

# BAND ON THE WALL

## Access Guide to Band on the Wall

Band on the Wall is a renowned centre for live music, situated in the heart of Manchester's Northern Quarter.

The venue is designed to be as accessible as possible and this guide provides information to help you plan and enjoy your visit. It is available on our website [www.bandonthewall.org/access](http://www.bandonthewall.org/access) or you can request a hard copy by emailing [access@bandonthewall.org](mailto:access@bandonthewall.org)

If you require larger text, most web browsers and PDF viewers will enable you to enlarge the pages on your computer through holding CTRL key (PC) or ⌘ key (Mac) and zooming in/out using the + and - keys.

We welcome feedback about this visitor and access guide or indeed about any issues, particularly relating to access, that you may have encountered when visiting the venue. Please email feedback to [access@bandonthewall.org](mailto:access@bandonthewall.org) or post to:

**Band on the Wall, 25 Swan Street, Manchester M4 5JZ**

This document is also available as an audio guide or in braille, on request.

## CONTENTS

1. Summary - Access Features
2. Ticket bookings
3. Location
  - 3.1 In the City
  - 3.2 Maps

#### **4. Transport and Parking**

- 4.1 Bus
- 4.2 Train
- 4.3 Metrolink
- 4.4 Taxi
- 4.5 Car
- 4.6 Car parking
- 4.7 Blue Badge parking

#### **5. Getting in and Getting Around**

- 5.1 Attendees at events in the main venue
- 5.2 Musicians/DJs performing in the main venue; info for wheelchair users
- 5.3 Visitors to education rooms or offices
- 5.4 Toilets
- 5.5 The lift
- 5.6 Seating
- 5.7 Strobe lighting
- 5.8 Assistance dogs

#### **6. Means of Escape**

### **1. Summary - Access Features**

Band on the Wall seeks to maximise access for disabled people, whether customers, performers, staff or participants. This guide provides detailed information on various aspects of our venue accessibility but in summary, there is level access to:

- The main venue, ground floor (slight down-gradient as you enter the main door)
- The adjacent bar, ground floor
- Education floor (via lift)

- The stage (via bar, ground floor)
- Artists' dressing rooms (via lift) with adjacent accessible toilet & shower room

There is a step between the main bar ground floor and the main venue ground floor; however, this can be avoided either by exiting from the bar and re-entering the main venue (blue door) or via the corridor to the left of the main bar entrance.

- There is an induction loop at the box office
- There are accessible toilets on all floors apart from the mezzanine level
- There is a low-level counter in the main box office
- There are low-level serving sections of the bar in the main venue and the adjacent main bar

If you require a personal assistant to attend with you, please contact the venue for free access for your assistant. One week's prior notice is preferred. Band on the Wall aims to have all its staff trained to assist disabled people. Your feedback and queries are welcomed. Please contact us for further information: Email: [access@bandonthewall.org](mailto:access@bandonthewall.org)

Telephone: 0161 834 1786 (weekdays between 10:00 - 16:00)

Postal address: Band on the Wall, 25 Swan Street, Manchester M4 5JZ

## **2. Ticket Bookings**

Tickets for all concerts can be bought directly from our website [www.bandonthewall.org](http://www.bandonthewall.org) or by phone through Ticketline 0161 832 1111. There is a booking fee for this service.

Tickets can also be purchased in person at Band on the Wall's box office. Visit [bandonthewall.org](http://bandonthewall.org) for current opening times.

There is no booking fee for tickets purchased with cash at our box office. There is an assisted hearing facility at our box office.

The personal assistant of a disabled person is offered free admission. This should be arranged in advance (ideally at least a week) by phoning the venue on 0161 834 1786 (weekdays between 10:00 - 16:00) or emailing [access@bandonthewall.org](mailto:access@bandonthewall.org)

### **3. Location**

#### **3.1 In the City**

Band on the Wall and its adjacent bar are located on Swan Street in Manchester's Northern Quarter. We are 0.4 miles away from Piccadilly Gardens, the main square of the City.

You can view an access route video from Manchester Piccadilly station to Band on the Wall, detailing a flat route to aid those with mobility requirements, [here](#).

#### **3.2 Maps**

Our address is:

Band on the Wall, 25 Swan Street, Manchester, M4 5JZ

View on a map and find out the distance between us and your location by clicking [here](#).

### **4. Transport and Parking**

#### **4.1 Bus**

Band on the Wall is 0.4 miles from Piccadilly Gardens Bus Station and 0.2 miles from the Shudehill Transport Interchange.

- On foot from Piccadilly Gardens Bus Station, take Oldham Street and walk to the end where it meets Great Ancoats Street (Frog & Bucket on your right), turn left into Swan Street & Band on the Wall is 100 yards on the left.
- On foot from Shudehill Interchange, walk up Shudehill and turn right

at the first set of lights (at the Crowne Plaza Hotel), into Swan Street. Stay on the right hand side and Band on the Wall is 150 yards on the right.

### **Accessible Buses**

Nearly 60% of buses used in Manchester meet the design standards for accessible buses, including low floor easy access. On some services all the buses have this facility.

To find out the times of easy access buses:

- Pick up a timetable at a TfGM Travelshop on main bus stations in Greater Manchester; or
- Call TfGM customer services on 0161 244 1000

In some instances, travellers with disabilities are entitled to lower fares and free travel in Manchester. For information on this - and for other information on bus and rail services visit <https://www.tfgm.com/accessible-travel>

### **4.2 Train**

Band on the Wall is located between Manchester's main train stations, Piccadilly and Victoria. From Piccadilly Station it's a walk of 0.7 miles and from Victoria 0.4 miles. Alternatively a taxi should cost less than £6.

From Piccadilly Station - Turn right as you leave the station's main exit to London Road. Turn right on Newton Street and continue until you reach the end crossing. Turn left onto Swan Street and continue. Band on the Wall is two minutes away on your right hand side.

From Victoria Station - Turn left as you leave the main station entrance, into Corporation Street. Walk 300 yards along Corporation Street, cross the street and at the major junction turn right into Miller Street. Walk up Miller Street for about 0.2 of a mile (past the CIS multi-storey building on your right). At the next major junction (at Shudehill) go straight across at the lights into Swan Street -

past the Crowne Plaza Hotel. Walk up Swan Street and Band on the Wall is 150 yards along on the right.

### **National Rail Enquiries**

Phone: 08457 48 49 50 Overseas: +44 (0) 20 7278 5240 Train Tracker: 0871 200 4950 Website: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Manchester is connected to the European rail network with a train change in London.

### **4.3 Metrolink**

The nearest Metro stops are Market Street and Piccadilly Gardens – both by Primark in Piccadilly Gardens – and at Shudehill. All stops are less than 0.4 miles from the venue. On foot from the **Market Street** and **Piccadilly Gardens** stops, take Tib Street (at the side of Debenhams) and go to the far end of Tib Street, then turn left into Swan Street – Band on the Wall is just 100 yards on the left. On foot from the **Shudehill** stop, turn left up Shudehill, cross the road and at the second set of lights go right into Swan Street (at the Crowne Plaza Hotel) – Band on the Wall is 150 Yards on your right.

Check [www.tfgm.com](http://www.tfgm.com) for timetable information.

### **4.4 Taxi**

Several taxi firms serve Manchester city centre. Our door and box office staff will be happy to assist in obtaining a taxi at the end of the night. A number of companies provide a wheelchair taxi service.

- Mantax (0161 230 3333) have an entire fleet of fully wheelchair accessible taxis.
- Radiocars (0161 236 8033) advertise a ‘disabled-friendly’ service. They can carry disabled passengers with fold up wheelchairs only.

### **4.5 Car**

To plan your car route, visit [www.theaa.com/routeplanner](http://www.theaa.com/routeplanner)

## **4.6 Car parking**

Band on the Wall does not have a car park. There are metered bays on the adjacent Oak Street and on Swan Street. There is free car parking after 20:00 on both sides of Swan Street (single yellows) where Band on the Wall is located. There are also 24hr NCP car parks within 600 yards of the venue:

- NCP Printworks Car Park - Shudehill M4 1EY (enter from Hanover Street, off Shudehill). This has 44 disabled spaces. Telephone: 0845 050 7080
- Arndale Centre - High Street M4 1EY (enter from High Street or Shudehill/Wintergardens). Telephone: 0161 832 6471

From Band on the Wall, to get to Shudehill by car, take the left hand lane on Swan Street and turn left at the first set of lights. The Transport Interchange is then 300 yards on your right, car park just before the Interchange, sign-posted NCP Printworks Car Park.

The Arndale Centre is straight ahead down Shudehill, with the entrance to the car park on the left just across the Metro line.

## **4.7 Blue Badge parking**

Blue Badge holders may park with a badge and clock displayed for up to three hours on a single or double yellow line (as long as no loading restrictions are in force). The clock must be set to show the time of arrival. This applies on Swan Street where Band on the Wall is located and in all surrounding streets, though parking at night in neighbouring side streets is not recommended as, although car crime has reduced in recent years, it is still a factor in the area.

## **5. Getting in and Getting Around**

### **5.1 Attendees at events in the main venue**

Venue admission is by the main door. There are no steps at either entrance or within the ground floor of each of the two venue spaces.

There is a single step in the corridor between the two venues; however, level access can be achieved between the two spaces.

The main venue doors open outwards to the street and the floor slopes slightly downwards in the foyer and is then flat for the rest of the ground floor of the venue.

The balcony is the only part of the public areas that does not have level access.

From the foyer, as you enter the main venue through the door to the left, the stage faces you and the bar is at the opposite end of the room.



The accessible toilet is accessed on the right (as you face the stage) and then immediately on the left. It is only a few yards from the auditorium.

There is a lower servery section on the left side of the bar in the venue and to the right of the adjacent bar next door.

There is also an accessible toilet in the bar - on the right, just before the bar stage area.



## **5.2 Musicians/DJs performing in the main venue; info for wheelchair users**

There is level access to the stage and, via the lift, to the dressing rooms and artists' toilets/shower room.

## **5.3 Visitors to the World of Music learning floor or ICM offices**

There is a buzzer for access to the building on the right side of the venue entrance. Ring this during office hours (09.00 - 17.00 Mon-Fri) and a member of staff will come to let you in. If assistance is required please state this when you have made contact.

The offices and learning floor are situated on the first floor and are accessed via the lift which can be reached from the bar entrance, through the bar and on the left.

## **5.4 Toilets**

The main public toilets are in the basement, accessed by stairs from the venue. However, there are four accessible toilets, all with level access, in:

- The main venue; accessed from the corridor on the right, as you face the stage
- The bar; on the right just ahead of the bar stage area
- The basement, for the use of artists only, next door to the dressing rooms
- The corridor on the first floor, for the use of staff and users of the learning facilities (via lift)
- The back corridor on the first floor, for the use of staff and users of the learning facilities (via lift)

The entrances to all the accessible toilets are 92 cm wide and the internal dimensions are 2m x 2m. All are fitted with grab rails and electronic alarms. The internal dimensions of the accessible toilet/shower room for artists are 3.3m x 2.3m.

## **5.5 The Lift**

The lift is only used by staff, artists going to the dressing rooms and visitors to the offices or learning. The entrance to the lift is 90 cms wide. Internally the dimensions are 1.2 metres wide by 1.5 metres deep. There is no requirement to turn in the lift as there are

exits/entrances on two sides of the lift at the relevant levels.

## **5.6 Seating**

There are several types of seating and the layout varies considerably depending on the event. If you require more information about the seating for a particular event, please phone Band on the Wall on 0161 834 1786 (weekdays between 10:00 - 17:00) or email [access@bandonthewall.org](mailto:access@bandonthewall.org)

We do not offer a general seating reservation facility, but if a seat is an access requirement, please contact us in advance (ideally a minimum of one week) and we will arrange for you to have a seat. Even when an event is advertised as 'standing only', there still is balcony seating available. If stairs are a problem please get in touch to arrange ground floor seating.

We do not allocate a specific area for wheelchair users; we give the option of where you wish to view the stage. However, if you require assistance to find a viewing position, please ask a member of staff and we will do our best to accommodate your request.

### **Height of seats**

Loose chairs are 18 inches (46 cms) in height - seat base from floor. On the balcony, which is not accessible by wheelchair users, the high stools are 30 inches (75 cms) in height and the low stools 18 inches (46 cms) in height. The stools are backless.

## **5.7 Strobe lighting**

Strobe lighting is used during some performances as a visual effect.

A proportion of people with photo-sensitive epilepsy may be affected by strobe lighting, and the effect may also produce undesirable sensations amongst the general population.

Certain people with epilepsy and photosensitivity may suffer a seizure if exposed to flashing or strobe lighting.

Please ask Band on the Wall's staff if a strobe is in use prior to entering the venue, and they will be able to inform you. We will also display signage in the bar area if strobe lighting will be used during a performance.

## **5.8 Assistance Dog Policy**

Assistance dogs are welcome in the venue and bar. The owner should notify the venue of the intention to attend an event in advance where possible, please phone Band on the Wall on 0161 834 1786 (weekdays between 10:00 - 16:00) or email [access@bandonthewall.org](mailto:access@bandonthewall.org)

Staff are responsible for implementing cleaning protocols as necessary. Staff are also asked to consider the requirements of visitors and their dogs as appropriate to the situation. This may be that the dog is cared for outside of the auditorium and assistance is provided to the owner if possible - the venue can be very loud and detrimental to a dogs hearing, therefore the owner may be assisted by staff into the venue leaving the dog in a suitable place in the bar or box office.

### **Responsibilities of Assistance Dog Owners**

The responsibility and care of the assistance dog is at all times that of its owner.

## **6. Means of Escape**

In case of an emergency evacuation, please make your way out through the nearest exit. If you are in a non-public area of the building, there are refuges outside the lift entrances in the basement, mezzanine and first floor levels. To evacuate, please:

- Seek nearest lift point and press 'CALL' button
- The status light will illuminate and a ring tone will sound
- The call will be answered
- Wait for the operator to finish speaking before replying

- Speak clearly in the direction of the unit - do not press or hold the 'CALL' button during a call
- When the conversation finishes the status light will remain on. The operator is kept aware that you have made a call from this location and can contact you again
- If you want to speak to the operator again press the 'CALL' button.

\*\*\*\*\*

If you have any questions not addressed in this Access Guide please contact us and we will be happy to assist. You can call us on 0161 834 1786 (weekdays between 10:00 - 16:00) or email [access@bandonthewall.org](mailto:access@bandonthewall.org)

We value your feedback - so please don't hesitate to contact us if you have any comments or suggestions as to how we can improve our service.