

The Bridgewater Hall - Venue Access Information

1. Introduction

The Bridgewater Hall is committed to disability awareness and champions inclusivity across all our services. We aim to make everyone's visit to the Hall enjoyable and comfortable.

This guide is designed to assist patrons with accessibility requirements and make visiting The Bridgewater Hall as straightforward as possible. We offer multiple facilities to assist people with varying needs and our staff are trained and available to help.

2. Contact Details

If you would like to contact us about purchasing tickets, getting to the venue, our access facilities, or if you have specific requirements that are not covered in this guide, please contact our team via one of the methods below.

By email

Please send an email to access@bridgewater-hall.co.uk.

By phone

If you would prefer to speak via telephone, please contact our Box Office on **0161 907 9000**. A text relay service is available via www.ngts.org.uk.

Alternatively, send us your number in an email to the above and we will call you back as soon as possible.

In person

You can also stop by our Box Office and speak to us in person. The Box Office counter is open Monday – Friday 10.00am – 5.00pm, and until 8.00pm on concert nights. At weekends, we are open on concert days from 2.00pm. All the windows at the Box Office are low level and equipped with hearing loops.

The Box Office is located in the main foyer of The Bridgewater Hall, the entrance is on lower Mosley Street and is step free.

By Post

The Bridgewater Hall, Lower Mosley Street, Manchester, M2 3WS

We aim to respond to all queries within five working days.

3. Venue Description

The Bridgewater Hall has step-free access into the auditorium, meeting rooms, restaurants, bars and toilets. The Box office, Stalls foyer and Auditorium are at ground level. All other floors are accessible via lift.

The bars on Stalls, Circle, and Gallery levels, and the Box Office all have low level, accessible counter positions.

4. Bookable Access Facilities + How To Apply (if applicable)

We advise customers share their access requirements and any other information that may assist the team to find suitable seats at the time of booking.

Free tickets for Personal Assistants

The Bridgewater Hall offers one free personal assistant / support worker ticket for all eligible customers. These are available at the discretion of the Box Office to Patrons who require support from another person to attend the hall (due to an impairment or long term medical condition).

Personal assistant tickets are only available via the venue and not from ticket agents such as Ticketmaster.

Personal Assistants must be able to assist the patron with their access requirements including during in an emergency situation. They are not expected to leave the customer alone for long periods of time.

Allocation of personal assistant tickets

The Bridgewater Hall is working to ensure that the allocation of personal assistant tickets is a fair process and that all tickets are only available for those individuals who would otherwise be unable to attend an event without the support of another person. To do this we are implementing a new policy whereby individuals booking tickets through our accessible ticket line will now be required to submit a completed access form and supporting evidence before any ticket can be processed, this will be strictly enforced for new bookings.

To register for your personal assistant ticket for an event please email supervisors@bridgewater-hall.co.uk

Seating

There are 16 wheelchair spaces located in various level access areas in the auditorium, with spaces available on every level.

For patrons who require step free access to their seats, this is available in the following areas. Please see the accessibility seating plan and / or contact our team for more information/ advice.

Stalls	All rows except W
Choir Circle	B Row
Side Circle	E Row
Gallery	H Row
Choir Seats	D1 – 27
Choir Seats	D51 – 77

Assistance for Visually Impaired Patrons

The front rows of the stalls area offer the best view for patrons with impaired vision. Guide dogs are welcome throughout the building and auditorium. Dog mats are available on request and the Box Office can advise on the most suitable seating.

Lifts have voice announcements and raised lettering on the control panel.

All stair landings have raised lettering with directional information.

Mobility aides

Stewards can advise/ assist with the storage of any mobility aides that are not in use during the performance.

We offer a wheelchair loan service (subject to availability) for those patrons who require extra assistance to and from their seats. Please note these chairs are available for transfer use only, they should not be booked as a wheelchair space. Our staff can provide limited assistance in the use of these. Patrons who require help getting in and out of a chair are advised to make use of the personal assistant ticket scheme. The wheelchair service can be booked through the box office

6. Travel Guide

The Bridgewater Hall is located in central Manchester and is therefore well served by many transport links. Our full address is:

The Bridgewater Hall, Lower Mosley Street, Manchester, M2 3WS.

By car

If travelling by car, please allow plenty of time for your journey. For satellite navigation, the Hall's postcode is M2 3WS.

The Hall's main entrance is located on Lower Mosley Street, a drop-off/ pick-up point is located directly outside this entrance. We must stress that this is **not** a parking space, even for blue badge holders.

Double yellow lines at the rear of the Hall on Great Bridgewater Street allow parking for blue badge holders, except during the hours of 6.00–8.00am and 4.00–6.00pm.

Accessible Parking

The nearest car parks to the hall are Q-Park, NCP Manchester Central, NCP Great Northern and NCP Oxford Street. All of these are accessible.

NCP Manchester Central is located on Lower Mosley Street, directly opposite the Hall. Access to and from this car park is by lift or ramp between Barbirolli Square and the canal basin and covered walkway under Lower Mosley Street.

For Sat Nav systems the postcode for the car park is **M2 3GX**.

If you would like to pre-book parking or have any further enquiries please contact NCP on 0845 050 7080 or visit <https://www.ncp.co.uk/prebook/>.

There are disabled parking spaces available at NCP Manchester Central. These are charged at NCP Manchester Central's standard rates, with some discounted evening/ pre-booked rates available. See the NCP's website (as below) for more information.

Pre-bookable Parking

[Q-Park First Street, Anne Horniman St, Manchester M15 4FN](#)

Q-Park parking vouchers can be purchased in advance with concert tickets from the Box Office for £7.60.

By Taxi

Taxis can be pre-booked to The Bridgewater Hall. There is an accessible drop-off point located on Lower Mosley Street directly outside the main entrance of the Hall.

Black cabs often wait outside the main entrance of the Hall at the end of performances and our security staff can assist with hailing one. Alternatively, the nearest taxi ranks are located on Windmill Street (outside Manchester Central) or Peter Street (outside the Midland Hotel).

By Metrolink

The nearest Metrolink tram stop to The Bridgewater Hall is St Peter's Square, which has ramp access to all platforms and is approximately 330metres from the main entrance of the Hall via flat terrain. Deansgate-Castlefield is approximately 450 metres from the Hall, with lift access to the platforms located on the corner of Deansgate and Whitworth Street West.

For journey planning and more information on the National Concessionary Pass from Transport for Greater Manchester at <https://www.tfgm.com>.

By Train

The closest railway stations to The Bridgewater Hall are Deansgate (approximately 500m) and Oxford Road (approximately 650m). Deansgate station has long ramp, stairs, and lift access between the platforms and street level.

By Bus

Many buses, including the free city centre bus service, stop within easy walking distance of The Bridgewater Hall.

Bus stops on Great Bridgewater Street, directly behind the hall are served by routes 33, 33b, 255, 256, and x50.

The nearest Free Bus stops are
Mount Street/ Peter Street (300m) – Route 2
Deansgate station(500m) – Route 3

Further bus accessibility information can be found on the Transport for Greater Manchester website <https://www.tfgm.com> or by calling the customer contact centre on 0161 244 1000.

7. Arrival Guide

Opening Times

Daytime

Foyer:	Monday to Friday	11.00pm – 3.00pm
Box Office Counter:	Monday to Friday	10.00pm – 5.00pm
	Weekends	2.00pm – 5.00pm (concert days only)

Concert evenings

Foyer:	90 minutes before the concert start time
	150 minutes before the concert start time for pre-booked dining
Box Office Counter:	Open until 8.00pm or the start of the main act

Arriving At the Venue

Entrance to the building for events is through the Hall's main doors, located on Lower Mosley Street. Our security team carry out bag checks outside this entrance and can answer any questions about the Hall or the Event. They will be aware of any issues or additional needs you have informed us of prior to the event. Just provide your name or show them a copy of any acknowledgement you have received from us.

There are several items prohibited from the venue for security reasons; please see our security page for a list of these. Exceptions will be made for patrons with access or medical requirements.

Once you have entered the building, there will be stewarding staff in the foyer to guide and assist you further if required.

The box office is in our main foyer, which offers complete level access.

On non-concert days, the box office is accessible via automatic sliding doors at the side of the building on Lower Mosley Street, as well as through the main entrance during the foyer opening times (as above). When the foyer is open, our information desk receptionist can direct you and answer any queries. When the foyer isn't open, the box office counter staff will be available to assist you.

When collecting pre-booked tickets, there is no need to bring a printed booking confirmation - your surname and postcode will suffice.

8. Toilets

There is one unisex accessible toilet available on each of the four floors of the building, with level access from the auditorium. The facilities on choir circle level (level 2) feature a sliding door, with all other levels comprising accessible swing doors. On the stalls level, the toilet can be found on the left of the building, easily accessible from the front doors and stalls auditorium. The upper floors facilities are next to the lift. Staff will always be available to direct you to the nearest facility.

9. Customers with Medical Requirements

We understand some patrons may need to bring medicines, medical equipment, or food and drink with them to the Hall due to specific requirements, and are welcome to do so.

We suggest contacting us prior to your visit for advice, prior written acknowledgement from the venue of your requirement, or if you have any concerns or questions. An email from the venue is the quickest way through the security process, with a list of exceptions issued to the security team when advance notice has been provided.

For patrons who require privacy to take medicines, use equipment etc. there is a first aid room available to use. Just ask a member of staff.

10. Access to Performance

Assistance for Hearing Impaired Patrons

All auditorium levels have a Sennheiser infrared hearing system. Please note that not all seats in the auditorium are covered by the infrared system, contact the Box Office for more details on booking tickets covered by the system.

We offer three types of receivers:

- Stethoscope receivers, for patrons with impaired hearing
- Necklet induction couplers, for use with switchable hearing aids
- Earpiece receivers, for use with digital in ear hearing aids

These are all available from the cloakroom on the Stalls foyer. The cloakroom attendant will advise on the appropriate receiver and use of the system.

The box office and cloakroom counters are all fitted with loop systems.

Other Assistance

If you have any specific requests for a performance, such as the use of British Sign Language Interpretation and Captioning, please contact us.

To allow us to make any reasonable adjustments and provide additional resources, please give 4 weeks' prior notice to the event date.

Relaxed and other accessible performances

The Bridgewater Hall offers a range of relaxed/ accessible events. All of the events programmed by our Learning and Participation department (including concerts, workshops, community choirs and more) are relaxed. Some of these are targeted to specific audiences; please contact us for more details.

11. Assistance Dogs

Assistance dogs are welcome throughout the building. If you wish to take them into a concert with you, the Box Office team can advise on suitable seating. Alternatively, your dog can be looked after in a safe space during the event.

12. Strobe Lighting

Many performances may contain strobes or other form of flashing lighting. Signage will be displayed in the venue. The show's lighting is determined by the production team and the Bridgewater Hall staff do not always receive details of this prior to the performance. Please note it is highly unlikely that a show's lighting will be changed or adapted upon request.

13. Other Info

Bars

The bars on Stalls, Circle, and Gallery levels, and the Box Office all have low level counter positions.