



O2 VICTORIA WAREHOUSE ACCESS PROCEDURE

Academy Music Group are committed to ensure the Health, Safety and Welfare of all its employees, contractors, visitors, and members of the public. We aim to ensure we implement best practice, providing a fair and equal service to our accessible customers, and that all our customers have an experience that's second to none.

As a live music venue, it is our responsibility to ensure that all members of the public are given equal opportunities to attend and enjoy an event without discrimination. All AMG venues work alongside Attitude is Everything, a charity organisation set up to improve deaf and accessible customers access to Live music, to continuously improve our accessibility procedures and facilities. As a grade A listed building, we do have limitations, but it is our responsibility to try to find practical solutions. It is important to remember that access should be as close as possible to that enjoyed by non-disabled people.

When we refer to access, we mean 'engaging with our events and activities, specifically for Deaf, disabled and neurodivergent people and those with long term physical and mental health conditions.

We will make reasonable adjustments to accommodate customers with disabilities ensuring that all customers have an enjoyable and safe experience when visiting the venues.

All staff and security as part of their induction are given an awareness of our approach to accessibility, and this should feature on the show briefings and other internal communications.

BOOKING PROCESS

Accessible customers are asked to get in touch with the venue in advance to discuss their requirements via email – access@o2victoriawarehouse.co.uk.

Customers are then asked to complete a form to cover their requirements, with their permission they will be added to the venues shared address book.

Once tickets have been purchased, the customer will be added to the access log to allow access to the relevant access area. This log is shared with the security and management team on the day of the show.

Raised platform - The raised access platform is intended for wheelchair users or customers unable to use stairs and their companions, the platform can accommodate 8 wheelchairs/seats in this area and their companion. Some customers may turn up without booking, this is radioed through to control and capacity of the area checked to assess if we can accommodate.

Ambulant access area - The ambulant access area on the balcony is for customers who are unable to stand for the duration or who have access requirements that mean they must be in a separate area. This is a seated area and anyone wishing to stand must do so at the back so as not to restrict the view of those who can't stand. The seated access area has a standard capacity of 20 ambulant customers and their companions, but this can be extended if required.



Each area is supervised by a member of security and only customers with the valid accreditation will be allowed into these areas.

A FREE TICKET FOR A COMPANION/PERSONAL ASSISTANT

To fully access a performance, we recognise that for some of our customers this may require the support of another person. Where someone requires the assistance of another party, we can provide a free ticket to enable this. Often referred to as a companion or personal assistant ticket, it means our customers can get the support they need to enjoy the event.

PROOF OF ELIGIBILITY:

Due to capacity, we may need proof of eligibility for a free companion/personal assistant ticket. The following forms of copied evidence make an individual eligible:

- Front page of DLA/PIP (no specific rate required)
- Front page of Attendance Allowance letter (no specific rate required)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card
- An access card with a +1 symbol

However, it is important to note that some who may be considered disabled under the Equality Act may not be eligible for or may not require DLA/PIP or Attendance Allowance. Cases are dealt with on case-by-case basis.

The role of the companion/personal assistant

- Wayfinding
- Assisting the customer in and out of event and to and from toilet facilities
- Assisting the customer in the event of an emergency
- Buying and carrying food/drink
- Undertaking all access requirements of the person they are with

Some customers may require two companions/personal assistants. This should be considered on a case-by-case basis.

ARRIVAL/CHECK IN PROCEDURE

Prior to attending the venue, access customers are sent a reminder email going over the important details they may need.

Hello,

*This is just a reminder for your upcoming visit to the O2 Victoria Warehouse on **DATE** for **SHOW** to go over a few important details to make sure you have all the information you need for peace of mind.*

*Our **access area** is located on our balcony and is accessible via our new lift or stairs dependent on what is most suitable for your access requirements.*

The Balcony Access Area is a seated area, with a space provided for customers who are wheelchair users, so they are able to remain in their wheelchair for the event if required.

This area will be accessible to you +1 for the duration of the event and has bar and bathroom facilities.

Our seating is issued on a first come first served basis so if you would like a good spot please arrive early.

*The doors for this event open at **7pm**, please try to arrive 15 minutes before that to allow for checking in and priority entrance.*

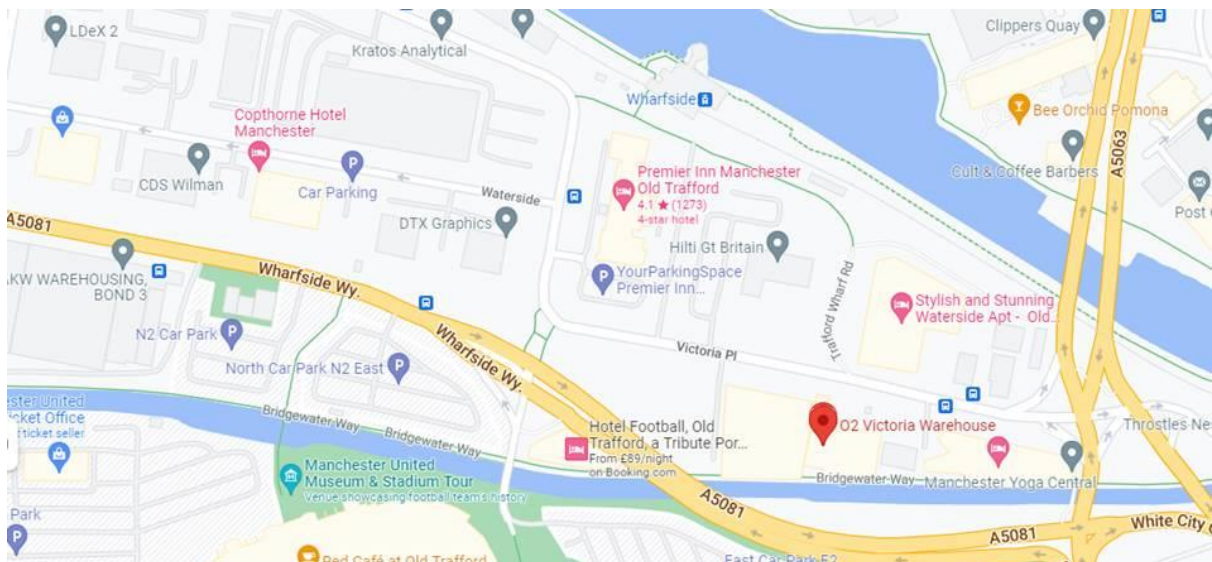
What to bring and what not to bring

Please bring a copy of your confirmation email to show the member of Box Office staff at the Box Office cabin when you arrive. This can either be printed or on your phone.

We do not allow any food or drink into the venue, if you have a medical conditions that requires these then please contact us as soon as possible so we can make arrangements for this, this also included any medication or medical equipment you may also require.

Our location

O2 Victoria Warehouse, Trafford Wharf Road, M17 1AB



Parking

We do not have our own car park located at the O2 Victoria Warehouse, however there are some nearby. The closest are listed below:

<https://en.parkopedia.co.uk/>

Public Transport Travel Plan

By train

The closest railway station is Deansgate Railway Station, which is about 15 minutes away on the Metrolink services. The nearest Metrolink station would be Exchange Quay (Eccles and Media City line).

Manchester Piccadilly is the major mainline station in Manchester, just under four miles away. For a handy guide to travelling by train, visit [Transport for Greater Manchester](#).

Accessible facilities are at all of these stations, so please visit their website for more details.

Manchester Piccadilly Station has a large concourse and step free routes, escalators and lifts, with a low level counter at the ticket office with an induction loop.

By tram

We are between two Metrolink tram stops. Pomona, which runs every six minutes and Exchange Quay (Eccles via MediaCityUK) runs every 12 minutes. Both are about 500 metres away. All stops have either a ramp, lift or escalator access.

Where to go when you arrive

Once you arrive please head to the **Box Office cabin** situated outside the Victoria Warehouse hotel car park (pictured below) and explain you are an **Access** customer, they will give you your access wristbands and direct you through the accessible entrance, where you will be greeted by security and given priority access to the venue. Security will direct you to your relevant access area. We have a raised platform and another seated access area situated on the balcony which is accessible via 20 stairs or our access lift.



Exiting the venue

It is very hard to predict when the show will finish (Artists have a mind of their own!) so we advise waiting until after the main crowd exit the venue for a smoother exit, Security will be on hand should you need any assistance.

We hope you now have all the information you require for your upcoming visit to the O2 Victoria Warehouse but should you require anything else please do not hesitate to email us at access@o2victoriawarehouse.co.uk and a member of the O2 Victoria Warehouse team will be on hand to assist.

We hope you enjoy the show!

Access customers are asked to arrive early and head to the Box Office to collect their wristbands and companion tickets with email confirmation. Customers are searched upon entry; staff must remain mindful of invisible disabilities.

Upon entry customers are escorted to the accessible entrance where a lift or stairs are available. They will then be shown to the relevant access area. Customers will be advised on the location of merch, toilets, bar, first aid, welfare.

MEDICAL EQUIPMENT/MEDICATION

Accessible customers are asked to let the venue know in advance if they intend to bring any medical equipment/medication. This will be noted on the access log. Customers are asked to bring only the essentials and in the original packaging, with a doctor's note where possible. If customers have not notified the venue in advance control will be notified and Duty Manager approval will be sought.

ASSISTANCE AND GUIDE DOGS

It is discriminatory under the Equality Act 2010 to refuse entry to an assistance dog when they are with their user. Assistance dogs have the right to always stay with their user and in all locations. Thousands of disabled people rely on an assistance dog to help them with day-to-day activities that many people take for granted. Assistance dogs are also trained to help people with hearing difficulties, epilepsy, diabetes, physical mobility problems and more. Assistance dogs carry out a variety of practical tasks for people as well as supporting their independence and confidence.

- Staff should never remove an assistance dog from its owner. Should the customer wish to keep the dog with them this is their choice.
- Assistance dogs are recognisable by a harness or jacket; however the law does not require them to wear these items to identify it as an assistance dog.

Upon arrival and during a show:

- On arrival at the venue a member of staff should meet with the customer and introduce themselves.
- If not arranged in advance a member of staff should meet with them and the option to look after the dog in a quiet location should be offered.



- If a dog is to be looked after in an office, the customer should be shown to the area where the dog will be looked after throughout the show and introduced to staff. Ensure there is a location the dog can rest (i.e. under a desk or somewhere it can lay down.) provide a bowl of water and a blanket to lie on. **Staff should not play with or stroke the dog.**
- Once the dog is settled a member of staff should then assist the customer to a suitable area for the show.
- Should the dog become distressed from being away from the owner, a member of staff should ask the customer to come to the office.
- Alternatively, an assistance dog user may require their dog to stay with them for a gig, if this is the case then is it reasonable to facilitate this request. The venue should accommodate in a suitable area (i.e., viewing platforms/seating areas/balcony) and ideally somewhere where the dog can lay/sit next to the at the owner's feet.
- If a customer positions themselves somewhere where there is a health & safety risk to them, and others then ask them politely to move to a safer location and offer alternatives. It is reasonable for the venue to request the customer is positioned in a way that will not cause a hazard to other users of the space and this should be considered, developed, and built into the venue specific assistance dog policy.

Induction loops:

An induction loop is located at the box office. It is clearly signed in the window and switched on for every show. It is regularly maintained by venue staff.

British Sign Language Interpretation (BSL):

O2 Victoria Warehouse provide reasonable adjustments for our deaf and disabled customers and offer BSL upon request. The cost is split between the venue and promoter. Customers are required to give plenty of notice for this request to allow the interpreter time to learn the contents of the show. The location of the interpreter will be decided at least 2 weeks prior to the event depending on the location and preference of the customer and what is reasonably possible.

BOX OFFICE, BARS AND MERCH ALTERNATIVE SERVING POLICY

Although there are no lowered counters on our box office, bars and merch area, our staff are trained in an alternative serving policy.

Box Office - For instances where the access customer needs to speak to a member of the Box Office on the night of the show a member of the Box Office team will greet the customer outside the Box Office and a designated accessible steward will be on hand to assist the customer throughout the night.

Bar - There is a bar situated near the accessible platform where bar staff will be available to assist. Bar staff can be radioed by security control to take drinks orders from the access area. Access customers will pay using the portable terminal and a member of bar staff will return with drinks. A large print menu is available at the platform.

Merch – Access customers will be offered the option to go to merch when they arrive at the venue. Security will escort to the merch stand and fast track into the queue. The merch staff will assist the customer on the customers side of the counter if required.



Security managing the access area should keep a check on customers and help with any specific needs with bar, toilets, and merch. Security staff in this area should be proactive in assisting with any issues that arise within their designated area and stay in communication with control throughout.

ACCESSIBLE TOILETS

The venue has 4 accessible toilets in the venue; 2 are located upstairs in the back sheds, Security will guide the customers to and from the toilets as required. 2 are in the stalls area which are accessible via a radar key. The member of security positioned in this area can provide access. All staff area trained on hidden disabilities and customers should not be refused if they request to use these toilets.

EXITING THE VENUE

Once the performance has finished the access stewards will assist the accessible customers exiting the venue. Customers should not be rushed out of the venue and where needed, given extra time to ensure most general customers have already left.

EMERGENCY EVACUATION

General Evacuation procedure for accessible customers [GEEP]

Evacuation procedures should be based on the following principles:

Upon hearing the fire alarm, all accessible customers will be escorted by security to the nearest refuge point / temporary waiting space and remain there as planned until required to evacuate. Using the emergency communications provided.

Arrangements will then be made for the security response team to attend their location. They should remain at their location and await the arrival of the response team. At all times, information can be provided to the refuge point via the communications provided, to give reassurance to the persons awaiting assistance.

Upon arrival, the response team will assist as necessary. They will not automatically place an access customer into an evac chair. Assisted evacuation of access customers using an Evacuation Chair will be undertaken only when necessary and only by persons trained in the safe use of the Evac chair.

O2 Victoria Warehouse Refuge Area SHED E Fire Escape (1st floor Adjacent to the Lift)

A refuge point is a relatively safe temporary waiting area, located within a building to aid the evacuation of all people as safely as possible and are afforded protection from a potential fire by suitable fire-resisting construction.

Evac Chair Location

2 x Evac Chairs are located within the dedicated refuge space, within the building's protected stair enclosures.

RESPONSIBILITY

It is the responsibility of the General Manager to ensure that this procedure is communicated to all staff and contractors to ensure its implementation.



REPORTING

Reference to any incident should be included on the night report, but full details should be sent by a separate email should be sent to the Divisional Managers and Head of Communications and PR.