

Stoller
HALL

Access Information



Welcome

We welcome music lovers from Manchester and beyond to The Stoller Hall, and we aim to provide the very best visitor experience for every single person.

This booklet provides accessibility information for the venue. If you have any questions or concerns don't hesitate to get in touch or visit us in person.

Our friendly team will assist anyone who needs additional support with their booking or visit – we can provide access to suitable seating (including wheelchair spaces), arrange companion seats or help with any other aspects of your visit.

Box office contact information

Opening times: **Tuesday–Thursday, 1pm–2.30pm**
(and one hour before evening performances).

Email address: **boxoffice@chethams.com**

Phone number: **0333 130 0967**
(Tuesday–Thursday, 1.30pm–4pm)

Before you visit

We have set up an access scheme for our audiences with any additional needs.

Visit stollerhall.com/your-visit/access to fill in a simple form, or contact the box office.

Our seating plan on the website has notes on which areas of The Stoller Hall seating plan are only accessible via steps. The entire stalls area has step free access. Rows A, E and R in Stalls and Row A of Balcony are entirely level, with other parts of Stalls accessible via a slight incline with handrail. For concerts where the extended stage is not in use, Row E of Stalls offers additional leg room. Concerts in the Carole Nash Hall are also level access.

A Sennheiser infra-red hearing system is installed in The Stoller Hall. Stethoscope style receivers can be collected from the box office and may be reserved at any time in advance by emailing boxoffice@chethams.com.

For events with printed programmes, we can arrange for large-print programmes that can be collected at the performance. Please contact our box office if you would like to request one.

If you are interested in having BSL interpretation at an event, please do let us know, and we will work to accommodate this if it is possible.

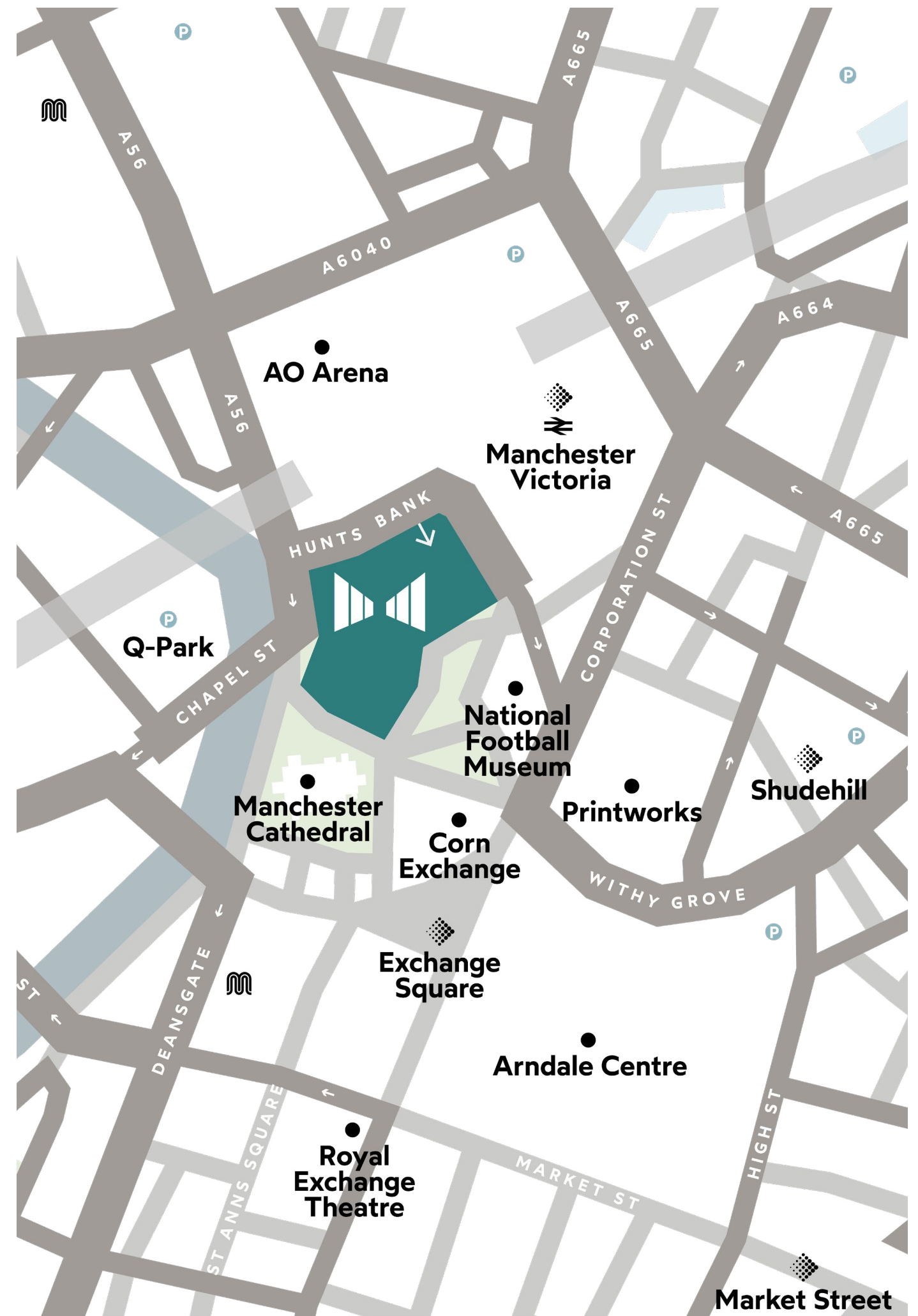
Travel

What3Words location: **medium.trains.held**

Nearest accessible car park: **Q-Park Deansgate North**
(23 accessible parking spaces + accessible drop off point)

Nearest accessible drop-off points: **Victoria Station drop off** (30 metres from our Hunts Bank entrance)

By public transport: Metrolink and National Rail services arrive at **Manchester Victoria Station** which is 150m from The Stoller Hall or approximately a two-minute walk.





Front of the building



The Stoller Hall



Main entrance



Carole Nash Hall

When you arrive

The Stoller Hall usually opens one hour before the performance is due to start.

Our friendly security staff are on hand to assist at the door, as well as members of our Front of House team.

All our staff wear black polo shirts with a red Stoller Hall logo on. The Box Office is directly on your right as you enter the building.

Accessible toilets are on the left, 25m level access from the front doors. Our bar is in the atrium and has a low-level counter position.

To get from the atrium to your seat, there is a flight of stairs or a lift that can take you down to the Stalls entrance, a total of 30m.

The auditorium usually opens half an hour before the performance is due to start.

We can arrange for access customers to be shown into the auditorium 10 minutes early – please email boxoffice@stollerhall.com in advance so that we can make sure this is arranged for you.

If you need a quiet area during your visit, please let our staff members know and they can show you to our quiet space.

Tactile wayfinding signage in braille is used throughout The Stoller Hall.

We have large-print bar menus available.

Assistance animals are welcome at all events. We recommend contacting us so that we can guide you to a suitable seat. Dog mats for the auditorium and a water bowl (for use in the Atrium only) are available from the Box Office and may be reserved at the time of booking.

.....

Hearing

If you are interested in having BSL interpretation at an event, please do let us know, and we will work to accommodate this if it is possible.

A Sennheiser infra-red hearing system is installed in The Stoller Hall. Stethoscope style receivers can be collected from the Box Office and may be reserved at the time of booking.

Earplugs are available free of charge from the Box Office for any customers who wish to use them.

We regret that there is no amplification system in the Carole Nash Hall.

Visual Impairments

For events with printed programmes, we can arrange for large-print programmes that can be collected at the performance. Please contact our box office if you would like to request one.

If you are interested in having BSL interpretation at an event, please do let us know, and we will work to accommodate this if it is possible.

Tactile wayfinding signage in braille is used throughout The Stoller Hall.

Assistance animals are welcome at all events. We recommend contacting us so that we can guide you to a suitable seat. Dog mats for the auditorium and a water bowl (for use in the Atrium only) are available from the Box Office and may be reserved at the time of booking.

Strobe Lighting

Unless stated specifically within the show description, we do not use strobe lighting.

If there is due to be flashing imagery, information will be provided in advance via email, online or in-venue signage.

Safe journey, and we look forward to seeing you soon.



Chetham's