

Access Scheme

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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 free Access Scheme to help us to improve our service.

If you would like our publications in audio format, please call Box Office who can read any portion of our publications upon request.

Liverpool Philharmonic has been awarded Gold by Attitude is Everything, one of only nine music venues nationally to have achieved this highest standard.



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



Why should I join?

Joining our free Access Scheme is the best way to help us provide you with the appropriate support you need, and offers you a variety of benefits, such as complimentary tickets for carers, access to wheelchair and transfer seating, and more.

Once you have completed the simple free registration, we will know clearly what you need from us to make your visit an enjoyable one. You will only need to provide proof of disability once, when joining the scheme.

For alternative formats of this guide please email access@liverpoolphil.com or contact Box Office on **0151 709 3789** or in person during opening hours.

For more information about our access facilities and frequently asked questions, please visit liverpoolphil.com/access or contact us (see page 7).

Joining the Access Scheme

Customers who have joined our Access Scheme can inform us of their access requirements and will be able to book suitable seats.

Full details of the scheme are available online at liverpoolphil.com/access.

It is easy to join – a short form can be found at liverpoolphil.com/access or can be requested by email at access@liverpoolphil.com.

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

We accept the following forms of Proof of Disability -

- Department of Work & Pensions letter confirming Disability Living Allowance
- Department of Work & Pensions letter confirming Attendance Allowance status
- Department of Work & Pensions letter confirming Personal Independence Payment (PIP)
- Armed Forces Independence Payment (AFIP)
- A Certificate of Visual Impairment
- Official / Documented evidence you are



- registered as severely sight impaired (blind)
- UK-recognised identification for an Assistance Dog
 - National Rail Disabled Persons Railcard
 - Any other International Disability Documentation

Please note that we do not accept Blue Badges as proof of disability.

Get in Touch

Liverpool Philharmonic
Liverpool Philharmonic Hall
Hope Street
Liverpool
L1 9BP

Box Office 0151 709 3789

Text relay service via www.textrelay.org

Email access@liverpoolphil.com

Box Office Opening Hours

Monday to Saturday

9.30am – 5.30pm (telephone)

10am – 5.30pm (in person)

Box Office has a low level counter to improve accessibility for wheelchair users and an Induction Loop hearing enhancement system for hearing aid users. This is located to the right-hand side of the Box Office counter.

Assistance

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.

Feedback

We welcome comments and suggestions. Please email access@liverpoolphil.com

Buying Tickets

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) during standard Box Office hours (see page 7).

Unable to attend an event

Access scheme members who are unable to attend an event due to health reasons related to their access requirements may return their tickets for a credit towards a future performance.

Your Seats



Spaces for wheelchair users, 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.

Music Room has level access to the venue and throughout, with an automatic entry door.

There are spaces for wheelchair users and companions available for all Music Room performances. Accessibility seats may be limited for standing performances.

Parking for Blue Badge Holders

Blue Badge holders are able to reserve car park spaces (in Caledonia Street Car Park) for most Royal Liverpool Philharmonic Orchestra concerts by calling 0151 709 3789. All reservations must be made at least one week in advance of the concert and are subject to availability, as spaces are limited.



For other Hall concerts, 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 park in any on-street pay and display bay and in most of the city's pay and display car parks free of charge, with no time limit.

Parking for those without a Blue Badge

On the streets surrounding the Hall, there are pay and display bays and numerous public car parks. For a list of local car parks, please visit liverpoolphil.com/car-parking.

There is a convenient setting down area directly in front of the main entrance on Hope Street. There will be stewards in the Hall entrance foyer who will be happy to assist you.

Parking

Walking routes from the car park and other key transport stations are available on our website – liverpoolphil.com/plan-your-visit.



Lifts



There are two customer lifts providing level access from the foyer to the basement toilets, Stalls, Boxes, Grand Foyer, Circle and 1840 Room.

Accessible Toilets

In the foyer, there are three accessible, gender-neutral toilets with support rails and two wheelchair accessible toilets - allowing right hand or left hand transfer.

A further accessible toilet with support rails can be found at stalls level close to Box 16 and another accessible toilet with support rails is located in both the male and female toilets in the basement.

A Changing Places toilet is located backstage on the ground floor of Liverpool Philharmonic Hall. It is most easily accessed via the Stage Door entrance on Caledonia Street, but can be accessed from anywhere within the building if required.

For more information about Changing Places toilets visit changing-places.org.

Wheelchairs

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



Hearing Induction Loop

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



The 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


Assistance dogs are welcome throughout the building and water is available for them. Please advise 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.




Box Office 0151 709 3789

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