



## Access Requirements

To book tickets for those with access requirements, please contact the venue on 020 8563 3800 and choose option 2. The line opens at 10:00 and closes at 17:00 and operates Monday to Friday. Please note that no other query can be dealt with on this number. Alternatively, you can email [info@eventimapollo.com](mailto:info@eventimapollo.com) for more information. Anyone coming in person when the box office is open can still buy access tickets in the usual way.

Spaces are limited and are sold on a first come first served basis. We work closely with Attitude is Everything and Nimbus Disability to improve our accessible services, and welcome any suggestions.

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## Box Office and Collections

The box office has an induction loop system and is of an accessible height. All access tickets are for collection on the day of the event and can be collected anytime from 4pm.

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## Venue and Accessible Viewing Platforms

Eventim Apollo's two accessible platforms are located in the rear corners of the stalls area. The platforms can each accommodate up to 8 access ticket holders plus their companions (16 people total).

The main floor of the auditorium slopes away from the access platform to provide a clear view of the stage above seated and standing patrons.

We also reserve some seats in circle for all stalls standing events. These seats are held until all other provision within the circle area is sold out, at which point they will be placed on general release. As these seats are away from the access platforms, we must obtain permission from the promoter in order to issue free companion tickets here – customer evidence is required for this. For some events, customers may stand in the circle meaning an unrestricted view cannot be guaranteed. Security are unable to stop audience members from standing during events.

There is an access ramp at the front entrance of the building or 2 steps from the street into the venue. The foyer and bar area into the auditorium is step free. The circle seating area is only accessible via steps. Unfortunately there is no lift to the circle area.

There are:

- 30 steps from the main entrance to the circle foyer.
- 10 steps from the circle foyer to circle auditorium entrance.
- 12 steps from circle auditorium entrance Row F to A.
- 39 steps from circle auditorium entrance Row G to Z and rear circle standing.

For example, if you have a seat in row F of the circle there are a total of 52 steps.

The venue also has a limited amount of rear stalls standing and rear circle standing which are behind the seated customers. As with the circle, seated customers in the stalls and circle may stand meaning an unrestricted view cannot be guaranteed for those in the rear standing areas.

There are four bars located in the stalls entrance – there are no steps from these bars to the stalls auditorium.

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## Disabled Access Toilet

There are 2 located at the rear of the stalls by the house left disabled access platform. The Disabled Access toilet has been fitted with a RADAR lock; please bring your key with you to access the toilet. If you do not own a RADAR key, please ask the staff member who is assigned to the Disabled Access ramps for the key.

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## Hearing Assistance & Assisted Performances

The venue has a hearing loop system that covers the majority of the Stalls, plus Blocks 8,9 and 10 in the Circle. Amplification headphones and neck loops are available for a refundable deposit of £5. Please speak to Box Office staff upon arrival to collect a unit.

We offer BSL interpretation wherever possible - there are limitations due to the age/design of the building, but we are working on improving this for future performances where possible. We advise that customers requiring BSL interpretation contact us as soon as possible after an event goes on sale so we can make the necessary arrangements - our Typetext number is 18001 020 8563 3800 - alternatively, you can email us at [info@eventimapollo.com](mailto:info@eventimapollo.com)

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## Assistance Dogs

Assistance Dogs are welcome into the venue and our staff are happy to look after them during the performance. If you are bringing an assistance dog, please call 020 8563 3800 to inform the venue in advance.

## Assistance on the Night

On the evening of an event, we advise disabled customers to arrive at the venue 15 minutes prior to the doors opening for early entrance. When you arrive, staff will be available to assist you if required. Please make yourself known to the Box Office on arrival.

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## Access Card

We also accept the Access Card. It's not required, but it means customers won't have to provide repeat details every time they book, and lets us know about any support or facilities they'll need when they visit. Please provide us with your name and Access Card ID number when booking.

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## Ambulant Disabled

There are no specific areas of the venue that facilitate access for the ambulant disabled, however there are several seats which can be accessed by patrons using crutches, sticks or walking frames.

Please contact the venue on 0208 563 3800 before booking your tickets for more information.

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## Companions

This venue offers a limited amount of free companion tickets per show for our access platforms - these are available on a first come first served basis by contacting the venue directly (max. one per disabled patron). These are limited in availability so customers will need to contact the venue as soon as possible to arrange.

Companion ticket holders should be able to meet the needs and assist the person they are accompanying in the event of an emergency. Once the access platforms have sold out, we can speak to the promoter on your behalf to obtain permission to issue free companion tickets in other areas of the auditorium – this is dealt with on a case-by-case basis, and promoters will need evidence of disability/that a companion is required before authorizing the free ticket.

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## Transport

LONDON UNDERGROUND: The nearest tube station is Hammersmith, on the District and Piccadilly lines. The tube station is located in the Broadway Shopping Centre across the road from the venue and is wheelchair accessible. The Hammersmith and City line tube station is also nearby.

BUSES: Hammersmith Bus Station is also inside the Broadway Shopping Centre and is wheelchair accessible.

PARKING: The theatre does not have any parking spaces but it is possible to drop off guests directly outside the venue on Queen Caroline Street. There are a limited number of on-street parking spaces near the venue. The nearest car park is on King Street in Hammersmith.

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## Parking in the Borough of Hammersmith & Fulham

Hammersmith & Fulham Council is a dedicated participant in the European Blue Badge Scheme. As long as you display your badge and clock correctly, you can park in any shared use bay in the borough free of charge. This applies to all badge holders, not just borough residents.

There are also a number of Disabled Use bays in the borough, which any Blue Badge holder can park in. Blue Badge holders can also park on a single yellow line for up to 3 hours.

Please remember, you must display both your badge and clock to park in Disabled Use bays or on single yellow lines.

A Blue Badge does not entitle the holder to:

- Park where there are loading restrictions. These are shown by yellow markings on the kerbstones. Signs nearby will tell you when a restriction applies.
- Park across a dropped kerb. These are used by prams, wheelchairs and other pedestrians. Blocking them can cause serious difficulties to these people when they try to cross the road.
- Park in front of a crossover. This is an access crossing for vehicles to drive off the road onto private land.
- Park in a bay marked for other special users, for example Doctor's bay, Market Traders bay, Motorcycle bay or Goods Vehicles only.

As part of Hammersmith & Fulham council's commitment to the Blue Badge Scheme, Penalty Charge Notices may be issued to vehicles which are parked incorrectly or appear to be misusing Blue Badges. In some circumstances, vehicles may be relocated. If you receive a penalty charge notice while displaying a Blue Badge, you have the same rights to challenge the ticket as any other motorist.

## **Disabled Bay Locations Within Hammersmith & Fulham Council**

- Margravine Road (side of road: north-east) from a point 0.36 metres north-west of a point opposite the common boundary of Nos. 5 and 7 Margravine Road
- Lochaline Street (side of road: north-west) from the common boundary of Nos. 8 and 10 Lochaline Street
- Yeldham Road (side of road: south-east) the party wall of Nos. 64 and 66 Yeldham Road
- Biscay Road (side of road: north-east) the party wall of numbers 69 and 71 Biscay Road, south-westward