

Access at ACCA

We aim to provide inclusive and enjoyable experiences for all D/deaf and disabled customers.

This access guide gives information on accessing the Attenborough Centre and follows the guidance of Attitude is Everything, who work to improve deaf and disabled people's access to live music.

More information on their work can be found at www.attitudeiseverything.org.uk

Booking Tickets

SEATED EVENTS:

Most of our shows have reserved seating, so you can choose where you would like to sit. We also have the following accessible seating:

Reserved for customers with access requirements

These seats are not on general online sale, but you can book them by indicating your access requirements on your account (click here for more info), by joining our [Access Register](#), or by [contacting the box office](#) directly.

- Spaces for wheelchair users
- Seats with flat floor access
- Seats with best sightlines BSL interpretation or captioning (when applicable)

Unreserved

These seats are on general sale, and can be booked by anyone.

- Seats close to exits: the ends of Rows F, G, J and K are closest to the exits.
- Hearing Loop: if you are using of our Sennheiser sound enhancement units, the best seats are near the middle of Rows J – N.

STANDING EVENTS:

We can provide a viewing area at standing gigs at the front of the auditorium for wheelchair users, customers who require a seat and are not able to use stairs, and for those accompanying customers with these access requirements.

We will try to accommodate larger groups, but if there is high demand may have to restrict access to disabled customers and their PAs.

If you will a need space in the viewing area please let us know using the contact details below.

There is also some limited balcony seating (12 seats) for customers who can use stairs but are not able to stand for the entire event.

If you know in advance that you would like to use one of these seats, please book a General Admission Standing ticket, and let us know you would like to reserve a balcony seat.

Tickets can be booked online [here](#), in person at the Box Office, or by calling 01273 67 88 22. For ticketing enquiries call or email boxoffice@attenboroughcentre.com.

Free Tickets for Personal Assistants

Personal assistance tickets for customers who would otherwise be unable to attend the venue are available free of charge.

These tickets can be booked online by customers who have joined our [Access Register](#) and provided proof of eligibility. They can also be booked by [contacting the box office](#) directly.

Travel to the Venue

Train

The closest train station is Falmer – approximately 400m / 5 minutes' walk from the venue. There is step free access from both platforms.

From the train station follow signs to University of Sussex. Head under the underpass and over the zebra crossing. Walk straight ahead through the Falmer House courtyard, then turn left.

Click [here](#) for map

Train journey times:

- From Brighton – 9 mins
- From Lewes – 7 mins

Bus

- From Brighton:

The most frequent buses are the [25](#) and [25x](#).

The closest bus stop is the [Sports Centre bus stop](#).

- From Lewes:

The most frequent buses are the [28 and 29](#).

The closest bus stop is at [Falmer Station](#).

For more information on access on Brighton & Hove buses, see the accessibility page of their website [here](#).

Parking

The nearest car park is [Car Park 5](#) at the Sports Centre – approximately 200m / 2 minutes' walk from the venue. There are 2 Blue Badge bays in this car park.

There is one Blue Badge bay directly opposite the venue.

Vehicles (including taxis) are welcome to drop off outside the venue.

There is a barrier at the end of the road, so the driver will need to press the intercom button to talk to the University's Security team, who will then raise the barrier. The barrier opens automatically on the way back out.

All parking on campus is free of charge after 5pm, and all day on weekends.

If you are parking on campus during the day Monday – Friday, we recommend leaving extra time to enable you to find a parking space.

Around the Venue

Arrival

The venue opens one hour before the show start time. We can arrange early access to the venue and / or the auditorium if required – please [contact the box office](#) to arrange this.

Foyer

The entrance to the venue is on the level, and has a pushpad on one of the doors. Front of House staff will be in the foyer area as you arrive for the show and will direct guests and answer questions as required.

Box Office

The Box Office is immediately on your left-hand side as you enter through the front doors; it has a lowered counter and a hearing loop.

Accessible toilets

There are two sets of toilets on the right after you go through the foyer – there is an accessible toilet in each. Both sets of toilets have pushpad access; the accessible toilets do not have a RADAR lock.

The venue does not have a Changing Places toilet. The closest one is at the [AMEX Community Stadium \(Brighton & Hove Albion FC's ground\)](#), accessible 24 hours through the stadium's Wheelchair Entrance 3. The room has a RADAR lock. To access this facility contact stadium security at the gate house or West Reception. Click [here](#) for the stadium's access information.

Café-Bar

The café-bar is past the foyer, up 7 steps – it is also accessible via the customer lift.

The café counter has a lowered section, there are bendable plastic straws on the bar, and large print menus are available on request.

Auditorium

There are three routes to the auditorium:

- Stairs from the foyer – 18 steps
- Stairs from the café – 16 steps
- Customer lift

Row H has step-free access; it is the central row in the auditorium, about halfway back from the stage.

Rows A – G are closer to the stage, and are down 1 – 7 stairs from Row H level.

Rows J – P are further away, and are up 1 – 7 stairs from Row H.

Rows Q and R are on the rear balcony, and are only accessible via stairs (16 steps from auditorium level).

The two small side balconies are accessible via stairs (10 steps from auditorium level).

Access to Performance

At selected events

We have the following facilities at some selected events:

- Captioning
- BSL interpretation
- Relaxed performance
- Audio description
- Touch tours

Places on Touch Tours can be booked online, or by contacting the box office.

If you would like to book seats with good sightlines of captions / BSL interpretation, you can do so online by indicating your access requirements on your account ([click here for more info](#)), or by contacting the box office directly.

Hearing Enhancement

All our spaces have a Sennheiser infrared system that sends an audio signal to a personal infrared receivers worn around the neck.

These receivers can connect to either a hearing aid or the headphones provided with the receiver.

Strobe Lighting

We try to avoid strobe lighting where possible. However, it is sometimes an artistic requirement and, if this is the case, onsite warnings will be provided in the form of signage and a pre-show announcement.

We will do our best to obtain detailed information about the timing of any strobe lighting.

Assistance Dogs

We welcome assistance dogs. We recommend that guests inform the box office in advance and provide proof that any dog is registered with an organisation that is a member of Assistance Dogs UK. We can provide water for assistance dogs, and can usually look after them during a show.

Customers with Medical Requirements

We welcome guests who need to bring medicines, food, drink or equipment to manage a medical condition. Please contact the box office to let us know if you need to bring medical supplies with you to an event.

Contact Details

Melissa Cox (Box Office Co-ordinator)

melissa@attenboroughcentre.com or

boxoffice@attenboroughcentre.com

Tel: 01273 67 88 22

We welcome calls via Next Generation Text: 18001 01273 67 88 22

Attenborough Centre for the Creative Arts (ACCA)
University of Sussex
Gardner Centre Road
Falmer
Brighton
BN1 9RA

We aim to reply to your query within 48 hours.