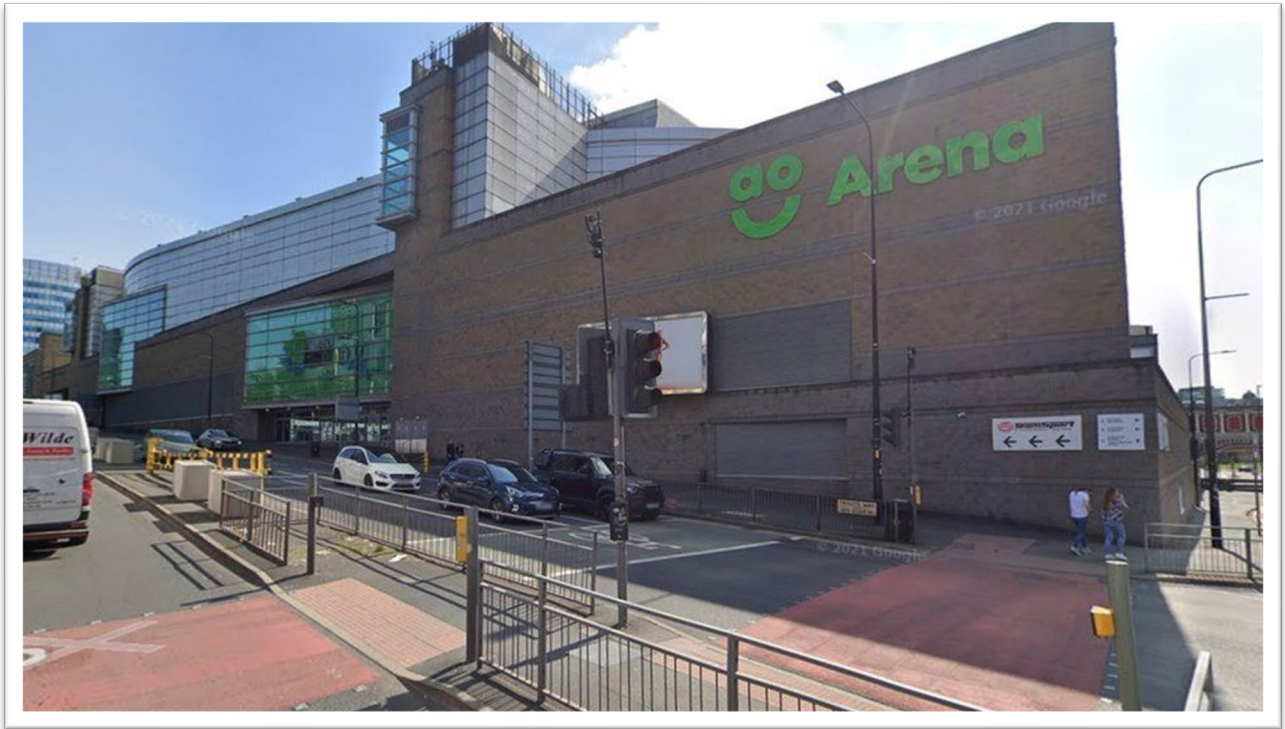


Accessibility at AO Arena



Booking Tickets and Accessible Seating

1. If you need **accessible seating or a companion** ticket, Go to the **AO Arena website** and choose your event.
2. Select **Buy Tickets**.
3. Choose **All Ticket Types** and select your access requirement. If you need a **Personal Assistant (PA) ticket**, book it at the same time as your accessible ticket.
4. Complete your booking.

Register for the **Ticketmaster Access Scheme** before booking if possible. Accessible tickets are for customers with access requirements and their Personal Assistants.

access

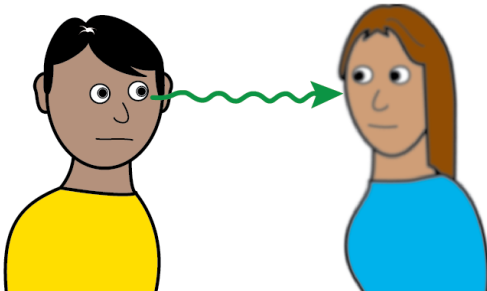


There are some **wheelchair spaces** on our **step free platform, AP108, AP109 and AP105.**

To access **the induction loop** please book seats in AP108, 109 or 114 or contact us via contactus@ao-arena.com



blurred sight



If you are **blind or visually impaired** you might be able to have a seat closer to the stage. Please book a visually impaired seat or contact us via contactus@ao-arena.com

How can I access the Box Office?

The Box Office is located in the tunnel next to Trinity Way

The box office is only open on show days. Please check with us for the opening hours.



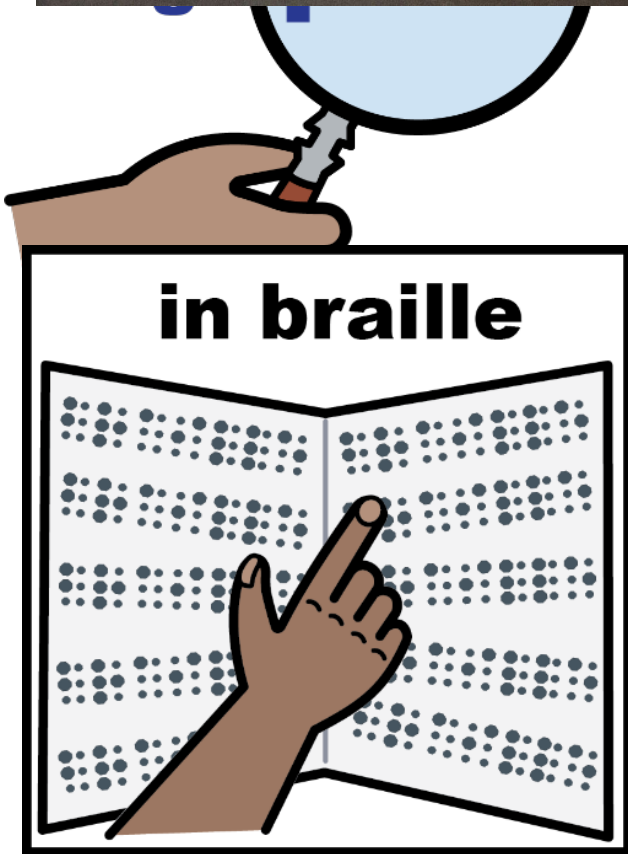


It can be visited from Trinity Way or the Car Park.

The Box office has **A low level counter and an induction loop**



Information in large type is available on request.

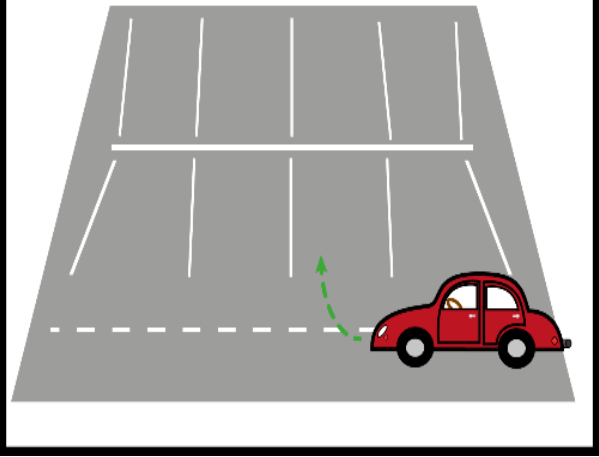


Information in Braille is available on request.

Getting to the Venue

Parking

parking



The nearest **car park** is at CitiPark, AO Arena, M3 1AR

Way/New Bridge Street.

The **car park entrance** is on Trinity



There are **disabled parking** spaces on all levels of the car park.

There is a **ramp** to the arena entrance.



Taxi

taxi drop off



The **taxi rank** is located outside Manchester Victoria train station.

Train

The nearest **train station** is Manchester Victoria.

Tram

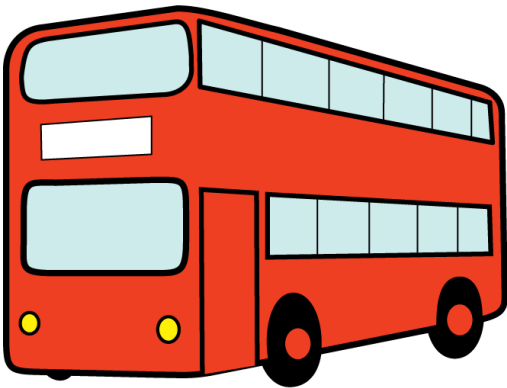
The nearest **tram station** is Victoria inside Manchester Victoria train station.



Bus

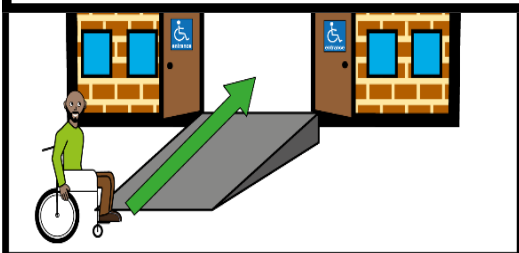
The nearest **bus stops** are outside Manchester Victoria train station.

bus



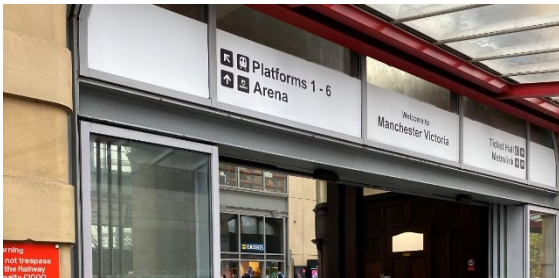
Accessible Entrances

Our most accessible entrance is Entrance C, City Rooms entrance. **This has an accessible lane.**



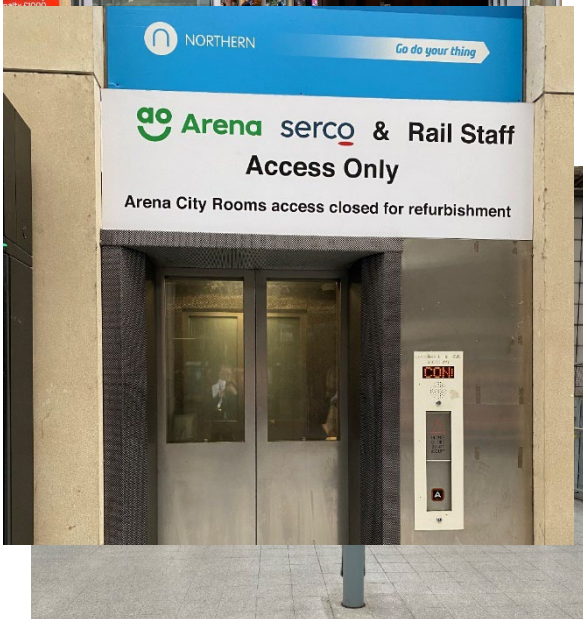
You can get into the AO Arena via:

Manchester Victoria Train Station



There is an entrance inside **Manchester Victoria Train Station**.

From here there is a **lift** to take you to the entrance next to Greggs.



The **entrance** is across a bridge.

The **City Rooms entrance** is level access.



Trinity Way

There is a **tunnel at Trinity Way** to the entrance. This is usually used for standing.

From here there is a **lift** to take you to the entrance.



Inside the venue

The **concourse** is level access.

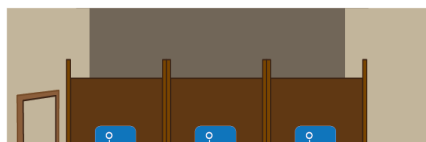


Toilets

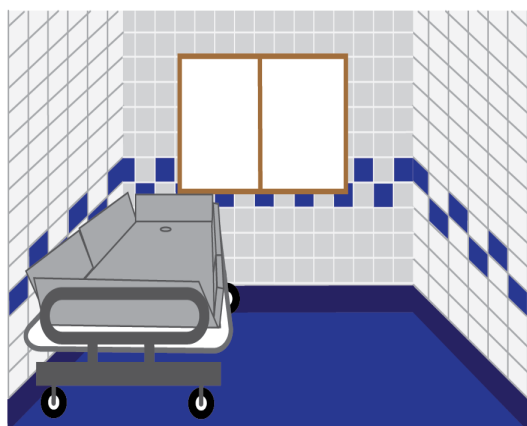
There are accessible toilets on all floors.

There are accessible toilets in all of our toilet blocks.

toilet cubicles



accessible changing room



We have a changing places toilet in the access toilet next to 114. Please ask a steward to help you find it.

loop sling



Please bring your own **loop sling** to use our hoist.

Food and Drinks

The Arena has several **bars**. They have low counters at one end. You can buy food and drinks here.



You can ask for a **menu written in large print**.

large print



Merchandise

There are **merchandise shops**. If you need help you can ask a member of staff.



Getting to your seats



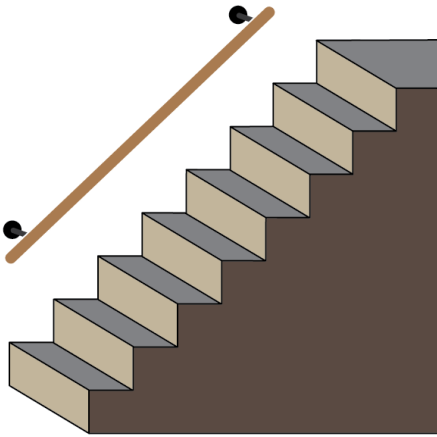
If you have a printed **ticket**, it will look like this. It will have a Block, Row and Seat Number. If you have a digital ticket, it will look like this. It will have a Block, Row and Seat Number and a QR code to be scanned upon entry.

The **entrances to the auditorium** look like this.



Each door has numbers on which match tickets.

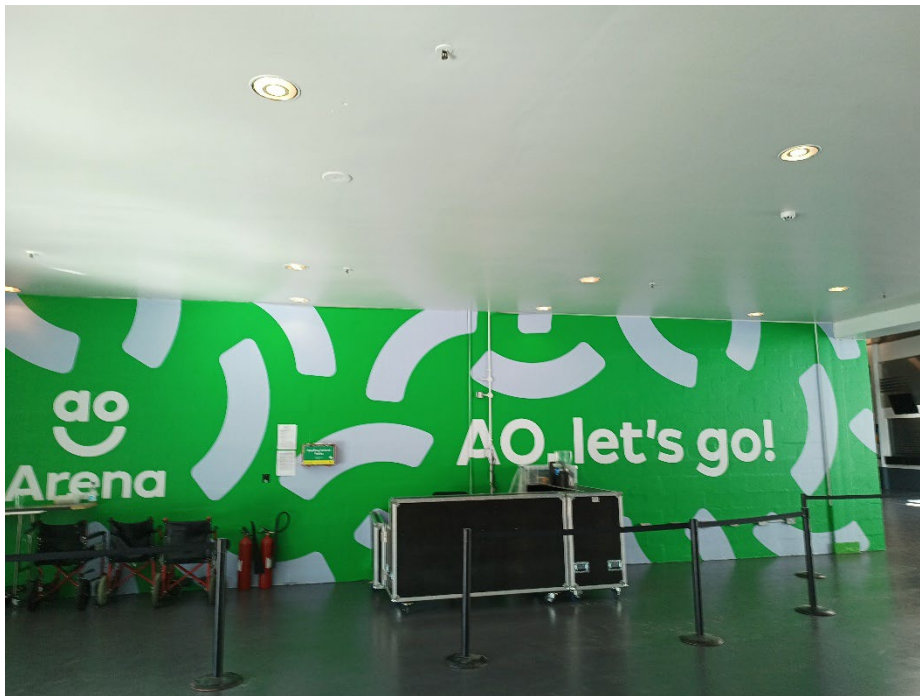
stairs



You may need to use the stairs to get to your seats. Stewards in uniforms can help you to get to your seat.

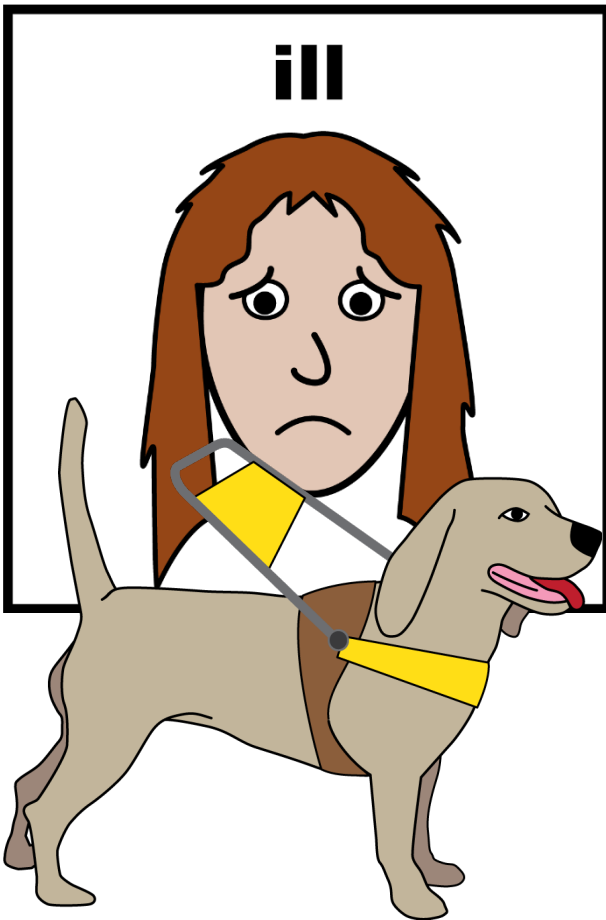
(Please note that in the lower tier a handrail is available for the first ten steps).

Assistance in the venue



If you are **worried or need help** please visit our Customer Services desk at Block 101

You can ask a steward for help.



If you feel **ill** you can tell a steward and they will go and find someone to help you.

Assistance Dogs

Please let us know if you are bringing your **assistance dog** to AO Arena.

Our staff can look after the dog whilst you are watching the show. Please contact contactus@aoarena.com

Feedback and Contacting AO Arena

contact



If you have any **questions** or if you **want to tell someone how you** feel about accessibility at AO Arena you can on email contactus@ao-arena.com

Or during your visit come to **the Guest Services desk** at Block 101 we would be happy to see you.

