



Live Access at O2 Victoria Warehouse Manchester

We strive to make all our shows at O2 Victoria Warehouse Manchester accessible to everyone and we work with Attitude Is Everything and Nimbus Disability to make sure things keep improving. Our venue was built in the early 1900s, so there are challenges, but together we can identify issues and come up with practical solutions.

*Alternative formats of the Live Access document are available on request.

Booking Accessible Tickets

Please book your tickets directly with [Ticketmaster](#) if you require either a wheelchair accessible or accessible seating ticket. You can visit our full event listings and ticket availability [here](#).

Please make sure you purchase our designated Accessible Tickets, available on each event listing. Should you need any further information, please get in touch on the phone from 12pm - 3pm, Monday to Friday on +44 (0) 161 385 3690 or [email](#) our Access team for further support. We'll do our best to respond as quickly as we can.

Companion Tickets

If you need a ticket for a companion or personal assistant, please just let us know before you book. We offer one companion ticket, free of charge, to provide support you need and additional assistance in the event of an emergency evacuation.

So you know, proof of eligibility will be required.

Alternatively, if you have an Access Card please provide your full name and the card number.

Our full Essential Companion Policy can be found [here](#).

Stalls and accessible platform

Please purchase tickets directly with Ticketmaster for the stalls standing area, or wheelchair accessible platform and if you require a companion ticket, please do book this alongside yours when you place your order.

Box office and accessible entrance

Our box office doesn't have a lowered counter, so we ask that you speak to our staff upon arrival and they will happily assist you. All ticket orders are processed in advance and advised prior to your event.

Getting Here

Head over to [Venue Info](#) for all travel information and accessible options for getting to us.

Drop-off Point

The road leading to our venue is closed on show-days, however, you can use it to pickup/dropoff provided you have contacted us in advance to let us know that you will be doing so.

Wheelchair Spaces

These are available when you book, but they're limited on a first come, first served basis.

Blind or Vision Impaired Visitors

If you need braille or large print material, please let us know in advance by contacting us by [email](#) or call +44 (0) 161 385 3690.

Guide and Assistance Dogs

Assistance dogs are welcome, just be sure to let us know when you book.

We can discuss suitable locations where your dog can stay throughout the show. Alternatively, if you would like your dog to be looked after, we'll arrange for someone to meet you at the entrance and guide you to your seat. Dogs will be looked after throughout the event in a quiet location with somewhere to lay with a bowl of water.

*We recommend bringing hearing protection for your dog please.

On Arrival

If you need assistance, let us know in advance and someone will be waiting for you at the main entrance of O2 Victoria Warehouse Manchester, just ask a member of our front of house staff to show you the way or we can provide a map of where to go.

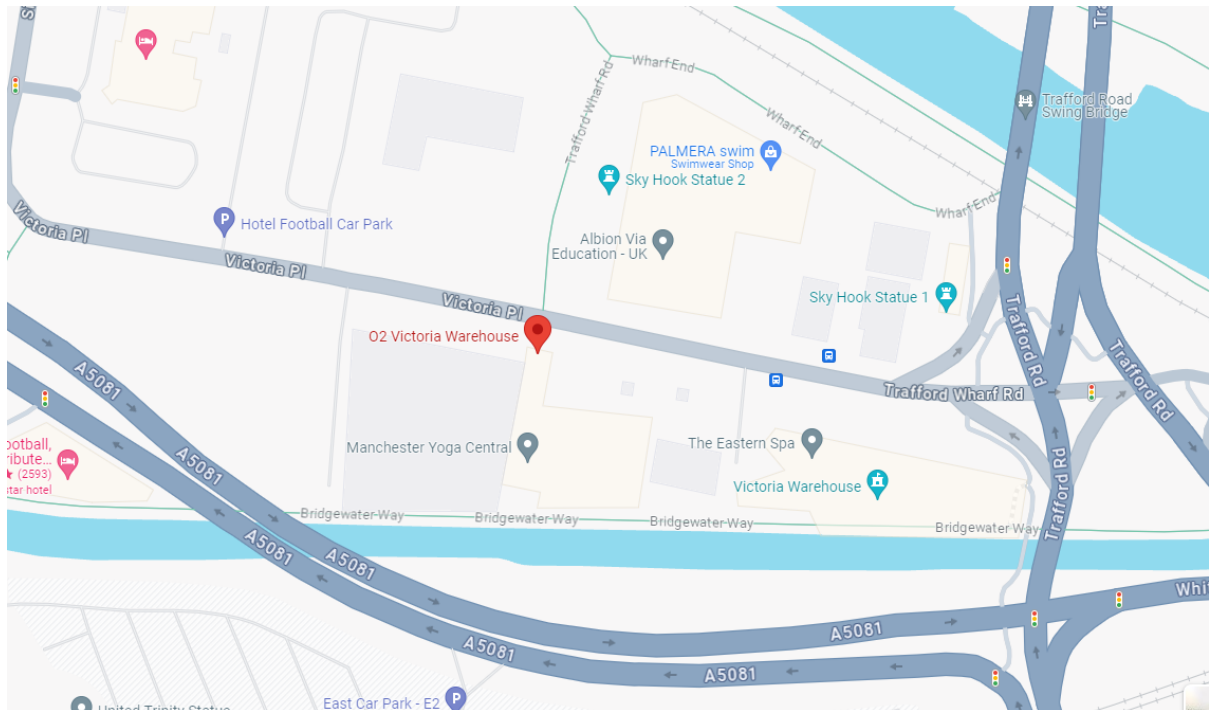
We'd recommend arriving about 15 minutes before doors open, just to make things easier.

If you are unable to use the stairs, we do have a lift to the first floor, where our access area and viewing platform is located. On arrival, please make your way to our box office where a member of the team will assist you.

Our Access Entrance is located on Trafford Wharf Road near to the bus stop and Victoria Warehouse hotel car park. It's marked with the red marker below.

WHAT 3 WORDS

Access Entrance **DAMAGE.PRONE.BUSY**



Auditorium

Please let us know in advance if you need any additional support from our staff or if you require a seat.

Just so you know, e-cigarettes and vapes are not permitted, please see our FAQs for details.

Toilets

On the ground level at the rear of the auditorium, there are two accessible toilets controlled by a RADAR key which staff will provide access to if needed and there is an accessible toilet on the upper level.

Additional toilets are available in the same areas.

Bar Service

Unfortunately, there aren't any lowered areas at our bars but there is a bar in the stalls areas and the upper level, and our bar staff will be happy to assist you and take orders for any service you may need.

Cloakroom

Please let any staff members know if you need assistance for our cloakroom facilities when you arrive and they can help you in both stalls and upper level.

Medical Room and Emergencies

We have a medics room just inside the main entrance (ground level), if you require any assistance or a private area at any point, please just speak to a member of our staff. Any particular requirements can of course be asked in confidence and in advance. Just [get in touch](#).

Merchandise

If there is merchandise for sale, you'll usually find it inside the auditorium, so please ask our staff if you need any assistance.

Customers with medical requirements

Should you need to bring food or drink to manage a medical condition, or bring medicines or medical equipment with you, just [get in touch](#).

Strobe Lighting and Special Effects

Most shows and events now use strobe lighting and smoke effects, but we'll make sure there are signs up to let you know and you can also ask when you arrive. If this is an issue, please do let one of our team know, before or during an event.

Access to performance

Just get in touch with us if you require a BSL interpreter. So you know, we'll need 31 days' (one month) notice prior to the show to make arrangements.