



University of Sheffield
Concerts Access Information

Introduction

University of Sheffield Concerts is a destination for musical for discovery, for all people. We're committed to ensuring all customers access our music comfortably, safely, and have the best possible experience. These guidelines are in place to support deaf and disabled people's access to our events.

Contact Details

For any access related communications and enquires please contact the **Concerts Administrator Sophia McNeill**, by email: s.mcneill@sheffield.ac.uk or telephone: 0114 222 0468. We will respond to all access-related queries at the earliest possible convenience.

Venue

**University of Sheffield
Firth Court
Western Bank
Sheffield
S10 2TN**

Step free access is provided to Firth Court via the ramp to the left of the main entrance. To enter the building via this entrance please ring the intercom on arrival.

Once inside the building accessible toilets are situated on the ground floor.

A lift is available to the concert hall on the first floor.

A member of the team can meet you on arrival if you wish. Please discuss this in advance with the Concerts Administrator, contact details above.

Bookable Access Facilities + How To Apply

Free tickets for personal assistants

University of Sheffield Concerts is happy to provide a free ticket to enable a disabled person to bring a personal assistant / support worker. We view this as a form of reasonable adjustment to enable people who require support linked to an impairment or medical condition to attend our events. To apply, please discuss this in advance with the Concerts Administrator before purchasing your tickets.

Viewing areas

Firth Hall has no designated viewing area for wheelchair users, however our seating is fully flexible. A space for wheelchair users and personal assistants/friends can be reserved anywhere in the hall. Please discuss this with the Concerts Administrator.

The nearest accessible toilets are on the ground floor, accessed via the main lift.

Accessible parking can be provided but needs to be reserved in advance. Please do this at the earliest convenience to ensure a space is available.

Taxi / cars can drop-off customers directly in front of Firth Court.

The nearest accessible public transport stops are:

Tram

The University of Sheffield Tramstop is easily connected to the railway station and the city centre. Both the blue route to Malin Bridge and the yellow route to Middlewood stop at West Street and at the University.

Bus

The following buses stop near Firth Court: H1, S6A, 10, 10A, 30, 30A, 51, 52, 70, 95, 120, 123, 272, 273, 274, 275, 505.

Arrival Guide

Opening times are concert specific, and the doors open 30 minutes before each concert.

The box office is located on the ground floor, and stewards are positioned on both the ground floor and outside of the Concert Hall on the first floor. Wheelchair users needn't report to the box office on arrival if you've purchased a ticket, and can take the lift directly to the Concert Hall on the first floor.

If you require early access to avoid crowds, please speak to the Concerts Administrator.

Toilets

The nearest accessible toilets are on the ground floor, adjacent to the disabled lift and main entrance.

Customers with Medical Requirements

University of Sheffield Concerts welcome attendees who need to bring medicines, food, or drink to management a medical condition, or medical equipment. We invite you to contact us if you have any specific concerns related to this.

We have robust systems in place to deal with emergencies, and a first aider will be on site at all times.

Access to Performance

We regret to inform we are unable to offer audio enhancement, captioning, or audio description to our performances.

Assistance Dogs

It is a legal requirement for us to accommodate assistance dogs and they are welcome to enjoy our performances too!

Lighting

Strobe lighting and other flashing lighting effects are not used in our performances.

We hope this information is useful for you and please don't hesitate to get in touch if you have any further questions. We look forward to welcoming you to one of our concerts soon.