Accessibility Guide

Working together to provide an outstanding experience.

This guide is designed to assist guests who have accessible requirements enjoy their visit to the Utilita Arena Newcastle.

Ticket Booking

Book online at www.utilitaarenanewcastle.co.uk

Book over the phone on 0191 618 1697

Booking in person: At the ticket office located at the arena. The ticket office opens 1 hour before the doors open on show days.

All tickets are subject to a facility fee.

Free Companion

A free essential companion ticket is available for guests who require an assistant.

Below is a list of documents we might take into consideration when considering to allocate a complimentary ticket.

- PIP (Personal Independence Payment)
- DLA
- Letter from a medical professional (A Doctors note or a letter from an occupation therapist)access
- Carers Allowance
- A Nimbus Access Card with the +1 symbol
- Social Services letter - Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 - 95 dBHL or worse.
- War Pensions Mobility allowance
- Blind or partially sighted registration certificate (BD8 or CVI certificate)
- A personal letter from the GP, community nurse or social worker
- Benefit award letters
- Copy of a blue badge (we would need to see both sides)

Enquiries & Feedback

If you would like to speak to us to provide feedback or if you require any further information, please contact our Accessibility Team.

By email - You can email the Accessibility Team at Newcastle.Accessibility@eu.asmglobal.com

Write to us
Our postal address is Utilita Arena, Arena Way, Newcastle Upon Tyne, NE4 7NA. Email communication is the quickest way to get in touch with us and have your queries answered.

Car Parking

Guest parking for those who have a Blue Badges is subject to availability on a first come first served basis. Pre-booking is not available.

Access to the car park on event nights is via Dunn Street or Pottery Lane.

There is also a NCP Car Park off Railway street with its entrance on Redheugh Bridge Road

If you have parked in our car park, please follow the building down which will lead you to the main entrance. Both paths on either side of the building are fully flat with ramp access over kerbs.

To pay for parking use the RingGo app
Download the Ringo app **using this link**
https://myringgo.co.uk/account/login
and pay using the Location ID **48850**



Accessible Entrance

We have a dedicated Accessible Entrance located at the front of the venue.

This entrance will be clearly signposted.

Please speak to any member of staff if you have any questions.

On entering the venue through our Accessible Entrance, you will receive a leaflet explaining our emergency procedures



Accessible Entrance

To bypass the stairs that lead up to the entrance, please follow the road round to the left where there is an accessibility ramp.



Box Office

A box office window available with a lowered counter.

All box office windows are fitted with a loop system.

Please note our Box Office is only from 1 hour before doors on an event day.

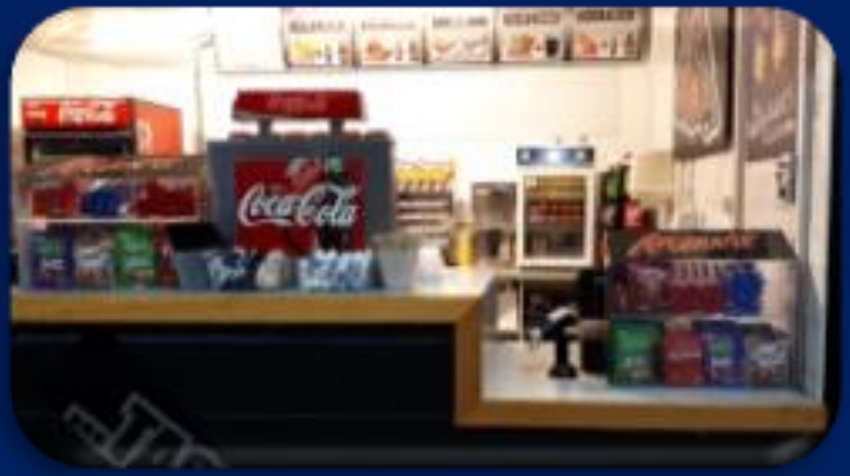


Concessions & Merchandise

Concession and Merchandise stands with lowered counters

Large print menus are available upon request.

Food/drink that is required for medical purposes are permitted for entry via the Accessible Entrance.



Seating Locations

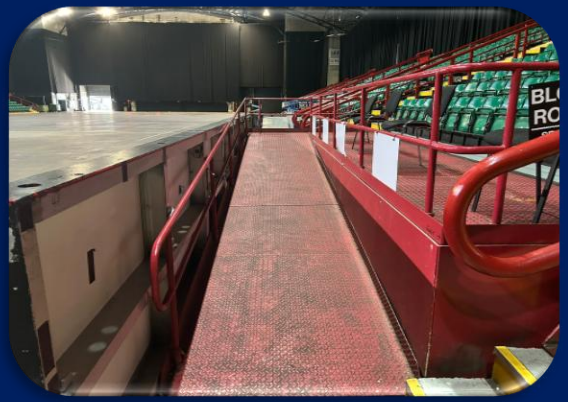
utilita arena NEWCASTLE











We have dedicated accessible bays for wheelchair users and those who cannot negotiate stairs.
These areas are accessed via a ramp and contain additional leg room.

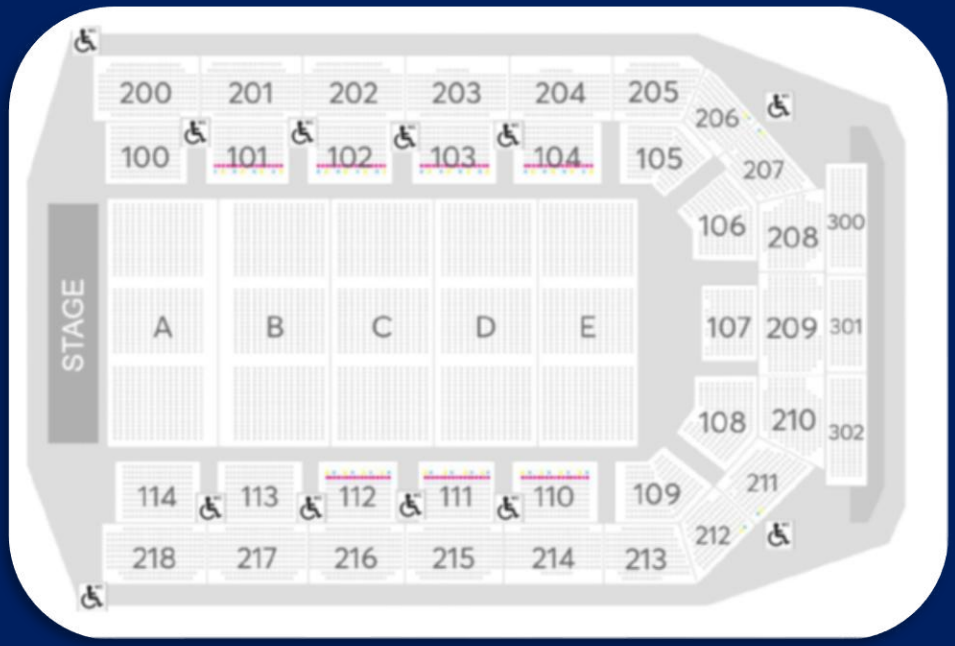


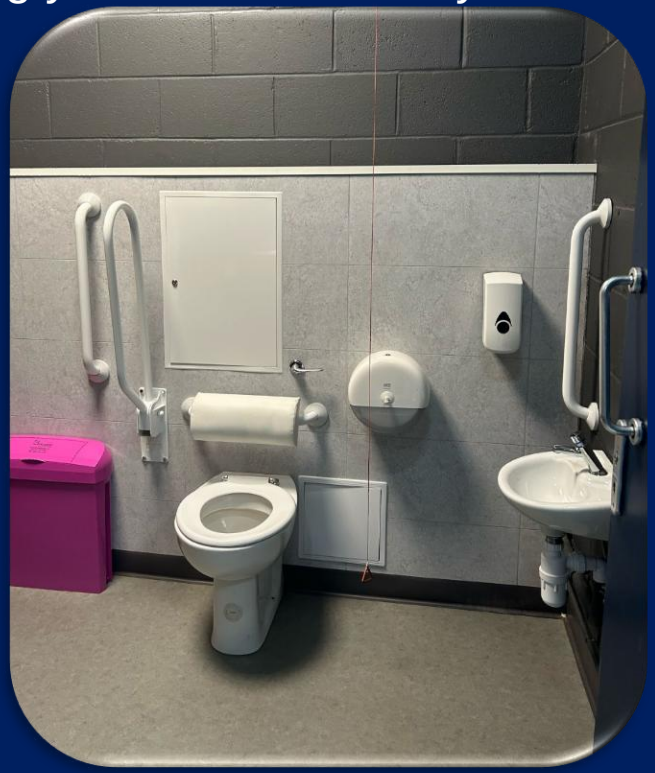
Toilets

Unisex accessible toilets fitted with radar keys.
Wheelchair accessible toilets available on every level.

Stewards with Radar Keys located around the venue will help you in finding the nearest toilet from your seat.
For ease of access we would recommend you bring your own Radar Key.

Door Width 90cm





Access to Performance

Hearing Impairment
An induction loop is installed in Block 104. Please make sure to book this location if an induction loop is required.

British Sign Language Interpreter
We are happy to arrange a BSL interpreter if required. We do ask you get in touch at least 6 weeks in advance so we can endeavour to put these arrangements in place. Please email the team Newcastle.Accessibility@eu.asmglobal.com

Visual Impairment
Seats are reserved close to the stage/performance area for visually impaired customers. These are available to purchase online (subject to availability)

Sensory Tours

If you would like to visit the Arena to familiarise yourself with the venue before attending an event, please contact our accessible team to arrange a suitable time to visit Newcastle.accessibility@eu.asmglobal.com

Reaching your seat

All general tiered seats in Blocks 100-114 and 200-218 do require going up or down steps to access them, without the use of handrails.

The balcony level, Blocks 300-302 requires negotiation of very steep steps.

We have event safety stewards on hand to guide you to your seats.

Assistance Dogs

ADUK registered assistance dogs are welcome at the Utilita Arena Newcastle.

We also welcome other trained assistance dogs. In this case, as we would not have a registration document to demonstrate the dog's level of training, we need to ask that you confirm the following. In order that we can allow them entry to an event, you must be able to guarantee that your dog complies with the following:

- is able to sit quietly without being distracted by the usual noise and bustle of an event.
- is trained not to toilet anywhere inside the venue. Staff will not be responsible for picking up after your dog if they are taking care of them during an event.
- will not jump on or approach any other members of the public
- must be clearly marked – by lead, harness or coat – as an assistance dog.

The Equality and Human Rights Commission states that 'Assistance Dogs' are highly trained. This means that they:

- will not wander freely around the premises
- will sit or lie quietly on the floor next to their owner
- are unlikely to foul in a public place

If your dog does not comply with these points, we may ask you to take it out of the venue.

Please contact us at least two working days before the event you are attending so that we can make arrangements for your comfort and safety during your visit. Please email Newcastle.accessibility@eu.asmglobal.com

The dog can either accompany you into the auditorium, if you have appropriate seating booked, or venue staff will willingly look after your dog whilst you enjoy the event. We can provide a water bowl and blanket for your dog if required.

It is possible that we may need to find an alternative seat for you if your seat is not appropriate for your dog to sit with you. In any event, we will discuss the best options for you and your dog.

Please note, pet dogs are not permitted into the venue.

Medical/Dietary Requirements

For medical reasons, such as diabetes, we may allow small snacks and soft drinks to be brought into the venue.
We ask you to enter via the Accessibility Entrance and make yourself known if necessary to our venue security team to assist with any accessibility needs (production can request that soft drinks are poured into plastic cups or that the tops are removed on arrival).

Please note: Soft drinks must be in a plastic sealed bottle on arrival.

If you would like to check if any specific items will be permitted, please email Newcastle.accessibility@eu.asmglobal.com

Strobe Lighting/ Special Effects

Most shows have some form of flashing lighting / Lasers / Pyrotechnics including bangs.

Signage is displayed around the venue to advise people if strobes will be in use.

The show's lighting and special effects are determined by the production team and the Arena staff do not always receive details of this in advance of the performance however we will do our best to inform where possible.

Walking Aids

If you are thinking of buying a standing ticket please be aware crowd movement on the floor is constantly active.

Pregnancy

Before attending a concert or event at the Arena you should carry out your own risk assessment. We strongly advise you discuss the situation with your GP and take their advice; you should consider the following:

- The type of event *e.g. heavy rock concert with lots of bass/vibration*
- Crowds *e.g. the type of audience, lots of movement and jumping around*
- Standing/seating concerts. *Standing for long periods of time or in large crowds is not recommended during pregnancy.*

Changes in Requirements

If your access requirements change after purchasing your event ticket we will endeavour to work with you to find a suitable solution.
Please inform us as soon as possible as changes are subject to availability.
Please contact Newcastle.accessibility@eu.asmglobal.com to discuss your requirements.

First Aid

First Aid located in the Arena Foyer next to the main front doors

Lift

We have a customer lift based in the centre of the foyer which takes you up to the 2nd level concourse. This is staffed by a steward to offer assistance if needed.

Door Width	Lift Depth
79cm	137cm



We will also have seats located throughout the lift area to use for resting whilst waiting.

Emergency Evacuation & Refuge Points

Refuge points for customers with limited mobility are located throughout the building.

In the event of an emergency evacuation, stewards would escort you to the nearest available refuge point before assisting you out of the building.

On entering the venue through our Accessible Entrance, you will receive a leaflet explaining our emergency procedures

How to get here by Car or Coach

The Utilita Arena Newcastle is only 3 minutes from the A1 North - South route. Take the A184 signposted 'City Centre', then follow the A189 over the Redheugh Bridge.
When in the vicinity of the Arena, follow the signs to the appropriate car parks.

Our full address for your sat nav is - Utilita Arena Newcastle, Arena Way, Newcastle upon Tyne, NE4 7NA

The road at the front of the building, Redheugh Bridge Road, is closed for safety.
Approach to the arena car park should be made via Pottery Lane from the east, or up Shot Factory Lane from Skinnerburn Road next to the river.

Public Transport

Many local bus services, Tyne & Wear Metro and rail services stop at Central Station, which is only around 965 metres away from the Arena.

Buses from Hexham, Stanley, Consett and many parts of Gateshead and Newcastle all stop at Central Station.

Eldon Square and Haymarket Bus Stations are approx. 1 mile from Utilita Arena.

Public Transport information can be found at Traveline

Taxis

We have a dedicated taxi rank operated by Blue Line Taxis which is located at the front of the arena at the entrance to Pottery Lane.

There is also a taxi rank at Central Station.

Dropping off & Picking Up

If you are arriving via taxi/lift, please ask your driver to enter the venue via Pottery Lane where a member of our team will advise of the best drop off location.

For patrons with accessibility requirements, we often advise to drop off within our disabled bays located on the south side of the building. Once you have been dropped off, you can follow the path around the venue to reach the accessible door. This will prevent having to walk up the steps at the front of the venue.

The stewards will be able to advise when dropping off, when the best time is to arrive and where to wait if someone is collecting you after the show

Mystery Shopper

Attitude is Everything are always on the lookout for new volunteers to assess almost any live music event, more information can be found at AiE Mystery Shopper.

Seating Plans

To view generic seating plans of the arena please log on to our website www.utilitaarena.co.uk, or click the link Seating Plan

Venue Safety

We take the safety and security of all our fans and visitors very seriously. When coming to the Arena we ask you arrive early to allow time to pass through security checks. **Please do not bring large bags and backpacks to the arena.**
Our security and customer services team are there for your safety. Please cooperate fully with all security checks and support these vital members of our team as they carry out important work. For more information please see: http://www.utilitaarena.co.uk/venue-information/venue-safety/
The Utilita Arena Newcastle are delighted to announce the introduction of walk through metal detectors to replace and improve the current manual scanning procedure. Watch this Video and see what to expect and how to enter the building through the arches.
There is also the introduction of vehicle inspections on arrival.
All entry constitutes consent to search.
We will not allow any large bags, backpacks, holdalls, luggage or computer bags into the venue. There is no storage or cloak room facility available so please make alternative arrangements before arriving to the venue.
Exceptions will only be made for those with medical requirements and/or special needs, we ask this is communicated to the venue ahead of your visit for ease of entry. Please contact us on Newcastle.accessibility@eu.asmglobal.com