop within easy walking distance of Victoria Station and Manchester Arena.

There are many accessible bus services in Greater Manchester. To find out whether your service is accessible, phone Traveline on 0871 200 22 33, Textphone 18001 0871 200 22 33, or check your local bus timetable.

Visit the **Transport for Greater Manchester website** (www.tfgm.com) for more details about bus services.

Manchester Airport

Manchester has a large international airport which provides easy access to the Arena. The airport is approximately ten miles from the venue and can be reached by train, Metrolink or bus as detailed above.

Manchester Airport is easily accessible and its facilities include hearing loops, level access, lift access, changing places toilet, accessible toilets, assistance within the airport (needs to be booked in advance) and permitting assistance dogs to travel.

For details visit the Manchester Airport website (www.manchesterairport.co.uk)



Arrival Guide

Manchester Arena opening times vary depending on the event and are subject to change. Please check the Manchester Arena website for more information on specific show timings.

Toilets

There are a number of accessible toilets situated within the venue with three unisex toilets fitted with radar locks. Two are located on the concourse at Block 112 and Block 122. The third is located by the bar area on the floor. If you require a radar key please speak to our Customer Services desk at our Hunts Bank entrance or a member of our stewarding team stood by the toilets.

Additionally there is at least one wheelchair accessible toilet in each set of toilet facilities (three female sets, three male). These are located on the concourse opposite Blocks 122, 116 and 110.

Arriving at the Venue

We have three accessible entrance points into the arena via Trinity Way, Hunts Bank and Victoria Station.

Please note that access to the arena doors is restricted to ticket holders only.

- **Ticket Collections.**

For collections of tickets please visit the Box Office before attempting to access the arena complex.

- **Getting to the Box Office on event days only.**

The box office is located off Trinity Way, next to the NCP Car Park. It is only possible to access the box office via our Trinity Way entrance on event days from 4pm or unless stated otherwise.

Enter the tunnel on Trinity Way next to the NCP Car Park and look for signs for the Box Office. It will be located on your right hand side.

- **Getting from Trinity Way to the City Room entrance.**

Enter the tunnel on Trinity Way next to the NCP Car Park. Follow the directions from the tunnel to the arena. A member of our stewarding team will direct you through our search process. Please have your ticket ready to enter the arena. To enter City Rooms there is a set of green doors with a small flight of stairs on the other side, leading to the Arena entrance. There is also a lift to the right hand side of the doors that takes you up one level.

- **Getting from the NCP car park to the City Room entrance.**

Follow the directions from the car park to the arena. You will enter a tunnelled area where a member of our stewarding team will direct you through our search process. Please have your ticket ready to enter the arena. To enter City Rooms there is a set of green doors with a small flight of stairs on the other side, leading to the Arena entrance. There is also a lift to the right hand side of the doors that takes you up one level.

- **Getting from Victoria Station to City Room entrance.**

Please have your ticket ready to enter the arena. Take the lift located to the right hand side of the stairs within Victoria station. The lift to the bridge level connects Victoria Station to the City Rooms entrance at the Arena. Maximum distance from Victoria Station to entrance is 180 metres.

- **Getting from Hunts Bank into the Arena.**

Please have your ticket ready to enter the arena. The Hunts Bank entrance is accessible via the stairs or a lift to the right hand side of the stairs. Maximum distance to the lift from the entrance point is 50 meters.

Other Accessibility Information

Customers with Medical and Dietary Requirements

If you have any medical requirements, please contact our accessibility team in advance of your visit via email at enquiries@manchester-arena.com.

We have a food and beverage policy that does not allow food and drink to be brought into the arena. However we can make allowances in exceptional circumstances. If you have specific dietary requirements please contact our accessibility team in advance of your visit for further advice. Get in touch via email at enquiries@manchester-arena.com.

Medical assistance is also available at the venue for every event. Please contact any member of the stewarding staff if you require medical assistance or advice.

Access to Performance

If you have any specific requests for performances such as use of our Hearing Loop, British Sign Language Interpretation and Captioning please contact our Accessibility team via email at enquiries@manchester-arena.com.

To allow us to make any reasonable adjustments to provide any additional services please allow us 4 weeks' notice prior to the event date.

Assistance Dogs

Assistance dogs are welcome at Manchester Arena. We would highly recommend that you contact us in advance of your visit to discuss any requirements you or your dog may have.

Strobe Lighting

Most shows have some form of flashing lighting. Signage is displayed around the concourse to advise people if lasers or strobes will be in use. The show's lighting is determined by the production team and Arena staff do not always receive details of this in advance of the performance. Please note that it is highly unlikely that show's lighting will be changed or adapted upon request.

Crutches

For your safety, and for those around you, we do not allow people using crutches and/or walking aids onto a standing floor. This is because, even though your friends around you could help to look after you, crowd movement on the floor is unpredictable.

If you have booked a standing ticket we will always endeavour to find you an accessible position within the Arena so that you can still come to the concert. Please contact our Accessibility Team to discuss your requirements.

Seating

Lower Tier (Block 101 and above):

The first raised tier of seating in the lower tier does not have a handrail after Row X (10 steps down).

Upper Tier (Block 201 and above):

The second raised tier of seating requires the negotiation of steep steps and so may not be suitable for customers with vertigo or those with mobility problems. There is a central handrail located within this tier. Seating at the front of the upper tier is 35ft (10m) from the ground, rising to 70ft (20m) at the rear.

Events List

If you would like a copy of our up-coming events in a hard copy or alternative format, we can email or post this out to you. Please contact our Accessibility Team for more information via email on enquiries@manchester-arena.com.

Feedback

Feedback on access issues is welcomed. Please contact our accessibility team via email at accessibility@manchester-arena.com.

Attitude is Everything Mystery Shopping

The Attitude is Everything Charter of Best Practice encourages live venue promoters to publicly show their commitment to improving access, and is assessed by a nationwide team of Mystery Shoppers.

To become a Mystery Shopper, you can either register [online](#) or info@attitudeiseverything.org.uk to request the forms and more information.