**Accessible Online Information**

We are committed to making a visit to the Scottish Event Campus (SEC) an enjoyable experience for everyone.

The venue is easily accessible for visitors with mobility difficulties and accessibility needs. We work closely with ‘Attitude is Everything’ who improve disabled people’s access to live music by working in partnership with audiences, artists and the music industry to implement a Charter of Best Practice in the UK. We currently hold a Bronze Award and we are committed to continually improve our venues to in order to achieve the Gold Level.

In addition to this, we also work very closely with DisabledGo, a UK leading provider of accessibility information: <https://www.accessable.co.uk/>

**Contact Details**

If you have a question regarding accessibility of our venues, please contact our Customer Experience Team. We aim to respond to questions within 5 working days:

Customer Experience Team Contact Details:

**Contact number**: 0141 248 3000

**Email**: customerexperience@sec.co.uk

**Address:**

Customer Experience Department

 SEC

Freepost

GW6274

Glasgow

G3 8BR

**To book accessible tickets for events via telephone, please contact our Box Office team on 0141 576 3230 (replaces 0800 952 0110 temporarily) (open Mon-Fri 9am-5.30pm).**

**Venue Descriptions**

**The SSE Hydro**

The **first two floors** of SEC Hydro are fully accessible with lifts and automated doors.

**Important:** There is no lift to the 3rd and final floor of the venue, there are stairs along with handrail assistance to gain access to this floor. Please take this into consideration when booking tickets. People with mobility issues are recommended to book tickets on the ground, level 1 or level 2 as these have lifts to all floors.

All Entry doors East, South and West into the Hydro are wide for accessible users

All Exit doors East, South and West into the Hydro are wide for accessible users

Broad, flat, accessible concourse

**The SEC Armadillo**

The main doors in the SEC Armadillo have been widened to provide easier access for wheelchairs. Please contact a steward who will be pleased to open for you. The upper levels, Loch Suite and Seminar Suite are accessible by lift.

Entry to The Armadillo via the main doors are wide for accessible users

Exit from The Armadillo via the main doors are wide for accessible users

There is also an accessible Entry/Exit passageway via the first floor of the SEC Centre

Broad, flat, accessible concourse

**The SEC Centre**

The SEC Centre has automatic doors at both East and West entrances. Every hall in the SEC Centre is at ground level therefore making every event easily accessible for wheelchair users.

Wide accessible doors at both the East and West Entrances/Exits of the SEC Centre

Automatic Entry Doors to the SEC Centre both East and West entrances

Automatic Exit Doors leaving from the SEC Centre both East and West exits

Broad, flat, accessible concourse

All Halls are at Ground Level making them easily accessible

Level 1 of the SEC Centre is also largely accessible with wide open spaces and corridors

**Lift and Wheelchair Access**

**For all three of our venues:**

If you have your own wheelchair and wish to bring it to an event you’re welcome to do so. The venue do have a small number of wheelchairs available to borrow, but these are available on a first-come, first-served basis.

Please note that wheelchairs can only be borrowed for one event day at a time. Collection and drop off is at the following points:

* SEC Centre- cloakroom on the main concourse
* SEC Armadillo- from stewards in the ground floor lobby
* The SSE Hydro- the Information Desk across from main entrance

To advise use of your intention to borrow a wheelchair in advance of your visit, please fill in the form on the accessible webpage.

**The SSE Hydro**

Lifts operate to the **first two floors out of three** within the venue and are wide enough to accommodate a standard wheelchair. Lift dimensions and key door sizes are as follows:

Fireproof Elevator:

121cm width:

with handrail assistance

**The Armadillo**

**There are accessible lifts that take you to each floor of the Armadillo**

**The SEC Centre**

**There are lifts available to take patrons up to the first and only level of the SEC Centre, making the building fully accessible.**

**Bookable Access Facilities**

**The SSE Hydro**

Accessible seating is available within the Arena Bowl and Hospitality Suites. Alternating blocks have easily accessed viewing platforms where wheelchair users, companions and those with mobility issues can enjoy excellent views of the stage.

These seats are situated in open areas and on the same level as the concourse, so there are no steps to navigate. All accessible seating is positioned near exits and toilets.

Other accessible seating is available in other areas one level up which can be accessed via a lift.

**The SEC Armadillo**

Accessible seating available for booking in this specific venue. Alternating blocks have easily accessed viewing platforms where wheelchair users, companions and those with mobility issues can enjoy excellent views of the stage.

These seats are situated in open areas. All accessible seating is positioned near lifts, exits and toilets.

**SEC Centre**

Accessible seating available for booking in this specific venue. Alternating blocks have easily accessed viewing platforms where wheelchair users, companions and those with mobility issues can enjoy excellent views of the stage.

These seats are situated in open areas. All accessible seating is positioned near lifts, exits and toilets.

**Booking Tickets**

Accessible tickets can be purchased via telephone or in person at our Box Office. Please call 0141 576 3230 (replaces 0800 952 0110 temporarily) (open Mon-Fri 9am-5.30pm).

One complimentary personal assistant ticket is provided in order to enable a disabled person to bring a carer/support worker allowing those who require assistance linked to an impairment or long-term medical condition to attend the venue. For more information, please contact our box office by calling 0141 576 3230 (replaces 0800 952 0110 temporarily) (open Mon-Fri 9am-5.30pm).

If your access requirements change after purchasing your event ticket for any unforeseen circumstances’ we endeavour to work with you to find a suitable solution. Please inform us as soon as possible as a solution may not be always possible.

**Travel Guide**

**Accessible parking**

The main car park is the multi-storey at 10 Stobcross Road, G3 8YW, which is operated by City Parking LLP. The car park is open 24 hours and has designated disabled blue badge parking bays and payment of the car park tariff is required before you exit. Designated car parking bays cannot be reserved for individual use. However, if you are interested in a long term parking arrangement please contact ‘City Parking’ on 0141 276 1830 open 8.45am-5pm or email directly at carparkinfo@cityparkingglasgow.co.uk .

The carpark has an accessible walkway attached that takes you directly to the campus. Lifts are available to gain access to each level of the carpark as well as for exiting and entering the carpark walkway making it fully accessible at all ends.

The total distances from the multi-storey carpark to each of the venues are as follows:

SSE Hydro South entrance/exit: **128m**

SEC Centre East entrance/exit: **265m**

SEC Centre Hall 5: **307m**

SEC Centre Hall 4/Hall 2: **360m**

SEC Centre Hall 3: **482m**

***Taxi/ drop off for customers***

Drop off areas available for all 3 venues: The SSE Hydro, The Armadillo and The SEC Centre. This is at the SEC WEST ENTRANCE EXIT/ENTRANCE.

Courtesy shuttles run to assist those in need from the drop off point to venues, please note the buggies run depending on the event so please call to check and prepare carefully.

Distances from Drop off/pick up point to the event venues are as follows:

SEC Centre West Entrance/Exit: **41m**

Clydebuilt: **271m**

SEC Hydro South Entrance/ Exit: **430m**

**Public Transport**

Low level trains run frequently between Glasgow Central and Argyle Street stations and Exhibition Centre station. On disembarking at Exhibition Centre, a lift is available to take you to street level. A covered walkway connects the station to the Campus.

**Accessible, sheltered walkway to and from the train station and the Scottish Event Campus (approximately a 10 minute walk)**

**Arrival Information**

It is best to check event timings prior to arrival at <https://www.sec.co.uk/whats-on>, as opening times vary on an event by event basis. Please note that you may have to queue on arrival to enter the venue and should consider this when planning arrival.

We run buggies to assist people with accessible needs to get from one area to another on Campus. Please note that the buggies are event dependent. Contact the Customer Experience Team to check the details of whether the buggies are running on the event date you are attending.

Please contact our Customer Experience Team for more information.

Customer Experience Team Contact Details:

**Contact number**: 0141 248 3000

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**Toilets and Changing Places Facility**

Accessible toilet facilities are within easy reach of any location inside our 3 venues.

Radar keys for accessible toilets are available from stewards, or may be purchased from the Information & Business Centre in the SEC Centre and the Information Desk in The SSE Hydro.

Stewards located around the venue will help you in finding the nearest toilet from your seat.

 One Changing Place facility is available and that is located only in the SSE Hydro.

Located on Level 2 of the SSE Hydro and accessible via the foyer lifts, our Changing Place facility includes the following facilities:

* Bench - Height Adjustable, Adult Sized, Wall Mounted
* Hoist - Ceiling , Loop
* Peninsular Toilet
* Washbasin Height Adjustable
* Non Slip Floor
* Floor Space (sq. m) - 10
* Emergency Alarm
* Privacy Screen
* Managed
* Disabled Parking

This facility is located on Level 2 and is available when the SSE Hydro is open for an event. If you require to use it outwith event opening hours please contact us:

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***Medical Requirements***

Customers who need to bring medical items with them to an event are asked to make this known to the venue prior to arrival to avoid any security related concerns and allow us to ensure you enjoy your experience. Please note that prescription medication must be contained inside the original packaging with your name and this must be then matched and verified with your own ID.

**Access to Performance**

**Interpreter Services**

If you require the interpreter service, please request this when booking tickets and allow at least 4 weeks’ notice prior to the event. Please note, that the provision of an interpreter is not always guaranteed depending on the event itself.

**Access To The Performance**

**The SSE Hydro**

A hearing assistance system is installed within the main Arena bowl for customers with a hearing impairment. This is accessed via infra-red headset available from the Information Desk during events. Please note customers will be asked to sign out a headset which is to be returned at the end of the show to a member of staff. Information on this service will be provided upon booking with our sales staff. For further information please contact our box office team on 0141 576 3230 (replaces 0800 952 0110 temporarily) (open Mon-Fri 9am-5.30pm).

Interpreter services can be provided on request when booking tickets. To allow us to make a reasonable adjustment to provide this service please allow us 4 weeks’ notice prior to the event date. Please note, that the provision of an interpreter is not always guaranteed depending on the event itself.

**The Armadillo and SEC Centre**

Our Box offices have induction loop systems.

Induction loop systems are also available in all Loch Suite and Seminar Suite rooms.

The stalls in the SEC Armadillo are also equipped with induction loop systems, but operation is dependent on each, individual event or performance so provision can vary. For more information about the availability of induction loop systems at the venue please email our Information Desk.

**Assistance Dogs**

Assistance dogs are welcome at the venue, but please be aware that noise levels can be high during some events. At the time of booking please let out Box Office Team know if an assistance dog will be accompanying you to the venue. Please not we do not take responsibility for any assistance dogs and ask that the dog remains with or in sight of the owner. Please note that dogs attending the event must be a registered guide dog so therefore appropriate ID must be shown on behalf of the dog.

**Strobe Lighting and other special effects**

Strobe lighting and other special effects may be used on occasions during performances, however this can vary on an event by event basis. If you have any questions relating to a specific event please contact our Box office on 0141 576 3230 (replaces 0800 952 0110 temporarily) (open Mon-Fri 9am-5.30pm) or our Customer Experience Team:

**Contact number**: 0141 248 3000

**Email**: customerexperience@sec.co.uk

**Useful Information**

**EMERGENCY EVACUATION**

We operate a PEEP (Personal Emergency Evacuation Plan) registration system. For customers who may require one, please ask our customer service agents for more information at point of booking or on entry into the venue.

**FOOD & DRINK OUTLETS**

All of our food and drink outlets are fitted with low level counters to aid customers when purchasing products. We also strive to ensure that all our overhead signage is provided in large colour contrasting clear text.

Low level counters: **85.1cm**

**SHOP & MERCHANDISE OUTLETS**

Our shop and merchandise outlets are fitted with low level counters.

Low level counters: **85.1cm**

**Low level counters throughout the whole campus**