

Accessible Information Guide



DATE	MAIN ARTIST	GATES OPEN*	END*
12/06	TAKE THAT	17:00	23:00
13/06	TAKE THAT	17:00	23:00

* Times are subject to change.
 * Please note artist set timings are variable and subject to change right up until the day so will not be announced in advance of the concert.

WELCOME!

Thank you for buying tickets for Take That!

We're thrilled to bring them to Glasgow's Barclays Hampden and can't wait to see you all there!

Our team at DF Concerts & Events work all year round to improve our accessible facilities and services on-site and we're busy putting together the final preparations to make it an evening to remember.

We hope the information in this guide is useful and it helps make your experience more enjoyable.

Please ensure you fully read this Accessibility Information Guide and General Event Information available [HERE](#).



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Top 10 Things to Know before You Go

1

Accessible Entrances for the Accessible Platform and Accessible Seated Areas are located at the ramps on the **East or West** Side of the Stadium (your ticket will indicate which side). See Page 4 for more information.

2

Accessible parking will be located at the **East/West car park at the front of the stadium** (detailed instructions on parking pass) and will have limited spaces. You must **apply in advance** and have a **parking pass from the venue** to use this area. This area is managed by the Barclays Hampden team.

3

Know what your ticket/wristband includes - check what your tickets says to find out your seat location. You will have a specifically labelled accessible ticket, if you have access to our Ambulant Accessibility Seating or Wheelchair Platform (East/West).

4

Accessible Platform and Accessible Facilities Wristbands (for those in the standing areas) will be available for collection at the **Accessible Platforms**.

5

Your **PA/Companion ticket** will already be in your Ticketmaster account or has been emailed to you.

6

Your **PA/Companion ticket** (if applicable) has been issued to you on the basis that the **PA/Companion will not become intoxicated**. In such circumstances and for your own safety you and your PA/Companion **will be required to leave the site**.

7

Any aggression or abuse, physical or verbal directed towards our staff will not be tolerated.

8

One person will be allowed one PA/Companion on the platform unless otherwise pre-agreed due to accessibility requirements. **Everyone will require a ticket to enter the event.**

9

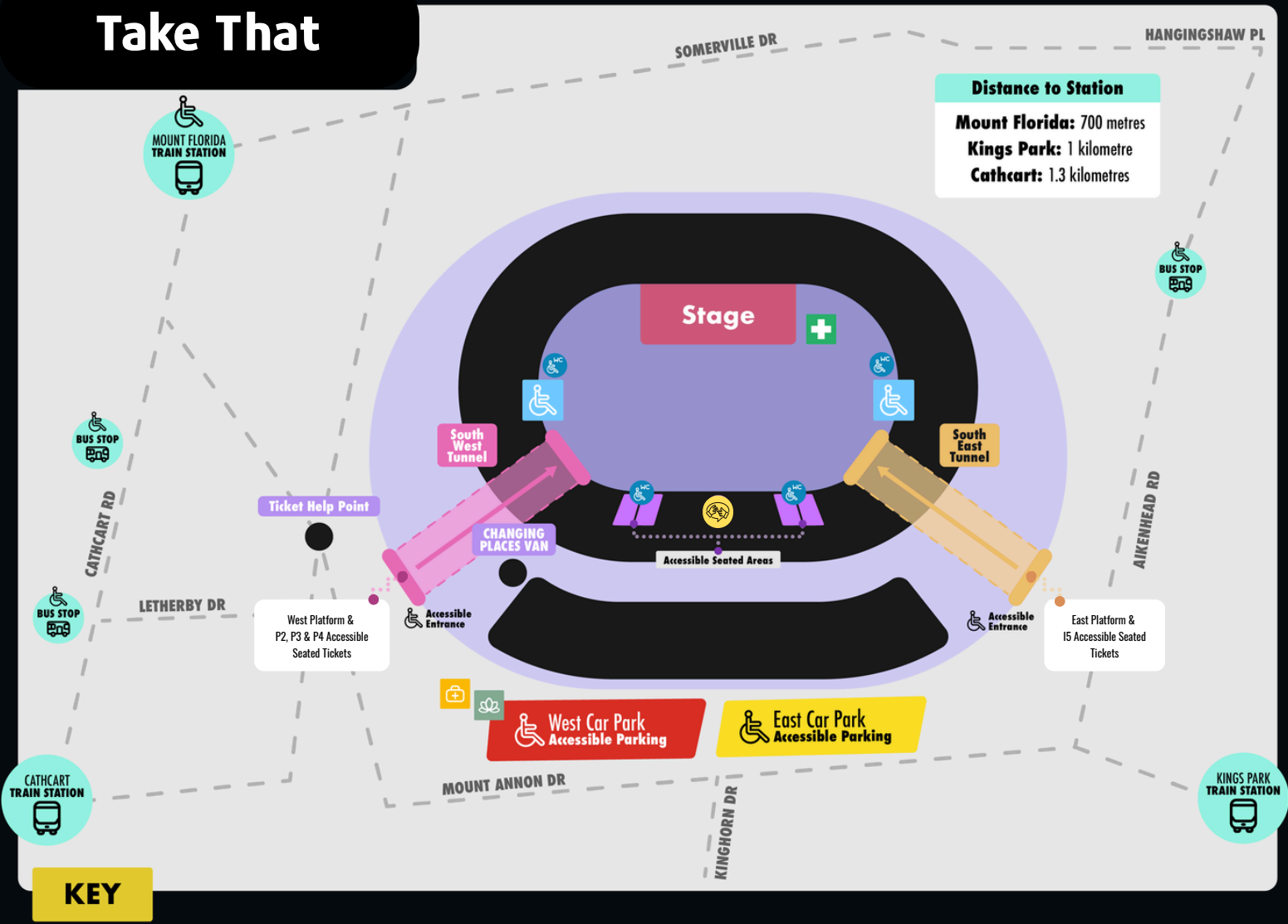
For those on the Accessible Platform, we kindly ask you to **remain on the platform for 5-10 minutes after the show wraps up**. **This ensures pathways up the ramps are clear when you're leaving, making your exit experience easier and more comfortable.**

10

Your main contacts on site for any questions or if there are any issues are our **Accessibility Manager, Accessibility Staff on the platforms and any of our Security Supervisors around the stadium**. Please ask to speak to them if you have any questions or concerns.

Stadium Maps

Take That



Distance to Station
Mount Florida: 700 metres
Kings Park: 1 kilometre
Cathcart: 1.3 kilometres

KEY







- Accessible Platforms
- Accessible Toilets
- First Aid
- Medical Tent
- Welfare
- BSL Interpretation

Distances to Key Areas





Accessible Parking to Accessible Entrance	120 metres
Accessible Entrance to Accessible Platform	80 metres
Accessible Parking to Accessible Platform	200 metres
Accessible Platform to Welfare/First Aid	150 metres
Accessible Platform to Merch	150 metres
Accessible Platform to Food/Drinks Outlets	130 metres

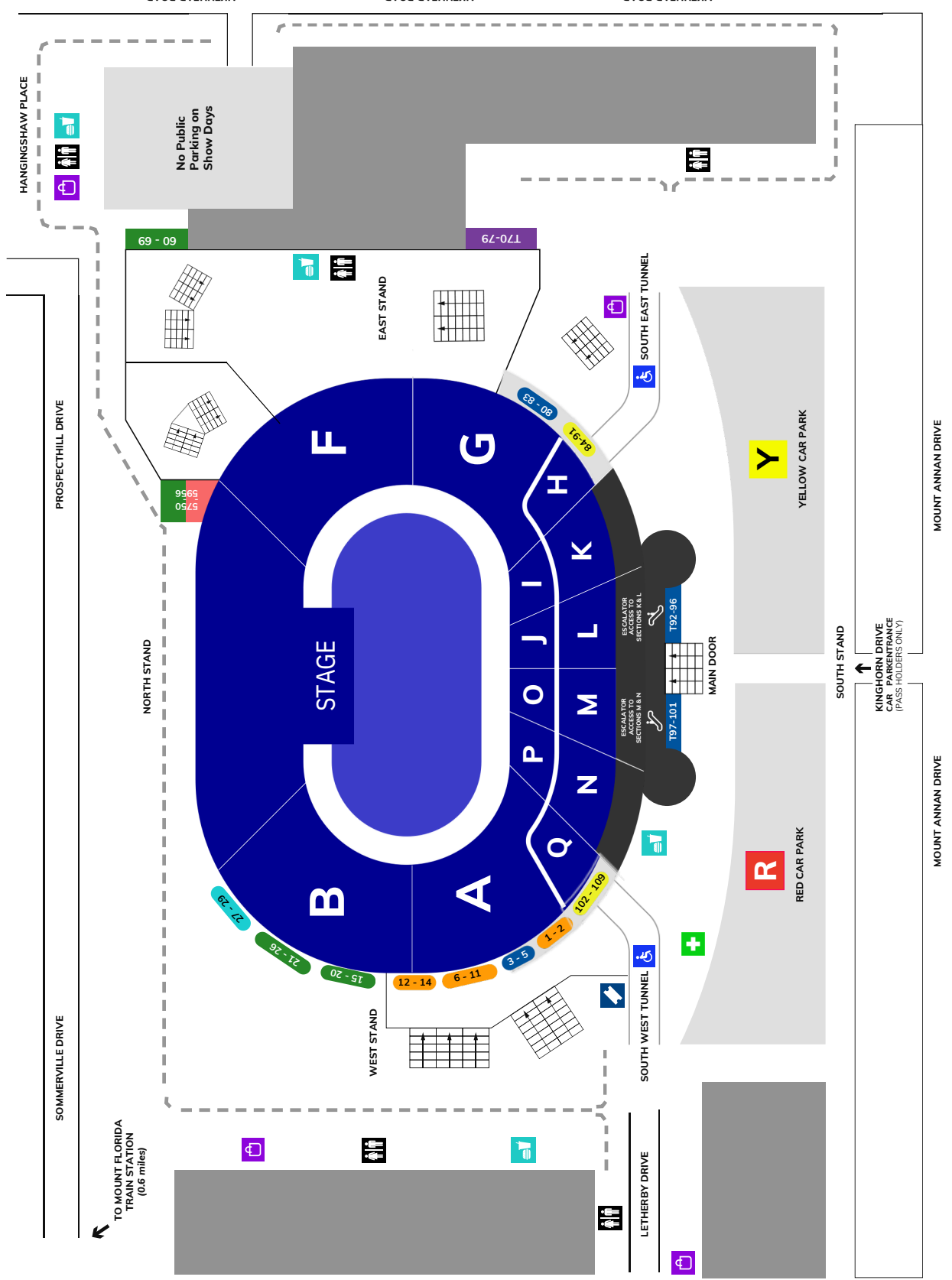
BARCLAYS HAMPDEN KEY

KEY LOCATIONS

-  ACCESSIBLE TICKET HOLDERS ENTRANCE
-  BOX OFFICE
-  FIRST AID
-  TOILETS
-  FOOD & BEVERAGES
-  MERCHANDISE

MARKINGS

-  PUBLIC FOOTPATH
-  STAIRS
-  ESCALATOR
-  RESIDENTIAL HOUSES / BUSINESSES



Ticket Location

BEFORE YOU GO: Know which area you have purchased tickets for and what you have been approved for. You can find this out from the confirmation email you received from Ticketmaster upon purchase and the **location/area will be clearly stated on your tickets.**

ACCESSIBLE PLATFORM

Your ticket will clearly state 'ACCESSIBLE PLATFORM' on it. Your wristband will be available for collection at the accessible platform.

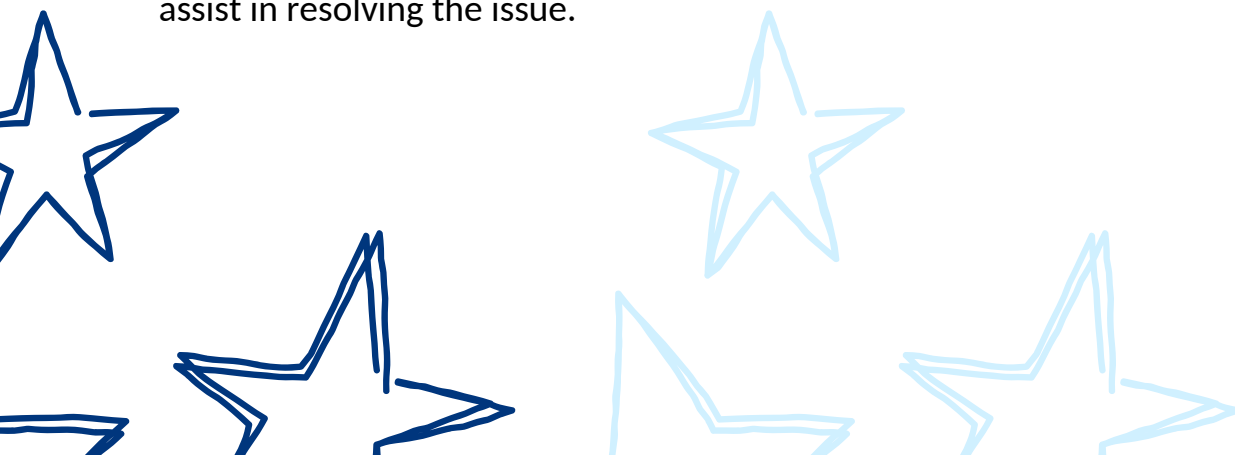
ACCESSIBLE SEATED AREA (I5, P2, P3 or P4)

Your ticket will state the location of your seat and advise to 'Enter via South West/East Tunnel'

NON-ACCESSIBLE SEATING/STANDING

Your Ticket will state clearly the location of your seat and which way to enter.

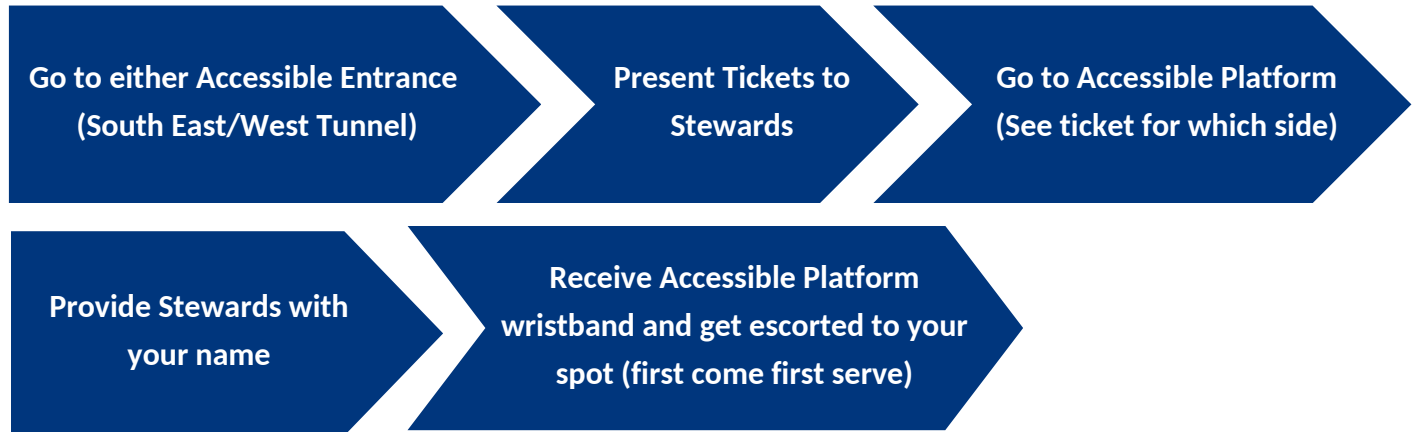
If you are having any **trouble gaining access** to the facilities you have applied for, **obtaining your correct wristband** or encounter **any other issues** while attempting to use the accessible facilities **please request to speak to the Accessibility Manager, Accessibility Staff on platforms** or security supervisor and they will do their best to assist in resolving the issue.



Entry to the Stadium

Here's how to get into Barclays Hampden.

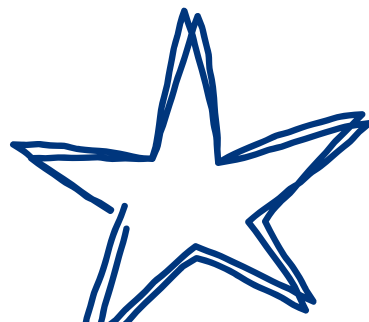
Accessible Platform



West Accessible Platform



East Accessible Platform



Accessible Seated Area (Section P)

Go to West Accessible Entrance (South West Tunnel)

Present tickets to stewards

Stewards will direct you to Section P

Take a few steps up to your row and find your seats (as noted on your tickets)



Section P stairs from ground level

Accessible Seated Area (Section I)



Section I stairs from ground level

Go to East Accessible Entrance (South East Tunnel)

Present tickets to stewards

Stewards will direct you to Section I

Take a few steps up to your row and find your seats (as noted on your tickets)

You will be able to exit from these areas via the same route that you used to enter.

Non-Accessible Seating/Standing

Please **follow instructions on your tickets** to get to your seats. If you are unsure where to go or can't use turnstiles due to your access requirements, please speak to a steward.

If you are in the standing area, please note **that mobility aids (e.g. crutches, walkers) will not be permitted in the pitch standing area.** This is a venue policy.

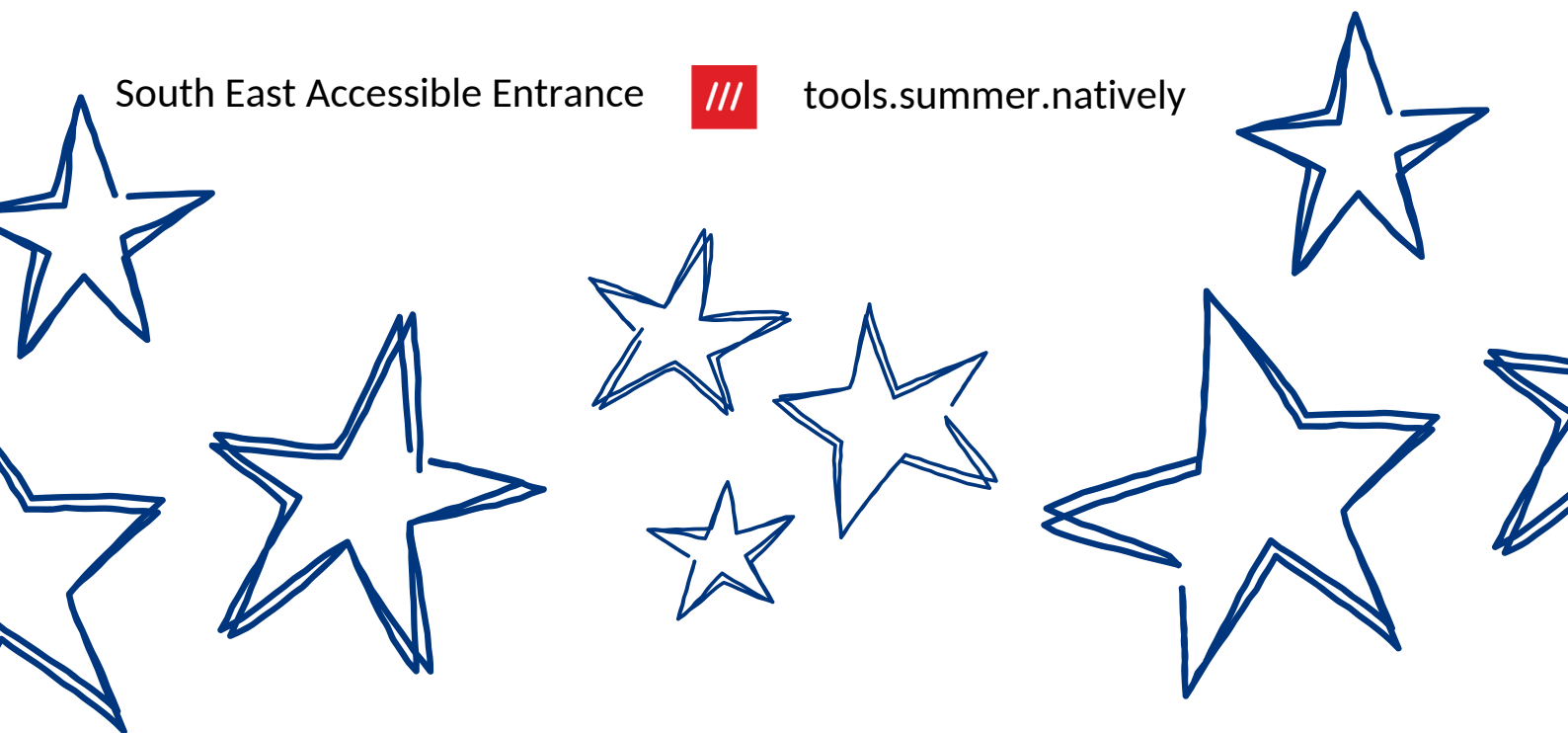
WHAT3WORDS Addresses:

Accessible Entrances

(Front Stadium Gates - Down ramp on either east or west side of stadium)

South West Accessible Entrance  [afford.design.sends](https://www.afford.design.sends)

South East Accessible Entrance  [tools.summer.natively](https://www.tools.summer.natively)



Invisible Disabilities

We understand that **invisible disabilities are not immediately apparent.** If you need help or advice regarding this during the event, our Accessibility Manager Louise will be the main person to contact. You can find them at the Accessible Platforms. You can also contact us in advance with your questions via access@dfconcerts.co.uk.

We welcome all disabilities at our event and on our accessible platform.



Routine Searches

- All event attendees are subject to a search of their bags, mobility aids (Incl. service animals) and person.
- You may request a female or male member of security to complete the search.
- Dogs may also be present.
- There will be accessible toilets nearby.
- To avoid any delays or issues, please review the list of prohibited items that you cannot bring to the event by visiting our website.
- You can bring an empty soft plastic water bottle to refill at our water points. Metal, hard plastic and glass reusable water bottles won't be allowed.
- More information on prohibited item authorisations for items required due to accessibility requirements (e.g. prescription medication) can be found below.

Prohibited Items

If you need to bring any of the following prohibited items due to your accessibility requirements, you will have indicated this in your accessibility application and received an authorisation email from us. If you did not do this and now require one of the prohibited items, please complete our Accessible Application Form and tick the relevant boxes.

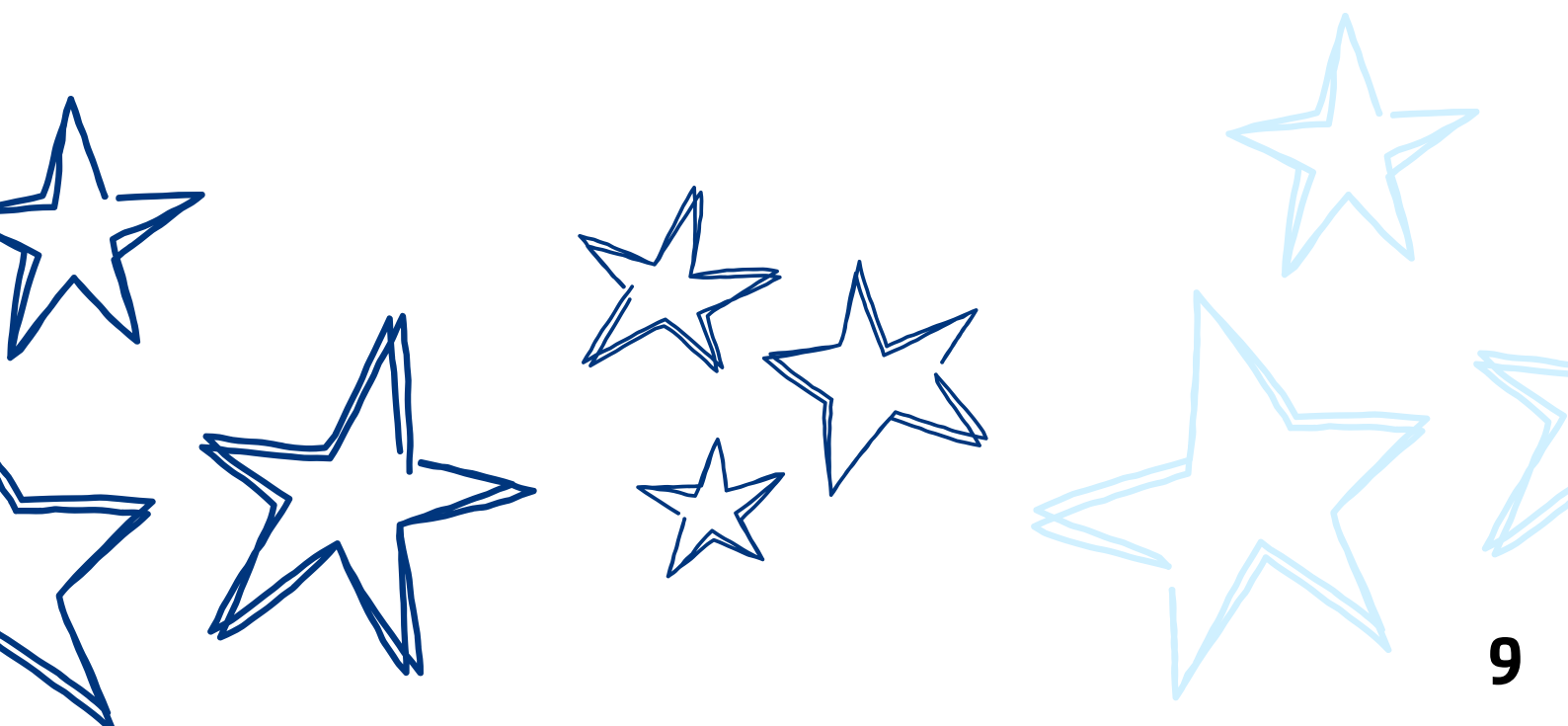
- Bag larger than A4 size (21cm x 30cm)
- Food
- Non-alcoholic drinks
- Medication that is not immediately recognisable (e.g. controlled drugs, needles)

The full list of prohibited items can be found on our [website](#).



Essential Companion Information

- If you have been approved to attend Take That with an essential companion, please ensure they arrive with you. **Your essential companion must be present with you at check-in.**
- Please ensure that your **essential companion is willing and able to fulfil all your requirements**, as needed, and will be able to **assist during an evacuation or other emergency.**
- If the team finds evidence that **your essential companion is not attending for the purpose of supporting your needs (e.g. they become intoxicated and unable to carry out their role), they may be asked to leave the event.** Before taking this action, we will inform you, share the evidence used to reach our decision, and discuss alternative means for your needs to be supported.
- Please **share this accessibility guide with your PA/Companion**, as they must also know the information in this document to fully support you. They should be familiar with the content of this Guide.
- **You and your essential companion should make yourself aware of the accessibility team and stewards in the accessible areas** in case you need any assistance.
- You and your essential companion should make sure to **check the weather** before attending and ensure you are prepared for the ever-changing Scottish weather. Umbrellas will not be allowed.



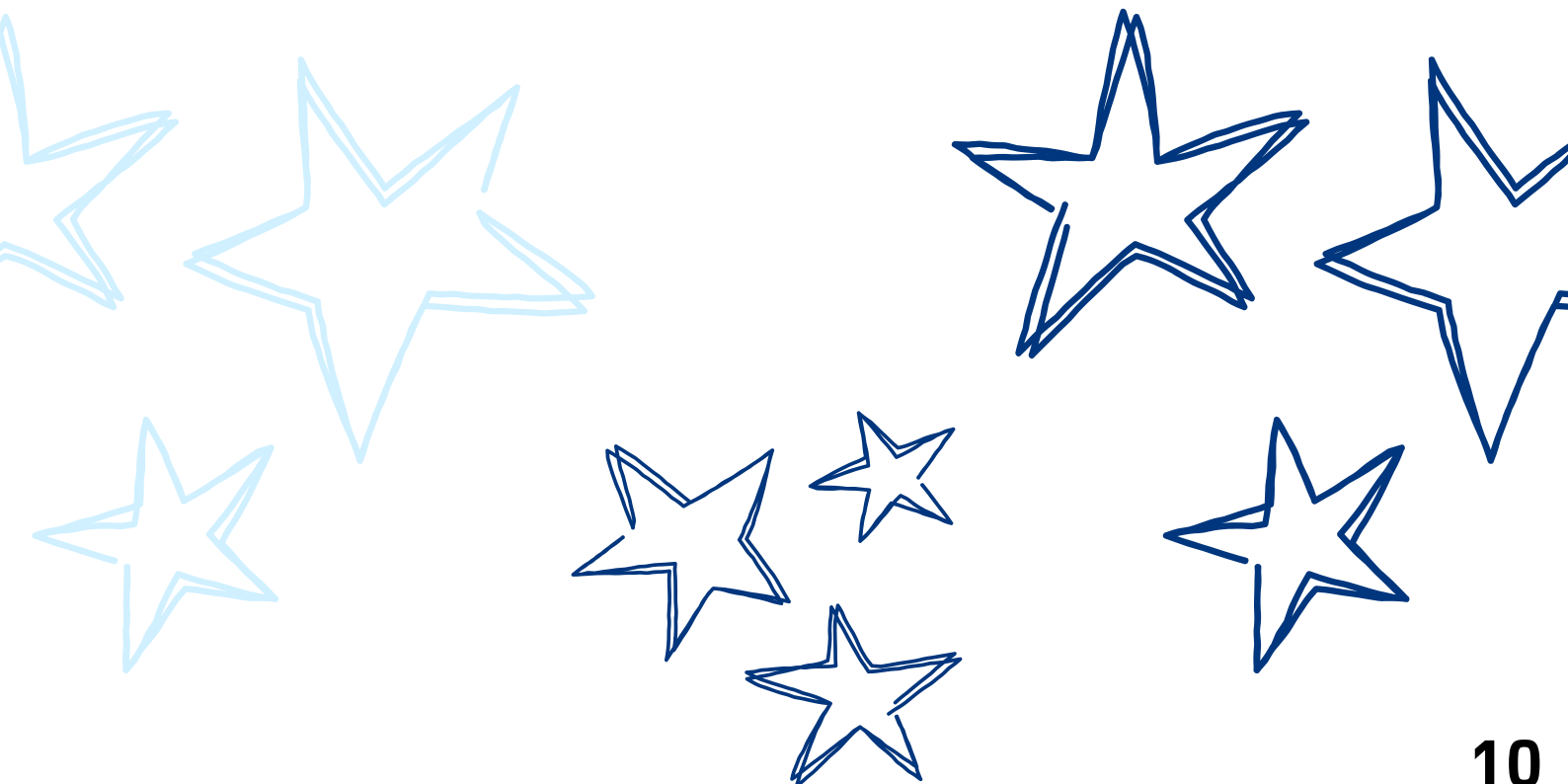
Emergency Information

- The Essential Companion ticket is provided on the expectation that your **Companion is willing and able to assist you throughout your visit**, and would be available and able to help you in the event of an evacuation.
- In the instance of a site evacuation please ensure that your **PA/Companion is aware that they are your main point of assistance** in an emergency evacuation.
- Crowd management personnel located near the Accessible Platform will assist in moving everybody to a place of safety.
- **Please follow the stewards' instructions in the event of an emergency.**
- We encourage all accessibility customers to come up with a personal emergency plan in advance of the show with their Essential Companion.
- If you would require any additional support in the event of an evacuation, please let us know in advance.

Exit


For those in the Accessible Areas, we **kindly ask you to remain in the area for a short period of time (approx. 5 minutes) after the show wraps up**. This ensures **pathways are clear when you're leaving**, making your exit experience more comfortable.

Stewards will then provide an escort from the accessible areas to the parking/pick-up locations, if this is required.



Plan your Travel

Accessible Parking

- **Accessible parking** will be available at the **Car Park at the Front of the Stadium. This area will be managed by the venue.**
- **This will have limited spaces and you'll** require a **parking pass** (issued by Barclays Hampden) to use this area. **The parking pass must be arranged with the Accessibility Team prior to arrival. Your confirmation email will say if you have been approved for parking.**
- **As road access is closed for public use** during the event, please be prepared to be stopped by stewards and present a form of identification as well as your Blue Badge and your **Parking Pass**. This pass will be sent to you by the Barclays Hampden team. For any questions regarding parking, please contact them via <https://support.barclayshampden.co.uk/portal/>.
- **Please be prepared for delays when leaving the Accessible Parking area. Any movement in the car park is at the discretion of the safety officer during egress.**
- What 3 Words address  noble.author.crops



Train



The nearest train station to Barclays Hampden is Mount Florida Station, which is approximately 600 metres from the stadium.

Please plan ahead and check the ScotRail website for the latest information or to arrange assisted travel, and look at alternative travel options.

Bus



The nearest bus station to Barclays Hampden is Hampden Park, which is approximately 700 metres from the stadium.

There are a number of buses which run from Glasgow City Centre to Barclays Hampden (6, 75, 4A). The following buses pass by or near Barclays Hampden (31, 34A, 5, 6, 90).

[For more information on how to get to Barclays Hampden, please click here.](#)

Accessible Facilities

Accessible Platform

 Toilets

 [large.square.wing](https://www.large.square.wing.com)  [funds.porch.local](https://www.funds.porch.local)



Accessible Platform - Points to Note

- There will be two platforms at Barclays Hampden. Your ticket will advise which side of the stadium to go to.
- **One person can accompany each accessibility customer on the platform** unless otherwise agreed due to access requirements.
- **The platform is seated only.** This is to prevent restricted views for other customers. If you wish to **stand or dance**, you can do so at the **back of the platform**.
- **Walkways on the platform must be kept free** for Health and Safety reasons. There will be **no standing or dancing allowed in these areas**, and stewards may ask you to move elsewhere.
- For the comfort and enjoyment of all customers using the facility, **smoking/use of e-cigarettes/vapes is not permitted on the platform**.
- **No abuse of the Essential Companion wristband** will be tolerated, or this wristband will be revoked.
- Please remember that your behaviour can affect the experience of those around you. **Any aggression or abuse, physical or verbal, directed towards our staff or other fans will not be tolerated.**
- Stewards will provide you with a **seat and position on the platform** upon arrival. Your seat location will be operated on a **first-come, first-serve basis**.
- **Please report any spillages** to the stewards.
- Earplugs will be available on the Accessible Platform should you require them.
- **If you are leaving the platform for an extended period of time**, it is advised you inform stewards or those around you that those seats are taken. Please let staff know if you're leaving the event.

Accessible Toilets



Pitch Standing and Accessible Platform Area

There will be accessible toilets located at each Accessible Platform for those with standing/accessible platform tickets. Anyone who does not require use of the wheelchair accessible toilet should use the single toilet where possible.

Accessible Seated Areas

There will be accessible toilets on pitch level you can use. They will be located in the Disabled Serveries area. You will not have access to the pitch standing area. Please ask stewards for more information.

Non-Accessible Seating

Level 1

There are 3 inclusive accessible toilets located in the kiosk facility at passageway 48.

There are 3 inclusive accessible toilets located in the kiosk facility at passageway 52.

Level 2

There is 1 inclusive accessible toilet outside the entrance to the Football Museum.

There is 1 inclusive accessible toilet outside the entrance to the Crush Hall.

If you require quick access to the toilet, please alert the nearest Steward who will be able to assist you.

Just Can't Wait Cards

Stewards will accept 'Just Can't Wait' cards and are briefed to recognise these. Please note we do not issue these cards but you can find out more about the 'Just Can't Wait' card and how to get one [HERE](#)).



Changing Places Toilet

We are very happy to have Pamiloo on board for Take That, providing fans with changing places and hoist toilets. This will be located in the entrance tunnel (West).

- It is **not the responsibility of PAMIS staff or volunteers to assist people** to use Changing Places toilet facilities. The Pamiloo is intended for use by accessible people who require the assistance of a PA/Companion to use the toilet or have their continence pad changed.
- The **hoist is not for independent use**. Anyone wishing to use the Pamiloo/Mobiloo should be **accompanied by a PA/Companion** who is familiar with the disabled person's needs and with the use of specialist equipment including hoists and changing benches.
- If a person is in any doubt how to use the equipment, they will not be admitted to use the facility. Users may be asked to self-declare that they are familiar with the use of equipment, either verbally or in writing, before access is granted.

For more information for Pamiloo check out the below.

<https://pamis.org.uk/campaigns/pamiloo/>



Other Facilities

Hearing Loops



A **portable hearing loop** is installed at all box office locations.

Assistance Dogs



We welcome assistance dogs to Take That as long as they have been specifically trained to assist you, only use the toilet in a designated spending area and behave in a way that is appropriate around other customers. If you require a dog spending area on site, please email your request within a reasonable time frame to access@dfconcerts.co.uk

Wheelchair Charging



If you require wheelchair charging please let us know in advance of the show so we can confirm a suitable location for this with the venue. Please note that this is not guaranteed so please ensure you are fully prepared for attending the show.

Lowered Counters

There will be **lowered counters where possible** at bars, merchandise stands, and some food outlets. Provisions will be made where lowered counters are not available.

The Event Environment

Stage Effects

Flickering light effects, lasers, strobing, pyrotechnics and other effects may be used during performances. Some of these will look and sound very similar to fireworks. Some will have no visual element but will make a very loud crack or bang noise. **Foam ear plugs** can be provided on request from the Accessibility staff. The accessibility team on the platform can advise on effects used during the set.

Crowds

Barclays Hampden Stadium can host up to around 50 000 people. This means a lot of people will be standing close together, watching the performances on stage. There may be people brushing past you or bumping into you while dancing. The crowd can also be noisy. If you're feeling overwhelmed by this, please find more information on our sensory facilities on the next page.

Ground Conditions

The event arena floor will consist of a combination of limited tarmac pathways and terraplast trackway. We ask customers to prepare for all weather and ground conditions.

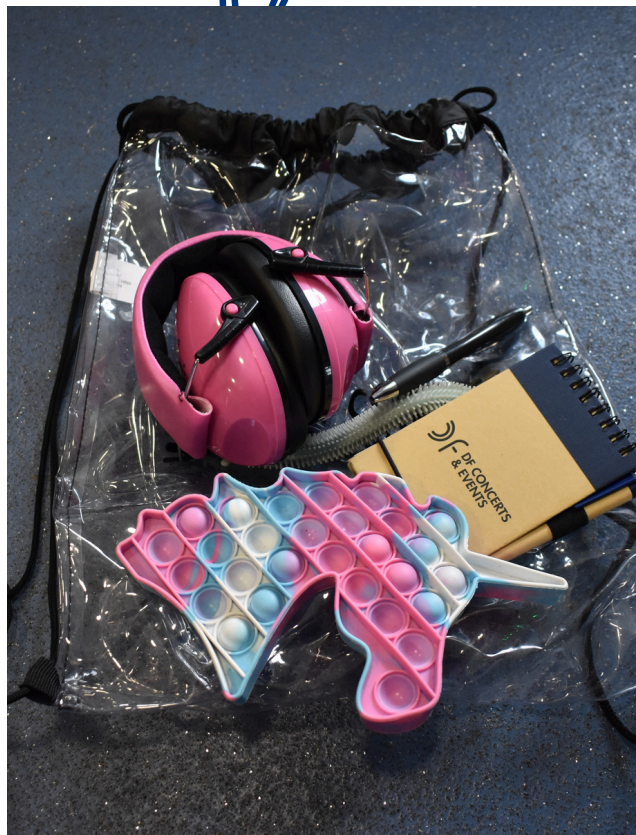


Sensory Facilities

Sensory Bags

We have sensory backpacks that you can borrow while you are at the event. They contain ear defenders, sensory/fidget toys, a notepad and pen. Please ask a member of staff at the accessible platforms, welfare or main reception if you would like to use a sensory backpack and they will ask you for some details to sign one out. Please ensure you bring this back before you leave the event!

If you prefer foam earplugs, these can be provided by the platform, welfare and reception staff.



Sensory Room

We're thrilled to have a Sensory Room at Barclays Hampden this year! This space is ideal for anyone who needs a short timeout from the busy crowds and will be based in the "TV Studio" area. It will have a variety of sensory tools.

If you need access to the sensory room during your time at the event, please speak to a member of the first aid team who can assist you getting to the sensory room.

The sensory room has level access but is not fully wheelchair accessible. There is a standard toilet nearby. If you would like more information about this please ask the accessibility team on the day.

Please note that the sensory room has limited space, and is intended for a short respite. There may be a wait to enter if it is full.

Alternative Access to Performances

Visual

British Sign Language Interpretation



We will provide British Sign Language Performance Interpretation for both dates of Take That. If you would like more information on this or to make use of this service, please reach out in advance on access@dfconcerts.co.uk.

Audible

Audio Description



We provide Audio Description upon request at our events. This will be available for Take That's show on 13/06/2026. Please speak to staff at the main reception when you arrive, if you would like to use this service. If you would like more information on this or to make use of this service, please speak to our Accessibility team on the day or reach out in advance on access@dfconcerts.co.uk



Your Teams

Accessibility Team

Our **Accessibility Manager Louise** will be the main point of contact for all accessibility queries. They will primarily be based at the Accessible Platforms but will be back and forth from other Accessibility Facilities throughout the night. **Louise and will also be contactable on radio during the event.**

Stewards and Security

Their job is to keep you safe and assist you around the site. There will be a team on the Accessible Platforms who may issue you with chairs and there will be hundreds more around the site. They will also be wearing yellow hi-vis vests or jackets with security company logos and numbers on them.

Welfare Team

The TLC Welfare team are there to provide assistance and comfort. They can help you find your friends, give you sun cream or give you a break from the crowd. They wear purple hi-vis vests so they're easy to spot.



First Aid

In the unfortunate event that you're injured or require medical attention, the first aid team will be roaming the stadium. There will be a First Aid tent beside each Accessible Platform in front of the East and West stands.

Get in Touch

We want you to enjoy your time at the event, but we appreciate that we may not have covered everything you need or wish to know about the event. If you have any questions, then please don't hesitate to get in touch with our accessibility team by emailing access@dfconcerts.co.uk or calling 0141 674 9444 (10:30-14:30, Monday to Friday).

Please note on show days, our emails and phone line will not be monitored as we will be working at the event. If you arrive at the event and have questions, please approach a Steward, Supervisor or a member of the Accessibility Team for assistance. They will do their best to help you.

We welcome and encourage all feedback from our attendees. We aim to **resolve any issues on the day where we can**, so if you have a complaint or positive feedback please tell a member of our accessibility team.

We will be sending out a post-event survey to get your thoughts on our accessible facilities as we want to make our events as accessible as we can. However, if you want to get in touch, please email us at access@dfconcerts.co.uk.

We hope you have a fantastic time at Take That and don't forget to tag/mention us in your photos from the concert on social media or send them across to us via email.

Looking forward to seeing everyone and don't forget to say hello!

Best Wishes,
Gigs in Scotland Accessibility Manager
Louise

