

# Accessibility

King George's Hall aims to be as accessible as possible for deaf and disabled people or anyone who needs help to attend an event.

Our Concert Hall, Windsor Suite & Blakey's Cafe Bar are completely accessible for visitors with disabilities. Lifts to all levels are accessed via our main entrance on Blakey Moor. Please speak to the [Box Office](#) for more information.

Stairs are designed to ensure handrails and steps are as supportive and identifiable as possible for visitors who may need assistance using them.

The Concert Hall can accommodate 12 wheelchair users and the Windsor Suite can accommodate 8 wheelchair users.

Wheelchair Spaces are at a premium, so please be sure to let us know if you will need to remain seated throughout the performance or if you can transfer from your chair to one of ours. They are located on the level floor areas.

The Box Office & our foyer reception point both have lowered accessible counters.

Patrons are encouraged to mention any accessibility requirements they have when booking – we will do our best to meet all requirements.

## **Assistance**

Anyone who would not be able to attend an event without the assistance of a personal assistant or essential companion at King Georges Hall will be provided with an additional PA ticket free of charge, please do not be offended if you are asked to provide some documentary evidence such as your DWP DLA certificate or other supporting documentation.

Please ask about Personal Assistant tickets when booking. The exception would be events where the ticket price includes food and/or drink etc (i.e. Theatre-Dinners, Afternoon Variety Shows ect...).

King George's Hall can provide an assistant for those wanting to attend a concert alone.

Please arrange with Box Office when booking.

## **Facilities for the deaf and hearing impaired visitor**

In the Windsor suite we have a loop system, please swith your hearing aid to the T position.

King George's Hall provides a BSL interpreter for one performance each pantomime season. Please check with Box Office for date and time of this 'Signed' performance.

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### **Viewing Platform**

At standing concerts we can provide a raised platform for patrons who pre-book. It is usually situated to the rear of the auditorium and facilities such as bars and toilets are not too far away. Please let us know if you are attending with a personal assistant and we will try and position a chair next to yours. If you're attending alone, please ask one of the Stewarding Team for assistance. We will be happy to help!

### **Registered assistance dogs**

Registered assistance dogs are admitted and we would be happy to supply water on request. Please ask a member of our Stewarding Team

### **Accessible toilets**

Our accessible toilets are situated on the Concert Hall, Windsor Suite & Blakey's Cafe bar levels. Although signposted please feel free to ask a member of our Stewarding Team if you need directions.

### **Brochures**

At present we are unable to supply in large print, braille or audio format, but please contact the Box Office and we will help you any way we can.

### **Baby Change Facilities**

If you require baby change facilities during your visit, please ask a member of our Stewarding Team. We do not have a dedicated room but we can make one available for you to use.

### **Car Park access**

The car and coach drop off point is at the front of King George's Hall on Blakey Moor right at our main entrance. Access to the main foyer is via a short ramp or a few steps

Additionally there is accessible car parking facilities on the ground floor of the public car park on Fielding St (BB2 1HL) Please be aware that this is not free parking for Blue Badge holders. Assistance may be needed for some users of the car park as the route from Fielding Street is on an incline.

Most of the area's Street parking is free after 6pm.

### **Fire and Emergency**

In the event of an emergency, lifts will not be available for those with mobility problems. Refuge stations with evacuation chairs will be provided with trained staff to assist with escape.

### **Pre-show visits**

If you or any of you party has a condition which would benefit from a visit prior to the performance you are attending, we will do our best to accommodate such requests.

### **First aid**

If you require assistance at any time during your visit, please contact a member of the Stewarding Team.

**Strobe or similar effects**

Strobe Lighting or similar effects may be used during performances at King George's Hall. If Patrons have concerns about what lighting may be used please ask a member of the Stewarding Team.

**Prayer Facilities**

If you would like prayer facilities please contact the Box Office prior to your visit. We do not have a dedicated room but we can make one available for you to use.

**Direction**

From Blackburn Bus Station:

From Blackburn Train Station:

**Contact us**

If you would like to discuss your accessibility requirements with us, please telephone the Box Office on 0844 847 1664 (calls cost 7p per min plus your phone company's access charge), or email [events@kinggeorghall.com](mailto:events@kinggeorghall.com)

Alternatively you can write to us at:

King George's Hall  
Northgate  
Blackburn  
BB2 1AA

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