



Accessibility

The Wardrobe has an inclusion for all policy, and we expect our attendees of events to be equally accepting and welcoming. We pride ourselves on trying to accommodate all needs so do not hesitate to contact us prior to your visit to ensure this is possible. Whilst we do our best to accommodate all accessibility requests, please bear in mind that space is limited in the accessible area and sometimes it is not always possible.

Please contact the venue before purchasing your ticket. Space is limited & on a first come, first served basis and we have space for three wheelchairs and some additional seating room. We do understand that for shows guests will want to be with their friends, but due to space limitations, we may only be able to allow you and your companion into an accessible area and cannot always guarantee seated options.

We welcome attendees who need to bring medicines, food or drink to manage medical conditions, or medical

equipment. Please contact our team if you have any concerns.

PA Tickets

People with disabilities are entitled to a free personal assistant ticket upon proof of disability, which must be requested in advance. We advise that you contact the venue before purchasing your ticket to obtain a free personal assistant ticket.

As space is limited, we do ask that you provide one of the following:

Disability Living Allowance (DLA) / Attendance Allowance (AA), Personal Independence Payments (PIPs), Blue Badges & The Access Card.

We will review an application without the recommended evidence on a case-by-case basis. We do not send out tickets in advance of the show, tickets will be issued at box office at the event.

Contact

Contact details for all access enquiries:

Email: bar@thewardrobe.co.uk

Phone: 0113 3838800

Letting us know your access requirements in advance will help us to try to ensure your requirements are met.

Please Note: People with temporary access requirements, such as broken legs, pregnancy etc are to also contact via the above method.

Download this information & a more detailed description as a PDF document here:

Become A Mystery Shopper

Attitude is Everything recruit volunteers and mystery shoppers. If you are deaf and/or disabled and wish to participate, please contact them via the Mystery Shopping section on their

website: <http://www.attitudeiseverything.org.uk/mystery-shopping>

Venue Description

Our main entrance has one step and then a 3-step staircase, however our venue entrance is step free. If you wish to use this entrance, do not hesitate to contact our team. The main bar is fully accessible apart from two raised stage areas. The majority of the bar is wheelchair accessible, but we would however advise booking a table ahead of time to ensure we have a ground level table available.

Down to the venue there is an 18-step staircase, however there is also a lift located behind the box office. If you wish to use the lift, please contact our team. Most of the venue itself is wheelchair accessible except for the sunken dance floor directly in front of the stage. We have dropped counters at the Box office, the Merchandise counter, and cloakroom when in use.

Access Area/Wheelchair Space

Please contact the venue before purchasing your ticket. Space is limited & on a first come, first served basis and we have space for three wheelchairs and some additional seating room. We do understand that for shows guests will want to be with their friends, but due to space limitations, we may only be able to allow you and your companion into an accessible area and cannot always guarantee seated options.

Personal Assistant Ticketing Scheme

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Toilets

We have gender neutral access toilet on both floors. The main bar access toilet is open at all times, it is not RADAR locked so it is free to enter/use without a steward or member of staff present. The access toilet in the venue is backstage so a member of our team will show you where this is.

Performance Enhancements

We are not currently able to offer any auditory or visual enhancements to assist with your enjoyment. We are working on improving this in the area and would welcome your feedback and input on this area via the contact information below.

Strobe Lighting

Some shows do include strobe lighting and other 'flash-based' effects as standard. In addition, as many of our

events include aspects of ‘toured production’ – which are outside of the venue’s control, we urge you to contact us for more information on an event-specific basis at the earliest opportunity.

Assistant Dogs

We allow access for assistance dogs. We can house them in our office which has an exit out into our back yard for toileting.

Alternative Formats Available

Large print versions of our food/drinks menu and venue signage are available upon request.

Baby Changing Facilities

The main bar access toilet is equipped with baby changing facilities.

Parking

There is a drop off point at our venue entrance and nearby parking in the at Victoria gate (500 metres) or NCP – Kirkgate (600 metres). There is very limited parking on our street.

Local Public Transport

We are located across the road from Leeds central bus station (approx. 300 yards away). While you must cross a road to get from the bus station to our establishment, there is level access all the way. Leeds rail station is on the

other side of the city from our establishment (approx. 0.8 miles). It is possible to get from there without using transport but it can be quite a busy route so we would advise using a taxi or a local bus.

Box Office

Please make yourself known at the box office and let the staff know if you have a space reserved in our accessible area and/or a free personal assistant pass organised.

There is no loop fitted in our box office area. The box office has two access points, one is lowered. The box office staff member can move over to the lowered one when necessary. In addition, there will be a door person present in the box office to assist if required.

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