



first direct arena

Accessibility Guide

Working together to provide an outstanding experience.

This pamphlet is designed to assist guests who have accessible requirements enjoy their visit to the **first direct arena**.



first direct arena

Booking

Book online at www.firstdirectarena.com. For assistance booking online, please contact access@ticketmaster.co.uk.

Booking in person: at the ticket office located at the arena. The ticket office opens 1 hour before the doors open on show days.

A free essential companion ticket is available for guests who require an assistant.



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Seating Plan

To view a seating plan of the arena please go to www.firstdirectarena.com

The arena auditorium has been specifically designed with accessible platforms on level access without any stairs or ramps.





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Car Parking

On-street disabled persons parking spaces are available at:

- Elmwood Close (9 spaces) – Approximately 136 metres from doors.
- Tower House Street (7 spaces) – Approximately 180 metres from doors.
- Jacob Street (2 spaces) – Approximately 160 metres from doors.

An accessible mini bus parking space (subject to availability) is available on Brunswick Terrace.

There are also accessible car park bays in both Woodhouse Lane and Merrion centre car park.



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Public Transport

Rail: Leeds City Station is managed by Network Rail and provides accessible ticket machines, an accessible ticket office counter, an induction loop, ramps for train access, assistance to and from platforms, disabled toilets and lifts or level access to all platforms.

Coach: National Express operates for Leeds bus and coach stations with the Dyer Street Coach Station owned and managed by Metro. They have introduced a dedicated team to help disabled customers – Tel. 03717 818181 – please call before booking and at least 36 hours in advance of when you want to travel.

Bus: First bus have accessible buses running from the bus station stand 15 & 18. Numbers 85, 6 and 8 stop at Woodhouse Lane. Bus timetable vary for up to date information please call 0113 245 7676 Option 1.



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Entrance

All front entrance points are accessible and are staffed throughout the event by venue safety stewards. Please speak to any member of staff if you have any questions. On entering the venue through our accessible entrance, you will receive a leaflet explaining our emergency procedures.



first direct arena has been designed to be accessible to everyone. If the information you require is not listed below, please contact our Accessibility co-ordinator by emailing accessibility@firstdirectarena.com.



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Entrance

The following provisions have been made in terms of entrance arrangements:

- Lifts are available to take you down to floor seating Blocks A onwards, up to level 2 Blocks 101 – 109, 210 - 220 and up to level 4 Blocks 321 - 333.
- Escalators are also available up to level's 2 – 4, Blocks 101 - 109, 210 - 220 & 321 - 333.
- Wheelchairs are available to borrow on entry for short distances to your seat (subject to availability). We can also store your own wheelchair for the duration of the event at our information point.



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On The Night

If you require assistance after arriving at the venue, please make your way to our customer information point, or ask any of our stewards. We have dedicated accessible stewards on every event who will be wearing a blue tabard.

If you have any further entry requirements, e.g. using portable oxygen, bringing medication into the venue, or dietary requirements that cannot be met by the venue, please email accessibility@firstdirectarena.com in advance.



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Assistance Dogs

Assistance dogs are welcome at **first direct** arena. We will look after them in a safe environment during the event if required. Should you want your assistance dog with you in the arena, a number of seats in the arena incorporate extra space to the front of them.



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Visual Impairment

Seats are reserved close to the stage / performance area for visually impaired guests for all events at the Arena. These seats are strictly limited (subject to availability) and booking in advance is essential.



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Toilets

Disabled toilets are available on all levels of the arena. These toilets are larger than standard toilet cubicles, have an outward opening door and grab rails. For directions or assistance please ask a member of our stewarding team.



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Changing Places Facility

A changing Places Facility is provided near our ground floor concourse. This is a facility for people who need extra facilities to allow them to use the toilet comfortably.

The Changing Places Toilet at the first direct arena incorporates:

A height adjustable adult sized changing bench.

A tracking hoist system

A height adjustable basin

A centrally placed toilet.

Adequate space for a disabled person and up to two companions.

A large waste bin.

The Changing Places Toilet is locked using a RADAR lock. Please note that sling for the hoist system is not provided. Further information on this facility can be provided if required.



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Concourse Concessions Stands (Bars & Merchandise)

All venue facilities are fully accessible.



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Facilities for people who are deaf and/or hard of Hearing

A RF induction loop is installed which gives coverage throughout the Arena. Please go to our customer service/information point in the centre of the main doors on arrival for a receiver.



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Seating

first direct arena has been designed to be accessible for everyone. Access to the upper tier of seating (300) may require the negotiation of steep steps, so may not be suitable for some people with mobility problems.

When booking please make Ticketmaster staff aware of any access requirements to ensure they secure the most suitable seats for you.

**If you have any further questions
which are not in the pamphlet please
email**

accessibility@firstdirectarena.com

**If you would like any of the information
available in an alternative format,
please contact the first direct arena**

**first direct arena
Arena Way
Clay Pit Lane
Leeds
LS2 8BY**