

# DRUMSHEDS

## ACCESSIBILITY INFORMATION PACK 2024

Thank you for purchasing your ticket. **DRUMSHEDS** is dedicated to being inclusive and accessible, giving world-class experiences to everyone.

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### HOW TO BOOK

We have a range of accessible facilities onsite and offer complimentary Personal Assistant (PA) tickets. To get a free PA ticket, or to use our accessible facilities you must complete our [Accessibility Request Form](#) and upload a supporting document [HERE](#).

#### Supporting documentation we accept:

- Front page of DLA / PIP letter
- Front page of Attendance Allowance letter
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card
- Credibility's Access Card showing you require a +1/+2 to accompany you.
- Blue Badge (for parking requests only)

### CARER/ PERSONAL ASSISTANT TICKET

If you are applying for a PA ticket please don't purchase one for your PA as it is free of charge and will be sent to you when we have approved your request. Complimentary PA tickets can only be added to tickets purchased via [Kaboodle](#).

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## TRAVEL GUIDE

We are accessible via Meridian Water station (National Rail), which has step-free access via a lift and is 1609 meters from DRUMSHEDS.

### Train and Tube:

Meridian Water is the closest station to DRUMSHEDS, followed by Tottenham Hale and Hackney Downs.

- 7 mins Meridian Water Station
- 12 mins Tottenham Hale
- 25 mins Hackney Downs

### Bus:

By bus, the numbers 192 and 341 stop near the venue. All TFL bus routes are served by low-floor vehicles, with a dedicated wheelchair space and an access ramp. They can also 'kneel' to reduce the step-up from the pavement.

### Taxi:

Taxi drop offs can be made in our designated taxi drop off point within the venue gates which will be signposted on arrival.

As well as leaving plenty of time, we recommend that you check the Transport for London journey planner (<https://www.tfl.gov.uk/plan-a-journey/>) and its status updates (<http://www.tfl.gov.uk/roads/status/>) to check for any changes to services.

We also have stewards at Meridian Water station to guide attendees to the relevant exit and to the access customer entrance on, as well as answer any queries you may have.

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## PARKING

Limited accessible parking is available for guests with special requirements. If you require this, please complete our [Accessibility Request Form](#) with your vehicle registration number. **Please note, parking can only be booked in advance and by customers that hold a Blue Badge.**

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## WHAT TO DO WHEN YOU ARRIVE

At the event, we have a box office that is situated on the path once you are through our main exterior gates. If you need to collect tickets this is where you will do so. Please make one of our team aware that you have access tickets.

When you arrive, there will be fencing and might be a queue once you are inside. There will be security stewards directing the queues; if you require priority access, please make yourself known to one of these stewards who will be able to contact the duty manager on your behalf.

There will be a number of security staff as well as venue team members that will be available to help with any queries you may have, as well as a dedicated Information Point within the space for help with queries.

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## **TOILETS**

We have accessible mobile toilets which are located on our external pathway before entering the venue and on the ground floor inside the venue. Both of which can be opened via a Radar Padlock.

In the venue we also have accessible toilets located on **level 0** and **level 1** that can be unlocked using a RADAR Key.

If you have a RADAR key, please bring this with you. We have staff located next to the toilet to assist if not. Please note we also hire out RADAR keys from the info point; this is free of charge but will require a £5 deposit.

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## **STEP-FREE ACCESS**

DRUMSHEDS has step-free access to the box office, toilets (level 0 and Level 1) and all main event space. These areas can be accessed via our lift.

On standing only shows, wheelchair users can gain step-free access seats by prior arrangement. Please contact us if you may require this and we will be happy to assist.

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## **MEDICAL REQUIREMENTS**

We understand that our guests may need to bring medication and / or medical equipment to take care of a medical condition. If you have any

concerns regarding being allowed entry with any items, please get in touch with us via email [access@drumshedslondon.com](mailto:access@drumshedslondon.com) in advance of your booked event.

For all of our events, we have a fully trained medical team situated on site. Please use this facility if at any time you feel you need to do so.

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## **VISITORS WHO ARE DEAF OR HARD-OF-HEARING**

If you require captioned or signed facilities, please do get in touch with us beforehand and we can confirm if we are able to arrange this.

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## **VISITORS WHO ARE BLIND OR VISION-IMPAIRED**

If you have a form of vision impairment, our staff will be happy to assist if you require. Should you require braille or large print material please let us know in advance.

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## **VISITORS WHO ARE WHEELCHAIR USERS**

We have a designated access space for all shows for wheelchair users. This is a limited capacity space, and if you require seating or a space for a wheelchair, please let us know when completing your [Accessibility Request Form](#). Once you have purchased your ticket and complete the form, we will get back to you to confirm. If you come in a wheelchair and no space is available, there are other areas that are accessible via our lift.

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## **ACCESS AREA**

We have designated viewing platforms located in our main performance spaces. These areas are exclusively for the use of attendees with life long access requirements and is a sectioned off area away from the main crowd with seating inside. Venue staff will be on hand to assist, and to ensure only valid attendees are able to access the platform.

If you wish to use this area, please complete our [Accessibility Request Form](#). Once we have received and reviewed this we will email back to confirm.

Please note, due to limited spaces guests that have booked the access area can only be accompanied by one other person in the viewing platform area. If not booked in advance, we may not be able to accommodate on the day.

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## **ASSISTANT DOGS**

We allow guide dogs and assistant dogs at the venue, please email us in advance so we can advise the procedure to follow if you require assistance at an event.

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## **STROBE LIGHTING**

Occasionally, performances will use strobe lighting. We do our best to deter productions from doing so as we appreciate it will prevent some people from attending. We will update the relevant Performance Information page on our website if strobe lighting is being used. If you have any concerns, please get in touch.

Please note, though we will do our best to reply to you with a solid answer in good time, we may have to liaise with external promoters to get this answer, which can increase the response time. If strobe lighting is being used as part of a performance that you have purchased tickets to, we will offer a refund or exchange if strobe usage means you cannot attend.

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## **CONTACT**

For all access-related enquiries, please email [access@drumshedslondon.com](mailto:access@drumshedslondon.com)

Please specify whether you would like us to reply to you via email or if you'd like us to ring you. If the latter, within your email please include your contact number and your preferred time for us to call. For all access requests please complete our [Accessibility Request Form](#) and upload a supporting document [HERE](#).

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**We aim to make your experience as enjoyable as possible. If there is anything we have not mentioned above, please do not hesitate to get in contact with us via the access email.**