

# Access Starts Online

## 1. Introduction

The Eventim Apollo aim to ensure that everyone is able to access events at our venue, and work regularly with [Attitude Is Everything](#) and [Nimbus Disability](#) to improve our services. We also welcome feedback from customers on how we can improve where possible as well.

## 2. Contact Details

Customers with access requirements should contact the venue directly to book their tickets. Please email us on [info@eventimapollo.com](mailto:info@eventimapollo.com) with the name and date of the event you wish to book for, your phone number and full details of any access requirements, eg:

- Are you a wheelchair user?
- Do you require a free PA/companion ticket?
- Do you require step free access, or are stairs to the circle manageable?

A member of our team will then call you back to go through the options. They are available to answer emails between 10am – 5pm Monday-Friday and will aim to get back to you within 5 working days.

You can also 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.

Anyone coming in person when the box office is open can still buy access tickets in the usual way.

## 3. Download Link as a Word doc

<insert link to Access Info as a Word document>

## 4. Venue Description

There is an access ramp at the front entrance of the building, or 2 steps from the street into the venue. The foyer and bars on the ground floor near the entrance are step free, whereas there are 30 steps up to the circle bar/foyer. Box Office, accessible platforms and toilets and all stalls seats are also completely step-free from the street.

For some events, customers may stand in the circle meaning an unrestricted view cannot be guaranteed. Our staff are unable to stop audience members from standing during concerts.

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.

## 5. Bookable Access Facilities + How To Apply

- [Access Platforms](#)

Our two accessible platforms are located in the rear corners of the stalls area and have step-free access from the street. The platforms can each accommodate up to 8 access ticket holders plus their companions, so 16 people in total. The main floor of the auditorium slopes away from the access platform to provide a clear, unobstructed view of the stage above seated or standing patrons. Seats are provided for companions, and will also be provided for non-wheelchair users. We also reserve some seats in stalls and circle for all events – stalls seats are all step-free, whereas there are a minimum of 40 steps up to circle seats as there is no lift. These seats are held until the event is close to selling out, at which point they are released for general sale.

- Free tickets for personal assistants

PA/companion ticket holders should be able to meet the needs of and assist the person they are accompanying in the event of an emergency.

Tickets on our access platforms are sold in pairs, ie. one full price ticket plus one free PA/companion) – these are available on a first-come-first-served basis by contacting the venue directly. We have a limited number so we advise customers to contact us as early as possible to request these (but no earlier than the time the show goes on sale as we can not hold off tickets in advance).

If you would prefer to book for general seats in stalls or circle, then we can speak to the promoter on your behalf to obtain permission to issue a free companion ticket - this is dealt with on a case-by-case basis and promoters will need evidence that a companion is required before authorizing the free ticket, eg. PIP, blue badge or Access Card. We are very flexible on what we accept as evidence.

- Please email any requests for a PA/companion ticket to [info@eventimapollo.com](mailto:info@eventimapollo.com) with a phone number, details of any access requirements and evidence attached if booking for stalls or circle seating. If booking for the access platform, you can call us directly on 0208 563 3800 and select opinion 2.

- Access Card

We work with Nimbus Disability and accept the [Access Card](#) as a form of evidence. 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 emailing the venue.

- Hidden Disabilities Sunflower Scheme

For those with hidden disabilities, we are proudly members of the [Hidden Disabilities Sunflower Scheme](#). Wearing their Sunflower lanyard is a discreet way of letting staff know that you may need extra assistance – our staff are trained to recognise the Sunflower, and may ask if they can provide any additional help. Lanyards can be collected from the Box Office.

## 6. Travel Guide

- Accessible Parking

The venue does not have dedicated parking, only a drop-off point outside the venue on Queen Caroline Street, however 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. Further

information can be found on <https://www.lbhf.gov.uk/health-and-care/getting-around/blue-badges>

#### Local Blue Badge parking bays:

- 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

#### Local 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 which is across the road from the venue and is wheelchair accessible. The Hammersmith station on the Hammersmith and City line is also close by and is wheelchair accessible.

Buses: Hammersmith Bus Station is also inside the Broadway Shopping Centre and is wheelchair accessible – a number of buses leave from this station.

Further information on local transport can be found on

<https://tfl.gov.uk/hub/stop/HUBHMS/hammersmith/>

## **7. Arrival Guide**

### Venue opening times:

The door times are different depending on the event – please check the event listing on this website for accurate door times. Box Office opens at 4pm on show days only, or one hour before doors for matinee performances.

### Arriving at the venue

On arrival, please head to the access ramp by the box office entrance and make yourselves known to staff there. We advise disabled customers to arrive 10 minutes prior to doors opening in order to be given priority entry. Our staff will be available to assist you as required.

The box office is just at the top of the access ramp. If you are collecting tickets, simply head to the box office with your order details and some ID in the booker's name – a bank card would suffice. Staff will then be able to point you in the right direction depending on your seat.

## **8. Toilets**

There are two accessible toilets located at the rear of the stalls – they are both near the accessible platform on the left as you head into the stalls auditorium, one behind the platform and one to the left of the platform. These have 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 speak to a member of staff in the auditorium who will be happy to assist.

## **9. Customers with Medical Requirements**

Food and drink are not permitted into the venue, however we do make exceptions for those who need to bring medicines, food or drink to manage a medical condition, or medical equipment.

Should you have any concerns, please email us on [info@eventimapollo.com](mailto:info@eventimapollo.com) for further details.

A medic is on site for all events at our venue – should you require any medical assistance on the night, please speak to any member of staff who can call the medic for you.

## **10. Access to Performance**

- Hearing Loop

The venue has a hearing loop system that covers the majority of the stalls seats, plus Blocks 8,9 and 10 in the circle. Amplification headphones and neck loops are available for a refundable cash deposit of £5. If you are sat in a part of the venue that the hearing loop doesn't reach, we may be able to move you to more suitable seats depending on availability but this is not guaranteed, so do get in touch as soon as you're able to check if your seats are suitable for use of the hearing loop. Please speak to Box Office staff upon arrival to collect a unit.

- BSL Interpreters

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 before the event sells out. You can email us on [info@eventimapollo.com](mailto:info@eventimapollo.com) for further details – we can call you back using TypeText if you prefer.

### **11. 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 email us on [info@eventimapollo.com](mailto:info@eventimapollo.com) to let us know in advance.

### **12. Strobe Lighting**

The use of strobe lighting is dependent on the show itself. If you are concerned about the use of strobe lighting at an event you'd like to attend, please email us and we will contact the event promoters for you to get any information you need. Signs will be placed around the venue on show nights to warn of any strobe lights where necessary.

### **13. Other Info**

The Box Office and several of the bars on the ground floor have lowered counters for those who require it. Our merchandise stand on the ground floor does not have a lowered counter, but staff will happily assist you outside the stand if you would like to buy merchandise.