

THE SSE Arena, Belfast

Venue Access Information

Welcome to the venue access information for The SSE Arena, Belfast. The SSE Arena, Belfast is an inclusive venue and is committed to ensuring that services are accessible to all visitors. The Arena is delighted to be signed up to the Attitude is Everything Charter of Best Practice and currently sits at SILVER level. Please contact us if you have any comments that would help us improve our service.

The SSE Arena, Belfast offers:

- Disabled parking spaces
- Accessible toilets
- Changing Places toilet
- Accessible lift
- Wheelchair spaces
- Box Office, Concierge Desk and catering units with low level counters
- Box Office with induction loop
- Accessible viewing platforms
- FM hearing loop system within the Arena bowl
- Storage of walker or other equipment
- Assistance dogs welcomed
- Free ticket for an Essential Aid (subject to availability)

Purchasing Tickets



The Arena Box Office has a low level counter and an accessible ramp to the window area. Hearing enhancement systems are also available at the Box Office counter. A text phone is available within the Box Office for people with a hearing disability 028 9073 9174. Please see the Box Office page of the website to check opening hours.

Tickets for all events can be booked in a number of ways:

- Online: Information on all events is available on the Arena website. Ticket sales are made on the Ticketmaster website; booking fees will apply
- By phone via Ticketmaster: 0844 277 4455. This facility is run by Ticketmaster and booking fees will apply. Open 8am - 8pm Monday to Friday or 8am - 6pm Saturday and Sunday.
- By phone to our Box Office: 02890 739074. This is a dedicated number and can be used for customers who have access requirements. The number connects directly with our Box

Office staff who have an excellent knowledge of the venue and the layout of the seating. Standard booking fees apply.

- Or in person at the Arena Box Office, located at the front of the venue. No booking fees apply.

Access Address Book

The SSE Arena strongly recommends that customers with disabilities notify them at the time of booking of any additional requirements or assistance needs in order to offer the best possible service.

To facilitate this, we have set up a database where we can hold details of those customers that need assistance to make it easier to make a booking and when attending a performance.

Customers can complete the Access Requirement Form and submit it via email or post directly to the Arena, where they will be assigned a customer number. Then each subsequent time they want to make a booking, it is as simple as contacting the SSE Arena Box Office and quoting the customer number for our team to be able to help facilitate your requirement.

The Access Requirement Form can be collected in person from Box Office, downloaded from the website, or can be emailed to you if you contact boxoffice@ssearenabelfast.com

Essential Aid tickets

Some of our access users require assistance when visiting the SSE Arena and we do offer free Essential Aid tickets in such cases. A significant advantage of this new system is that, by registering your eligibility for a free ticket, we will be able to issue more of these tickets to every event.

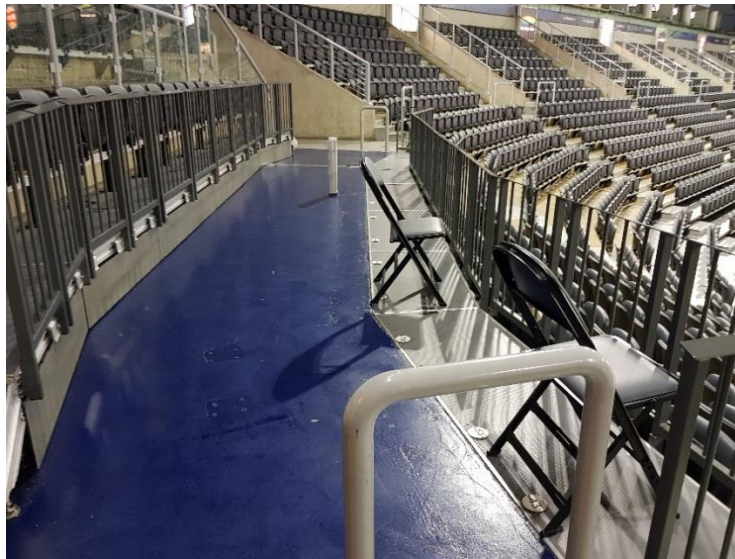
In order to issue Essential Aid tickets, we will be requesting proof of eligibility by one of the means listed below:

- Front page of DLA (no specific rate)
- Front page of Attendance Allowance letter (no specific rate required)
- Front page of PIP (no specific rate required)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

(The customer can blackout any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted)

If a customer is not willing to supply this information, please inform them that we will note this on their record, but we should still provide them with the ticket.

Accessible Areas



We have 34 spaces available for wheelchair users; there are 22 in the West tiered seating and 12 in the East tiered seating. The precise location of areas for visitors using wheelchairs will depend on the format of the event, as not all will be available or use. If it is a seated show, generally there will be additional wheelchair spaces within the floor seating area. There are charging points for electric wheelchairs at some of the accessible areas – if you need this facility please inform our Box Office team at time of booking, or include this when completing your Access Requirement Form to be added to our database.

In general, tickets in the wheelchair area can be reserved for a wheelchair user and 1 companion, to ensure availability for other wheelchair users. We will endeavour to ensure that other customers in the party are seated close by, but this is not always possible if it is a fast-selling show.

Wheelchairs are not permitted on the floor area during standing shows.

The reasons for this are:

- Lateral crowd movement and crowd dynamics may lead to the wheelchair being overturned causing possible injury to the disabled customer or another member of the audience.
- An unknown quantity of wheelchairs within an area may inhibit the exit times through the emergency exits during an evacuation.

Wheelchairs can also access the 2nd floor suite level, but please advise at time of booking that you require wheelchair access, as adjustments may need to be made in advance.

Unfortunately it is not reasonably practicable for wheelchair users to be accommodated in seating blocks outside of the designated areas. If you purchase a ticket for another area, we will endeavour to accommodate you within the designated area.

If you need a wheelchair and have your own, please bring it with you. We only have a very limited number of manual wheelchairs available for hire free of charge. We strongly advise visitors to pre-book wheelchairs to avoid disappointment by telephoning the Box Office and informing them of your requirement. Our wheelchairs will be given on a first come, first served basis.

Access to performance

Visual & Hearing Impairments

We have a small amount of tickets available in the South Tier or Floor (seated shows only) for customers with a sensory impairment. These tickets will be held for a period of 14 days from on sale, and if you would like to avail of these seats please contact the Box Office directly on 028 9073 9074.

A hearing loop system is operational in the auditorium for all events. Customers wishing to utilise this system should inform the box office, via the dedicated telephone ticket line (as above) when purchasing tickets, or for ease complete the Access Requirement Form. On arrival at the Arena, customers should contact the Concierge Desk in order to be supplied with the appropriate equipment. There are both neckloops and headsets available for customers use.

We do not currently provide mobile connect systems, captioning, audio description and relaxed performances as standard, however we are happy to discuss with touring productions in case they can facilitate any of the above.

Communication/interpretation of show content

Customers are advised to make any requests for additional methods of communicating the performance content i.e. by sign language interpreters, audio description etc. at the time of booking via Textphone on **028 9073 9174**, email boxoffice@ssearenabelfast.com or call 02890 739074, so we can facilitate your requirements. Seats are held in possible suitable areas for a period of 14 days from on sale, and

the Arena will work with the promoter and production to try to make accommodations on a show by show basis, but this is largely dependant on the production of the show.

Once this 14 day period has passed, these seats may be released to general public if there is high demand for tickets. After this stage, any request will be considered, however the location will be assessed on an individual basis. Any request made within 28 days of an event may not be granted.

Assistance animals

Assistance animals are welcome, but visitors are asked to bear in mind the noise levels at concerts and the potential use of special effects including pyrotechnics and strobe lighting.

Seated Areas

Visitors who wish to keep their assistance animal with them during the show must use the designated wheelchair areas as these provide the safest locations. Assistance animals are not permitted in the general seating areas during concerts.

If requested, the arena staff will ensure the animal is cared for in a quiet area in the foyer and will return it to its owner when leaving.

Standing Areas

Assistance animals are not permitted on the floor area during standing concerts. If requested the arena staff will ensure the animal is cared for in a quiet area in the Foyer and return it to its owner when leaving the floor area. A complimentary ticket will be issued to an Essential Aid

who will assume responsibility for assisting the disabled person whilst they are on the standing floor area.

Sensory needs



Customers with Autism or other sensory processing needs can request a sensory bag. These bags contain ear defenders, fidget toys, weighted lap pad, wobble cushion and cue cards. There are a limited number, and a deposit scheme will be in place at the concierge desk.

We will endeavour to facilitate a request for a quiet room, however given the nature of sound levels at events, and room availability, this will be assessed on an event by event basis.

We can facilitate a visit to the venue when there is nothing on if you think it would be helpful to familiarise yourself with the building before you attend an event, however this will be dependant on a suitable day.

Please phone our Box Office to request either of these facilities, and please give us this information on your Access Requirement form to ensure that we can facilitate your needs.

Travel Guide

Drop-Offs

Customers with disabilities can be dropped off at the roadside at the South VIP Entrance of the Arena. It is recommended that drop-offs are done so in as quick a manner as possible. Please refrain from parking on double yellow lines or blocking entries and roadways.

Parking

Disabled parking bays are available in the main car park. The car park operates on a first come first served basis for all parking spaces. Blue badge holders must display their blue badges at all times whilst parked. For further information please contact the Car Park Manager, The Odyssey Trust Company on 028 9073 0937 or email r.mccord@theodyssey.co.uk

Taxis

A taxi rank is located in front of the Odyssey Pavilion which is approx. 50m from the main entrance to the Arena.

Buses

Translink's Metro Service Number 26, 26a & 26b leaves Belfast City Centre at Donegall Square West and makes a stop outside the Odyssey Pavilion. The Airport Express 600 to George Best Belfast City Airport departing from Europa Bus Station also stops at The SSE Arena, Belfast.

The glider G2 service is operational from the front of the Arena that goes into the City Centre, or towards Titanic. This service operates on a

loop and customers can change at City Hall for the G1 that operates across Belfast.

General Access

Entry into the arena is at street level, lifts are available to provide access to all levels of the building. Vertical access through the building is provided principally by three lifts, one located in the North VIP entrance, one in the South VIP entrance and one in the main entrance lobby. Staff are on hand at events to provide assistance if requested.



Arriving at the Venue

All entry doors into the venue are retained in the open position when events are taking place, unless there are high winds when they may be kept closed for safety reasons but manned by a member of staff. The clear door opening width of all entry doors is 1900mm.

There are two entrances into the venue, the main entrance at the front of the Arena, and through the Odyssey Pavilion. Generally both entrances are open, but occasionally, depending on the event, it could

be that only one entrance at the front of the building is available eg. Standing shows, darts, boxing.

There is step-free access via the front doors of the venue into the main foyer. The floor surfaces are all smooth and level and the lighting levels are good.

There are also 2x VIP entrances which are located at the South side of the building (front beside Box Office) and at the North side of the building (around the back). Both entrances are step free, floor surfaces are smooth and level, lighting levels are good and they both have lift access to all floors.

Early Entrance



If you cannot queue, or need early access into the venue before the advertised door opening times we will do all we possibly can to help, and will arrange for seating to be made available if required. Although we are not able to offer early admission to the auditorium itself, we could arrange for you to access the foyer area, or the VIP entrance so that you can avoid any long queues, especially for standing concerts.

Generally we recommend that anyone with access requirements enters via the Media / Hospitality Door (on the right in the picture above) as it is quieter and there are limited queues.

Please phone our Box Office to request this facility, and please give us this information on your Access Requirement form to ensure that we can facilitate your needs.

Signage

The SSE Arena is committed to providing inclusive signage that is easy to understand and with as much visibility as possible.

Directional signage, and signage for seating blocks is provided in clear text with white characters on a blue background. For maximum visibility when the concourse is busy with visitors, all signage (where practicable) has been provided above head height.

- Toilet signs have white figures on a black background
- Accessible toilets have white symbols on a green background
- Changing places toilet has signage approved by Muscular Dystrophy UK
- Braille enhanced signage is provided within lift cars and signage external to lifts.

Food, Beverage and Merchandise Sale Points



The SSE Arena, Belfast are one of the first Arenas in the world to offer food, beverage and merchandise sales through an App. This creates hassle free purchasing and customers can choose which location to collect their product from.

- All food, drink and merchandise areas have level access
- There are low level counters at the all locations
- All food and drink prices are available in large font on request
- Dietary needs can be catered for
- All areas are well lit and the floors are level and anti-slip
- There are accessible toilets close to all the Food & Drink areas

Toilets

There are 10 unisex accessible toilets throughout the front of house areas in the Arena.

The Ground Floor is equipped with a male and female accessible toilet outside Door 2 in the main foyer.

The Concourse Level is equipped with unisex accessible toilets at Door 4, 12 and 23. Both McCools Bar and the Heineken Lounge are also equipped with unisex accessible toilets.

The North, South and West Suite Levels have all got a unisex accessible toilet also.

Changing Places Toilet

A Changing Places toilet is now available in the Arena. It is located on the first floor concourse at Door 15. This room is normally locked - if you need access, we ask that you tell us in advance if you are coming to an event at the arena by completing an access requirement form, or calling Box Office on 028 9073 9074 so we can make arrangements.

Once in the building, if you require access, a key is kept with Concierge desk or staff in the area of the Changing Places. Please speak to a member of staff who can assist you.

Please note that the arena does not provide slings for us with the ceiling hoist for hygiene reasons - customers are requested to bring their own.



Customers with Medical Requirements

The SEE Arena, Belfast has a strict no food or drink policy in terms of items brought into the venue. However, we do welcome visitors who need to bring medicines, food or drink to manage a medical condition. To ensure we know about your needs we encourage customers to inform us in advance of events.

There is a Medical Room on both the ground floor and first floor of the Arena. Qualified medical staff are on duty when the Arena is open to the public at all times.

In the event of a medical emergency, please notify a steward who will radio for medical assistance.

Should you require a private area for personal care (eg private changing facilities / medicine storage or refrigeration) please speak to the staff at the Concierge Desk who should be able to assist you.

Show content

Sound Levels

We have little influence in the running of live music events when it comes to sound levels. Artists generally travel with their own sound and lighting systems and their engineers control them throughout the event. We do monitor both sound quality and decibel output and we will advise production crews when necessary, although we will not be able to turn the volume down unless it is breaching legal limits. Ear plugs are available on request from the nearest steward or from the Concierge Desk. N.B. We are unable to provide sound cancelling ear protection for young children and babies.

Special Effects (Strobe/Pyro/Lasers etc.)

Strobe lighting may be used during some performances and may not be communicated to the Arena until the day of the event. Customers will be notified in advance (most commonly via signage around the Arena) if a performance includes the use of strobe lighting.

Feedback

Any customer service correspondence should be sent to us by post, or by email to customerservices@ssearenabelfast.com to enable us to fully investigate your enquiry.

If posting your enquiry please send to: Customer Services, The SSE Arena, Belfast, 2 Queen's Quay, Belfast, BT3 9QQ

In order for us to assist you more efficiently please provide us with the following information

- 1) Name of event and date
- 2) Full contact details
- 3) Seat location - row and seat number

All complaints will receive a letter/email of acknowledgement, with an aim to investigate and reply to the complaint within 10 working days.