

# NEW CENTURY

## ACCESSIBILITY AT NEW CENTURY HALL

### Facilities

We have been able to install a 2-foot-high accessible viewing platform that seats approximately 12-16 people. The platform is located at the rear of the venue close to our toilets. The spaces on this platform are initially reserved for any wheelchair users, and are then otherwise taken on a first come, first serve basis. If any further seating is required by customers, this will be positioned on the floor level and is expected to have a restricted view of the stage.



### Access

The venue is located on the first floor at New Century. Those on foot will be required to ascend two flights of stairs (with handrails on both sides). We also have a lift that can take you up to The Hall. The lift is suitable for wheelchair users and is key card access only so staff will need to give you access to it. Upon arrival, you will be taken to the access area by a member of management.

Throughout the evening, if you need to gain access to the ground floor, you can ask one of our bar staff who will be able to contact a member of management to give you access to our lift.

Please contact us on [access@newcenturyhall.com](mailto:access@newcenturyhall.com) at least 7 days prior to the event so that we can arrange to meet your needs and requirements for your visit. This ensures that we can provide staff as your point of contact at the event to fully assist you.

## **Arrival**

On the day of your event, to guarantee a good spot on our platform, we advise you to arrive at the venue just before the doors open. These timings can often be found on your ticket providers website. When arriving at the venue please go to the front of the queue, which will be based outside our main doors. If you let a member of security know you are on our accessibility list, they will guide you to our box office where a member of our team will be there to assist you.

## **Carer Ticket Information**

In our commitment to making the venue accessible to everyone, we will provide ticket holders who have accessibility requirements with a free ticket for their personal carer/assistant. To take advantage of this scheme, please specify this when filling out our online requirements form. Please provide a copy of a recent Access Card, DLA, PIP or any other documentation that proves your need for a free carer ticket.

We appreciate that some people may require assistance but don't have the documentation to prove it, if this is the case for you, please contact us to discuss your access requirements. The scheme is run on a first come first served basis up to the capacity of the venue and/or designated area.

Once we have the relevant information, we will be able to send over a link to access your free carer's ticket. We will also give this information to our box office, so if you have any issues please head there when you arrive at the event.

## **Ticket Purchasing**

Head to the events page on our website: <https://newcenturymcr.com/new-century-hall/>, find your event and purchase one of our accessibility tickets. Due to the popularity of our events, tickets often sell out. We strongly advise purchasing a ticket as soon as the event you wish to attend becomes available online.

Please note we will not be able to refund carer's tickets paid for in error. When contacting the Accessibility department please have available your ticket reference number.

## **Reserving a wheelchair space**

Our venue only has space for up to 3 wheelchairs due to fire safety restrictions, and this is reserved on a first-come first-served basis. Please specify in our requirements sheet if you require a wheelchair space or contact us at [access@newcenturyhall.com](mailto:access@newcenturyhall.com) where we will be happy to assist with this. We want everyone to be able to come to the gigs they wish to see and will do our very best to get you booked on if we can!

## **Strobe Policy**

Strobe lighting, lighting that produces stroboscopic effects, smoke machines, and other theatrical effects may be used during shows in our venue.

## **Disabled Parking**

Unfortunately, we do not have any on-site disabled parking, however there are plenty of spaces nearby. Please use this link to see disabled parking spaces around the city centre:

[https://www.manchester.gov.uk/site/scripts/directory\\_search.php?directoryID=54&keywords=&postcode=M4+4AH](https://www.manchester.gov.uk/site/scripts/directory_search.php?directoryID=54&keywords=&postcode=M4+4AH)

## **Frequently Asked Questions**

*I have general admission, does that mean I am allocated a seat?*

We are generally a standing venue and general admission tickets do not come with an allocated seat unless the show is fully seated which will be indicated when purchasing through your chosen ticketing provider. If you have a general admission ticket and require accessibility services, please contact us to see if there is any available space on our accessibility list.

*Can I bring my assistance dog?*

Guide/assistance dogs are welcome in both the kitchen and the hall. We advise customers who require the assistance of a dog, to outline this on our access requirements form when purchasing an accessible ticket. You will be asked to sign a waiver to accept full responsibility for your dog throughout the duration of the event.

*I have an access-related question not listed on your website, what should I do?*

If you have an accessibility query, please don't hesitate to get in touch at [access@newcenturyhall.com](mailto:access@newcenturyhall.com).

If your request is urgent and the event you are wishing to attend is within the next few days, please feel free to give us a call on: 01615526719 or email: [hello@newcenturymcr.com](mailto:hello@newcenturymcr.com). These lines are monitored Monday - Friday 8am - 4pm, by our receptionist. They will try their best to help you with your query or will chase a member of the management team to get back to you if need be.

If your event is a while away, please allow up to a week for a response. We receive a very high influx of emails and must prioritise those events that are in the near future.