

ACCESSIBILITY WITHIN THE VENUE

IS THERE ACCESSIBLE SEATING?

The M&S Bank Arena boasts over 100 accessible tickets in level access dedicated bays, with seats for friends and personal assistants, space for guide dogs and excellent views of the stage too.

Our floor seating is, however, on a lower level and you will need to use steps to reach it. The Auditorium Liverpool, the intimate theatre-style venue in ACC Liverpool also offers over 20 level-access seating bays, which can easily accommodate wheelchairs if we know in advance.

Customers with specific seating and access requirements can purchase tickets directly via the M&S Bank Arena's in-house box office by calling the main venue ticket hotline number - **0344 335 0437**. Calls cost the same as a normal local or national landline; charges for mobile networks may vary.

You can also make enquires by emailing our Customer Care team at <mailto:accessibility@accliverpool.com>

Our friendly team will also be able to provide advice on the best seating option for your specific access requirements, as well as providing guidance on accessible viewing areas, steps and all other accessible seating requirements.

The on-site Box Office is located at ground level on the cityside of the venue and has purpose-built low level counters. A hearing assistance system is installed on box office counters marked with the international symbol of deafness or hard of hearing, for customers with hearing difficulties.

*subject to eligibility and terms and conditions

M&S Bank Arena Accessibility Map

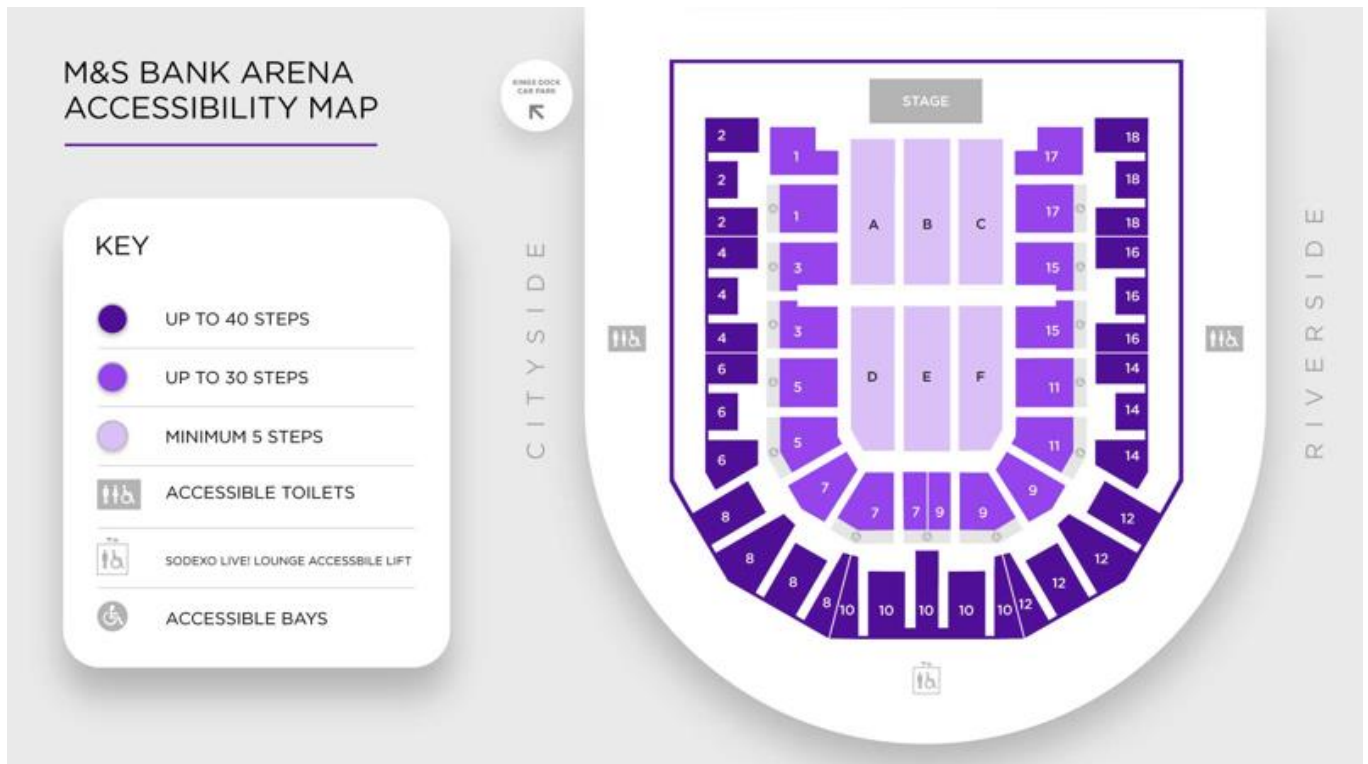


Figure 1 Map of M&S Bank Arena Accessibility showcased in order of tiers with upper tier being being in Dark Purple, lower tier being in purple and floor being in light purple

The Auditorium Map

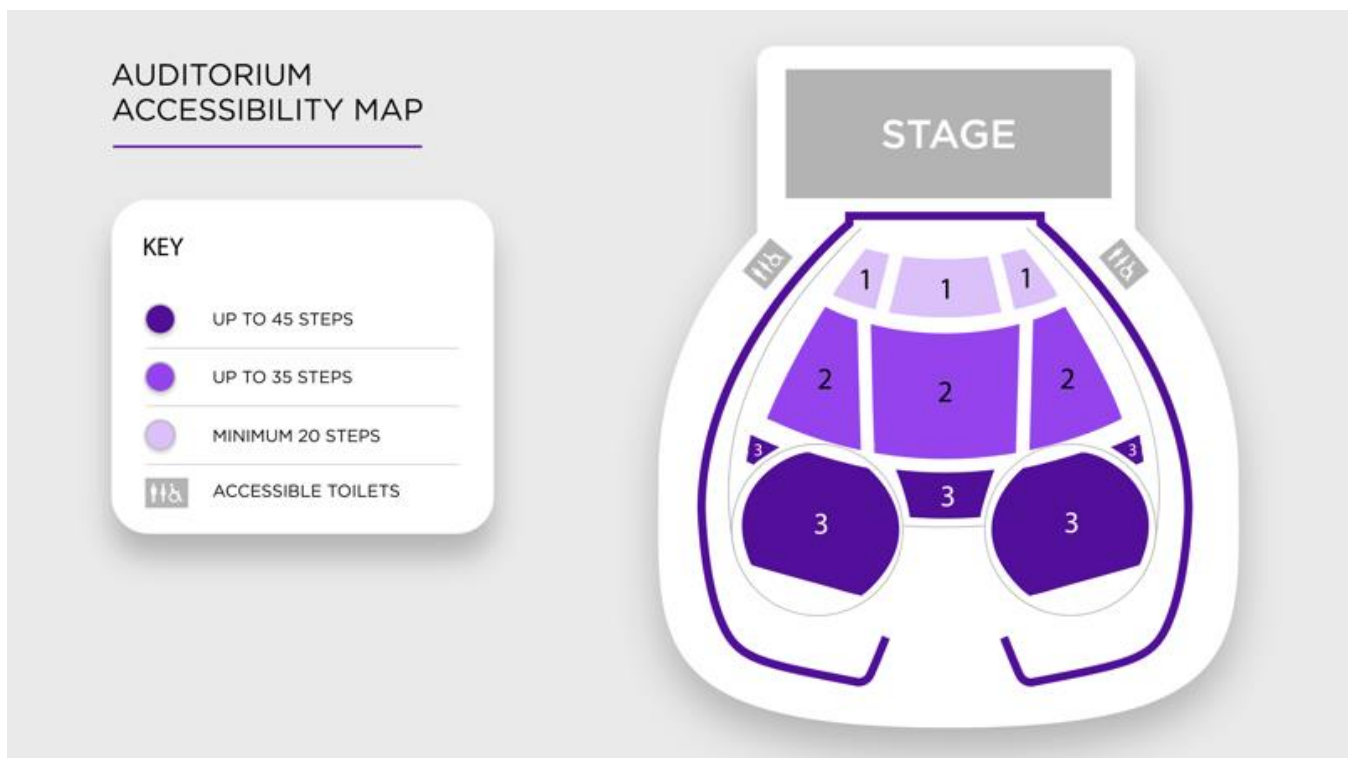


Figure 2 Map of The Auditorium Accessibility showcased in order of tiers with block 3 being in Dark Purple, Block 2 being in purple and block 1 being in light purple

ARE THERE CHANGING PLACES TOILETS?

Via Exhibition Centre Liverpool, our sister venue next door, we are pleased to be able to offer our customers the use of a Changing Places toilet.

Access to this facility in the adjoining building is a level-access, short walk away from the M&S Bank Arena. This route is under cover and our stewards are happy to help you get there.

The Changing Places Toilet facilities include:

- a height adjustable adult-sized changing bench
- a tracking hoist system, or mobile hoist if this is not possible.
- adequate space in the changing area for the disabled person and up to two carers
 - a centrally placed toilet with room either side
 - a screen or curtain to allow some privacy
 - wide tear off paper roll to cover the bench
 - a large waste bin for disposable pads
 - a non-slip floor

Please note, our staff are unable to assist within the Changing Places toilet.

ARE THERE ACCESSIBLE TOILETS?

There are seven accessible toilets in the M&S Bank Arena and a further eight in The Auditorium Liverpool. These facilities are available on every level of the venue.

CAN I USE A MOTORISED SCOOTER?

Motorised Scooters are permitted in public areas of the M&S Bank Arena.

Mobility scooters are available to hire. Please contact <mailto:guestrelations@accliverpool.com> for more details.

ARE ASSISTANCE DOGS ALLOWED?

Assistance dogs are welcome at the M&S Bank Arena Liverpool.

BSL & ASSISTED PERFORMANCE SUPPORT?

If you require BSL, captioning or audio descriptions then please reach out to accessibility@accliverpool.com as early as possible before the event you are attending and the team will try their best to assist.

DO YOU HAVE HEARING LOOPS?

Yes, we have hearing induction loops available.