

# Access Starts Online – Venue Access Information Guide

## 1. Introduction

As venue owners Leeds City Council aims to provide an accessible and inclusive facility for all events taking place on Millennium Square.

Millennium Square is also the first city centre outdoor event venue to be awarded the Attitude is Everything Gold Level Charter of Best Practice for showing continuing commitment to venue access for customers and performers at live music events.



## 2. Contact Details

For all event specific enquires please email [events@leeds.gov.uk](mailto:events@leeds.gov.uk) or call 0113 378 6988

For all general accessibility enquiries please contact:

Bairbre McKendrick  
Access Officer  
Leeds City Council  
Merrion House  
Leeds  
LS2 8LX

Email: [Bairbre.mckendrick@leeds.gov.uk](mailto:Bairbre.mckendrick@leeds.gov.uk)

Telephone: 0113 535 1156

All enquiries will be responded to within 5 working days.

### **3. Downloadable Information**

A printable word file of all accessibility information is available upon request by contacting the events team as above.

## **4. Venue Description**

### **4.1 Millennium Square**

Millennium Square is a city centre outdoor public space built as a hardstanding paved area which follows the natural topography of the surrounding ground levels and slopes down from North to South. The venue is easily accessible from all sides with level / sloped access.

The venue plays host to a busy and wide-ranging programme of events and cultural activities staged throughout the year. For further details of venue access and specific event arrangements see section 8 below.

During events where the venue public toilets are in use, accessible toilets are available via a sloped / ramped approach. For further information on event toilet provision see section 9 below.

### **4.2 Leeds Ticket Hub**

For all ticketed concerts general admission tickets will be available to purchase in advance Leeds Ticket Hub either in person, online (see dedicated event page) or by telephone (0113 376 0318).

Leeds Ticket Hub is located in the Carriageworks Theatre, The Electric Press, 3 Millennium Square, LS2 3AD which offers flat level ground floor access, lowered counter and induction loop provisions.

For fully seated concerts, it is advised that persons who will be using mobility scooters or large (and high) powered wheelchairs on the day, or people who wish to be seated close to disabled persons toilets, book seats on and use the designated raised viewing platform, to ensure everyone can enjoy a good view of the performance.

Tickets for specific events may also be available to purchase directly from the concert promoter and / or other officially appointed ticketing agencies as advertised.

## **5. Access Facilities**

### **5.1 Essential Companion Scheme**

For those persons that require a personal assistant / companion to assist them in accessing the venue facilities, an extra ticket at no additional cost is available through the council's Essential Companion Scheme.

For further information about the scheme and how to apply see section 6 below.

### **5.2 Accessible Viewing Area (AVA)**

Where reasonably practicable, a designated AVA will be provided at an accessible location within the main event area for all events. This will provide a clear view of the stage and / or performance area.

For live music concerts, a designated AVA will be provided at an accessible location directly in front of the Civic Hall building and provide the following:

- An all seated raised viewing platform (chairs will be provided)

- Clear view of the stage
- Accessible toilet provision
- Mobile Changing Places
- Induction Loop

#### **5.4 Accessible Bar Provision**

For all events where a temporary bar operation is provided, accessible lowered counters and / or other reasonable adjustment measures will be provided.

For live music concerts a dedicated accessible bar service will be provided within the AVA.

## **6. How to Apply**

### **6.1 Essential Companion Scheme**

Leeds City Council's Essential Companion Scheme exists to enable all persons to equally and safely attend and enjoy events held at Leeds City Council venues.

To make an application to join the scheme and take advantage of pre-bookable raised platform tickets and / or the complimentary companion ticket option, please contact Leeds Ticket Hub on 0113 376 0318 for further information.

### **6.2 Accessible Viewing Area (AVA)**

Access to the AVA where provided at specific events will be available on a first come first served basis subject to capacity.

Please note that due to available space allowances and where demand is high, a 1 + 1 (disabled person and companion) system will be implemented to ensure equal access and comfort for all those persons attending.

### **6.3 Raised Viewing Platform**

Where a raised viewing platform is provided for live music concerts and / or other similar events, access to the raised viewing platform will be prioritised to Essential Companion Scheme members plus 1 companion, then on a first come first served basis subject to capacity. Where stated, a limited number of pre-bookable tickets will also be available to purchase in advance from Leeds Ticket Hub on 0113 376 0318.

Please note that due to available space allowances and where demand is high, a 1 + 1 (disabled person and companion) system will be implemented to ensure equal access and comfort for all those persons attending.

### **6.4 Ticket purchasing – general admission**

For all ticketed concerts, general admission tickets will be available to purchase in advance from Leeds Ticket Hub either in person, online (see dedicated event page) or by telephone (0113 376 0318).

For fully seated concerts where reserved seating is available, we do advise that persons who will be using mobility scooters or large (and high) powered wheelchairs on the day, or people who wish to be seated close to disabled persons toilets, book seats on and use the raised viewing platform (see 6.3 above), to ensure everyone can enjoy a good view of the performance.

Tickets for specific events may also be available to purchase directly from the concert promoter and / or other officially appointed ticketing agencies as advertised.

## **7. Travel Guide**

### **7.1 Accessible Parking**

Nearby on street designated Blue Badge parking (4 hour time limit, no return within 1 hour) is available on:

- Portland Gate (to the North side of the Square)
- Portland Crescent (to the North side of the Square)
- Rossington Street (to the South East side of the Square)
- Cookridge Street (to the South side of the Square)
- Alexander Street (to the South side of the Square)
- Calverley Street (to the West side of the Square)

Woodhouse Lane multi storey car park also provides non-time limited designated accessible parking on Levels 1 and 7 which is free for blue badge holders.

Further information on city centre parking is available at [www.leeds.gov.uk](http://www.leeds.gov.uk) or call parking services on 0113 395 0050.

### **7.2 Taxi / drop-off location**

There are a number of drop-off areas around the venue with the nearest accessible locations to the entrance gates on Rossington Street and Portland Gate. For live music concerts the Portland Crescent entrance is the closest to the accessible viewing area.

## **8 Arrival Guide**

### **8.1 Venue opening times**

On a day-to-day basis Millennium Square is a city centre outdoor public space which is open and accessible 24hrs a day.

During events specific opening times will be as advertised for that particular event.

## **8.2 Arriving at the venue**

As an outdoor public space, Millennium Square is easily accessible from all sides via Portland Crescent, Cookridge Street (North and South), Great George Street or Calverley Street with level / sloped access provided at each of these points.

When events are being held in the square however, please note that exact entrance and exit arrangements may vary depending upon the site design and infrastructure requirements of each particular event. For further details on a specific event please contact the council's events team as per section 2 above.

For live music concerts the event arena is easily accessible with sloped access provided at each of the main entrance gates on Cookridge Street (Gates B & C) and Portland Crescent (Gate A). The Portland Crescent entrance (Gate A) is the closest to the accessible viewing area.

Trained security stewards and / or dedicated event access stewards will be positioned at all main entrances and whom will be able to direct you and assist with any queries or concerns.

## **8.3 Ticket and access accreditation collection**

If you are collecting tickets for a ticketed concert or event on the day of the performance, please contact Leeds Ticket Hub (0113 376 0318) in advance to confirm the pick-up location.

# **9. Toilets**

## **9.1 Accessible Toilets**

The venue's in-house toilet facilities located at the northeast corner of the venue provides two disabled person's toilets with a choice of right and left-handed transfer. Both are accessed by RADAR locks and via an accessible ramped approach.

For live music events an additional portable accessible toilet will be provided adjacent to the AVA.

## **9.2 Mobile Changing Places Toilet**

Where reasonably practicable, a Leeds City Council owned portable Changing Places toilet will be provided for all events. This unit includes a tacking hoist (please contact the council's event team for more information on hoist type if required as slings will not be provided), height adjustable changing bench, peninsular layout toilet and a height adjustable wash basin. This will be accessible by a RADAR lock (a key will be available on site if you do not have one).

For all live music events the Mobile Changing places toilet will be provided adjacent to the AVA.

## **10. Customers with Medical Requirements**

Any persons who require to bring medicines, food or drink to manage a medical condition or medical equipment will be welcome to attend all events staged at the venue. Please note however that glass or cans are prohibited items so wherever possible plastic drink receptacles should be used.

For live music concerts and / or other large-scale events, please note that discretionary security searching of clothing, bags and other items is a condition of entry to protect everyone's safety. To avoid any misunderstandings in this respect, please make the gate stewards aware of what medicine, food or drink you require to have with you upon arrival.

All persons attending an event are requested to make themselves aware of the standard venue terms and conditions prior to arrival at the venue which are available at [www.millsqleeds.com](http://www.millsqleeds.com). Should you have any specific queries or concerns please contact the council's events team as section 2 above.



## **11. Access to Performance**

### **11.1 Induction Loop**

For live music events an Ampetronic induction / hearing loop will be provided and accessible within a 2m radius of the AVA. For more information please contact the council's events team as section 2 above.

### **11.2 British Sign Language (BSL)**

For live music events a BSL performance interpreter is available where specifically requested. For more information please contact the council's events team as section 2 above.

## **12. Assistance Dogs**

Only Registered Assistance Dogs will be permitted into the concert arena. You may be required to produce your laminated Registered Assistance Dog photo ID card. Further information is available at <http://www.assistancedogs.org.uk/faqs/>

## **13. Strobe Lighting**

Wherever practicably possible, Leeds City Council are committed to implementing a strobe-free policy at our events.

For live music concerts however, where strobe lighting is required by artist / promoters as part of the show, information and warning notices will included in the venue terms and conditions and displayed on all event entrances.



If you would like to request further details as to whether specific strobe effects may be used during a particular event, please contact the events team as section 2 above.