

Access Starts Online – Venue Access Information Guide Millennium Square, Leeds

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 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 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

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 (Leeds, LS2 3AD)

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 live music concerts and other events and cultural activities staged throughout the year. During events where the venue public toilets are in use, accessible toilets are available via a sloped / ramped approach.

4.2 Ticket Office – Leeds Ticket Hub

Leeds Ticket Hub
The Carriageworks Theatre,
The Electric Press,
3 Millennium Square
Leeds
LS2 3AD

Email: tickets@leeds.gov.uk

Telephone: [0113 376 0318](tel:01133760318)

Leeds Ticket Hub is Leeds City Council's dedicated in-house ticketing operation.

The event ticket office is located in the Carriageworks Theatre which is accessed directly from Millennium Square and offers flat level ground floor access, lowered counter and induction loop provisions.

The ticket office will be open two hours before the advertised doors time on the day of the event only. Telephone lines are open Monday to Saturday from 10am to 4pm.

5. Access Facilities

5.1 Leeds Ticket Hub Access Scheme

Leeds Ticket Hub Access Scheme exists to enable all persons to attend and enjoy events held at Leeds City Council venues equally and safely.

The scheme offers members access to Accessible Viewing Platform tickets as well as the opportunity to obtain one additional ticket, free of charge, for their companion.

Customers will be required to sign up to the council's Access Scheme [via an online form](#) to access these tickets.

5.2 Accessible Viewing Platform

For live music concerts and other similar events, a designated Accessible Viewing Platform will be provided directly in front of the Civic Hall building and provide the following:

- An all-seated raised viewing platform (chairs provided)
- Clear view of the stage
- Accessible toilet provision
- Changing Places Toilet Unit
- Induction Loop
- Bar waiting staff service (and / or other reasonable adjustments)

6. How to Apply

6.1 Accessible Viewing Platform

For live music concerts and / or other similar events, tickets for the Accessible Viewing Platform will be available to purchase in advance by calling Leeds Ticket Hub on 0113 376 0318 or via email at tickets@leeds.gov.uk

Customers will be required to sign up to the council's Leeds Ticket Hub Access Scheme [via an online form](#) to access these tickets.

In the event of a pre-sale with other ticketing agents, accessible and companion tickets will be available to purchase through Leeds Ticket Hub on **0113 376 0318**.

Please note that due to available space allowances and to ensure equal access and comfort for all persons attending, all bookings will be on a 1 + 1 (disabled person and companion) and first-come first served basis, subject to capacity.

For any events where the accessible platform is not sold out in advance, access will be provided on the day for any disabled customers with General Admission tickets on a strictly first-come first-served basis subject to capacity.

6.2 Essential Companion Tickets

Customers who require a complimentary companion ticket will be required to sign up to the council's Access Scheme [via an online form](#) to access these tickets.

6.3 General Admission Tickets

For all ticketed concerts, General Admission tickets will be available to purchase in advance [online](#) or from Leeds Ticket Hub either in person or by telephone on **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 the Accessible Viewing Platform to ensure everyone can enjoy a good view of the performance.

General Admission 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:

- 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)
- St Anne's Street (to the South 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 on the [Leeds City Council website](#) or call parking services on [0113 395 0050](tel:0113 395 0050).

7.2 Taxi / drop-off location

There are several 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 (Gate A) 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.

Opening times for specific events will be as advertised on the website.

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 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

The event ticket office will be open two hours before the advertised doors time for any on the day ticket or pre-arranged accreditation collections.

For any queries in advance, please contact Leeds Ticket Hub by email tickets@leeds.gov.uk or by telephone on [0113 376 0318](tel:01133760318).

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 Changing Places Toilet Unit

Where reasonably practicable, a Leeds City Council owned Changing Places unit 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 Accessible Viewing Platform.

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, alternative 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. 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 Accessible Viewing Platform. 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. [Find out more about assistance dogs.](#)

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.