

# HERITAGE LIVE

Our aim is to ensure that the Heritage Live Concerts are fully accessible and can be enjoyed by everyone. Deaf or disabled customers in need of the access car park or viewing platform will need to register with us once tickets have been purchased. It is advisable to do this as soon as possible as space is limited.

**Registration closing date:**

**CONCERTS AT KENWOOD HOUSE: 25th May**

**CONCERTS AT AUDLEY END HOUSE: 15th June**

## **Access Officer Contact Information**

For further information and to register for the access facilities please contact our Access Officer on [access@gcelive.com](mailto:access@gcelive.com). It might take up to 72 hours for us to respond, please note this may be longer during bank holidays and weekends.

## **Ticket Info**

To celebrate the return of the Heritage Live Concerts we are offering deaf or disabled customers discounted tickets. Deaf or disabled customers that require assistance, can request a free ticket for a personal assistant / support worker by providing one of the below:

- Front page of DLA letter (no specific rate required)
- Front page of Attendance letter (no specific rate required)
- Receipt of Personal Independence Payment (PIP)
- Evidence of being severely sight impaired
- CredAbility Access Card (+1 category requirement)
- A recognised Assistance Dog ID Card

## **Booking Tickets**

Visit [Ticketmaster.co.uk](https://www.ticketmaster.co.uk) and go to the relevant concert. Add Accessibility Ticket to your basket and if you require a personal assistant / support worker ticket add a Companion Ticket.

Or call Ticketmaster on **0800 988 4440** (or **00 44 161 637 2697** if you're outside the UK).

If you have a speech or hearing impairment and you want to contact us directly, we welcome calls via RNID type talk on: **0333 321 3122**

## **Opening Hours**

Monday to Friday: 9AM – 6PM

Saturday: 10.30AM – 3:30PM

## **Parking & Travel Information**

There is a limited number of Blue Badge Parking available. This must be pre-booked via the Access Officer and is subject to availability. TFL Bus 210 drops off a short distance to the site entrance.

## **Ground Conditions**

The concert will take place outside, mainly on grass, so the ground conditions may be affected by the weather. Although there are paths around the site, some of these are quite steep and bumpy. We therefore do not recommend them for wheelchair users or customers with limited mobility. A wheelchair accessible buggy is available to assist disabled customers plus one accompanying person from the Access Parking area to the arena before the concert begins and back, when it finishes.

## **Viewing Platforms**

There will be a viewing platform for disabled customers and booking is essential as space is limited. Due to limited space only 1 person can accompany disabled customers on the platform. Wheelchair accessible toilets will be located at the viewing platform and there will be chairs on the platform.

There is a limit to the number of spaces available on the viewing platforms. Booking is essential via [access@gcelive.com](mailto:access@gcelive.com) and it is advisable to check availability before booking your ticket.

## **Wheelchair Accessible Toilets**

There will be wheelchair accessible toilets located at all the toilet blocks and at the viewing platform.

## **Assistance Dogs**

Assistance Dogs are welcome. Please let the Access Officer know if you are bringing an Assistance Dog, so that we can put a dog spending area on site.

## **Strobe Lighting**

Strobe lighting might be used during performances.

## **Medical Services**

There will be a First Aid point located within the arena.

## **Lowered Counters**

There will be lowered counters at the onsite bars.



**GATE B**  
LIONS  
GATE

AUDLEY END ROAD

AUDLEY END ROAD

AUDLEY END ROAD

**GATE A**  
GREEN  
GATE

ACCESS BLUE  
BADGE PARKING &  
BUGGY ASSISTANCE



STAGE

DVP

VIP

ENTRANCE

AUDLEY END  
HOUSE

- Medical Tent

- Bar

- Disabled Toilet

- Information Tent

- Food

- Disabled Viewing Platform

- Merchandise Tent

- Toilet

- SAT NAV - Follow CB11 4BP