

# Access Guide

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## **Welcome to Liverpool Philharmonic**

**We strive to be as accessible as possible to all. We know that some of our customers have specific mobility issues, disabilities or other needs and we have therefore introduced a new free Access Scheme to help us to improve our service.**

### **Why should I join?**

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Joining our free Access Scheme is the best way to help us provide you with the appropriate support you need. Once you have completed the simple free registration we will know clearly what you need from us to make your visit an enjoyable one. Whether that's simply help getting to your seat, the use of the hearing induction loop, a specific seat such as a wheelchair space or transfer seat, if you join the Access Scheme we will know and understand your access requirements.

**For alternative formats  
of this guide please visit  
[www.liverpoolphil.com/access](http://www.liverpoolphil.com/access)  
or contact the Box Office  
on 0151 709 3789**

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## Access Scheme for disabled customers

Disabled customers who have joined our Access Scheme can inform us of their access requirements and will be able to book seats reserved for customers with special access requirements.

Full details of the scheme are available online at [www.liverpoolphil.com/access](http://www.liverpoolphil.com/access).

It is easy to join: a short form can be found at [www.liverpoolphil.com/access](http://www.liverpoolphil.com/access) or can be requested by email at [access@liverpoolphil.com](mailto:access@liverpoolphil.com).

You can also pick up an application form from the Box Office at Liverpool Philharmonic Hall.

## Get in Touch

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**Liverpool Philharmonic**  
**Liverpool Philharmonic Hall**  
**Hope Street**  
**Liverpool L1 9BP**

Box Office **0151 709 3789**  
Text relay service via **[www.textrelay.org](http://www.textrelay.org)**  
Email **[Access@liverpoolphil.com](mailto:Access@liverpoolphil.com)**

### **Box Office Opening Hours**

Monday to Saturday  
9.30am (telephone)  
10am (counter) – 5.30pm.

The Box Office has a low level counter to improve accessibility for wheelchair users and an Induction Loop hearing enhancement system for hearing aid users.

## Assistance

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We want you to enjoy your visit to Liverpool Philharmonic Hall. If you need help or advice in planning your visit, please call a member of our Box Office team on **0151 709 3789**.

## Wheelchairs

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We have a limited number of wheelchairs for customers' use, subject to availability. Please see any member of Liverpool Philharmonic staff on arrival to request use of one.

## Feedback

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We welcome comments and suggestions. Please email **[access@liverpoolphil.com](mailto:access@liverpoolphil.com)**



## Buying Tickets

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All our spaces have seating for wheelchair users, those with limited mobility and other disabled people. Please tell us your access requirements when you book, so we can recommend the most suitable seats for you.

### **Advance booking**

To ensure the best choice of suitable seats, please book in advance. This also enables us to send your tickets to you before the day, time permitting.

Tickets can be booked by telephone via the Text Relay service ([www.textrelay.org](http://www.textrelay.org)) during standard Box Office hours.

## Parking for Blue Badge Holders

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Though there is no specific disabled parking at Liverpool Philharmonic Hall, Blue Badge holders can park on single or double yellow lines for up to three hours (except where there is a ban on loading or unloading). You can also park in any of the on street Pay and Display bays and in most of the city's Pay and Display car parks free of charge, with no time limit.

On the streets surrounding the Hall, there are pay and display bays as well as parts of each street that have single or double lines.

## Parking for those without a Blue Badge

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There is a convenient setting down area directly in front of the main entrance on Hope Street. Access to the ground floor (and lifts to all levels) is via automatic doors and without steps or ramps. There will be stewards in the entrance foyer who will be happy to assist you.

On the streets surrounding the Hall, there are pay and display bays and numerous public car parks. See map on page 8 for details.

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## Lifts

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There are two customer lifts providing level access from the foyer to the basement toilets, stalls, boxes, Grand Foyer, circle and 1840 Room.

## Your Seats

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Spaces for wheelchairs with seats for companions are available in Boxes 7, 8, 15 and 16, Row A in the front of the Stalls and Rows W & X in the Grand Circle.

A number of the aisle seats in the Stalls are transfer seats. Transfer seats have movable armrests for those who would like to transfer out of their wheelchair and can be used by others with limited mobility.

## Accessible WCs

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Three ambulant accessible unisex WCs and two fully accessible WCs - allowing right hand or left hand transfer - are available in the foyer. A further fully accessible WC can be found at stalls level close to Box 16 and an additional ambulant accessible WC is located in both the male and female toilets in the basement.

## Hearing Induction Loop

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A Hearing Induction Loop system is available in Box Office and the Main Auditorium.

The loop system in the Main Auditorium requires infrared equipment which can be requested from the kiosk upon arrival. You can choose between equipment which works with a hearing aid or one which works independently.

## Assistance Dogs

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Assistance Dogs are welcome throughout the building and water is available for them. Please advise the Box Office when purchasing your ticket if you are bringing an assistance dog. We recommend booking an aisle seat if you are bringing an assistance dog.

Liverpool Philharmonic strives to be as accessible as possible to all. We have been awarded Bronze Standard accreditation from Attitude is Everything.



Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry to implement a Charter of Best Practice across the UK. Read more at [www.attitudeiseverything.org.uk](http://www.attitudeiseverything.org.uk)

# Access Scheme Joining Form

If you have any difficulty filling out this form, please contact a member of the Box Office team who will be pleased to assist you: **Telephone 0151 709 3789**

**Text relay service via [www.textrelay.org](http://www.textrelay.org) | Email [Access@liverpoolphil.com](mailto:Access@liverpoolphil.com)**

Name

Address

Name

Postcode

Telephone

Mobile Telephone

Email

Which of the following preferences would you like us to record to assist in future bookings?

- |   |  |
|---|--|
| <input type="checkbox"/> Transfer Seat                | <input type="checkbox"/> Induction loop – using your own hearing aid                 |
| <input type="checkbox"/> Aisle Seat                   | <input type="checkbox"/> Induction loop – using an infrared headset supplied by us.  |
| <input type="checkbox"/> Wheelchair space             | <input type="checkbox"/> Unable to attend without being accompanied by an assistant* |
| <input type="checkbox"/> Room/care for assistance dog |  |

What's On Guides and Royal Liverpool Philharmonic Orchestra Season brochures are available in large print. Please indicate if you would like these sent to you

What's On Guide

email

post

Royal Liverpool Philharmonic Orchestra Season brochure

email

post

Once your application has been processed we will send an email/letter confirming your membership. We will also confirm your username and password for online booking. When booking in person or by telephone our Box Office team member will know and understand your access requirements.

**Access membership tickets are solely for disabled persons and their assistants.**

\*Liverpool Philharmonic are unable to provide assistants, however visitors who require the assistance of a companion to attend a performance, and are members of the Access Scheme, are entitled to a free ticket for an assistant (subject to availability).

By joining the Access Scheme you agree that the ticket(s) will be used only by a disabled person, and his/her assistant as defined by the Equality Act 2010.

**Terms and Conditions**

Membership is open to anyone who is restricted in their ability to access the services provided by Liverpool Philharmonic, as defined by the Equality Act 2010. The scheme will be reviewed to ensure that members fulfil eligibility requirements. Members who intentionally give false information will be removed from the Access Membership Scheme. Liverpool Philharmonic retains the right to revoke membership if eligibility changes after review.

Please tick this box to show that you have read the terms and conditions, which apply to this membership.

Please sign the form and give it to a member of our Box Office team or return it to:  
**Box Office, Liverpool Philharmonic Hall, Hope Street, Liverpool L1 9BP**

**Signature**

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**Date**

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Please tick this box if you are signing on behalf of a minor

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