

Is the venue wheelchair accessible?

Due to the layout of the venue we can accommodate wheelchair users in the main auditorium in the following ways:

Seated Shows

At seated shows, we are able to adjust the seating in the first 3 rows to allow wheelchair users an excellent vantage point and allow partners/companions to sit next to the wheelchair users.

We kindly ask anyone attending in a wheelchair to let us know when booking – or before the event – that you will require space for your wheelchair in the venue so that the seating can be set up correctly in advance.

Standing Shows

Standing gigs offer accessibility for disabled patrons – and their companions – in our mezzanine. We will always do our best to accommodate individual requirements, and other viewing options may be available at standing gigs following a risk assessment of the event.

The six available spaces in the mezzanine are allocated on a first-come, first-served basis upon booking, and access to the mezzanine is via an elevator. We kindly ask that anyone looking to use this facility let us know when booking and make themselves known to reception staff on arrival. Our staff will take you to the mezzanine and offer assistance throughout the evening as and when required.

Standing and queueing

Seating can be provided on request and Access Card holders with difficulty standing and queueing can get in touch to arrange early entry.

Access to toilets

There is a purpose built disabled toilet accessed from the lobby area via level flooring. The disabled toilet is easily accessible from the auditorium or mezzanine (both approximately 20m away) as well as the bar or reception. It is kept locked with a Radar key, which is available from reception or the bar.

Assistance dogs

Assistance dogs are welcome in the venue.

Essential companions

Customers with accessibility difficulties who need a full time assistant in order to attend the event are eligible to purchase 2-for-1 tickets, in order to bring a personal assistant or carer to the event at no extra cost. To apply for a 2-for-1 ticket, please book a standard entry ticket through www.gigantic.com and then email proof of eligibility through to access@metronome.uk.com We accept the Access Card as proof of eligibility and will provide the stated assistant tickets for that card.

Any of the below are accepted as proof, in addition we will review an application without these forms of evidence on a case-by-case basis.

- *Front page of DLA / PIP*
- *Front page of Attendance Allowance letter*
- *Evidence that registered severely sight impaired*
- *Recognised Assistance Dog ID card*

Once your request has been received and approved we will email you back with further information as to how your personal assistant ticket will be issued. In order to get a personal assistant ticket, you MUST book your ticket through www.gigantic.com

Getting here

Address:

*Metronome
Huntingdon Street,
Nottingham
NG11AP*

Nearest tram stop

The nearest tram stop is at the Lace Market, 0.4 miles from the venue. Nottingham has Park & Ride car parks situated just outside the city, with a regular tram service running throughout the week. Go to thetram.net to plan your journey. The tram network in Nottingham is also fully accessible.

Nearest bus stop

Take your pick! Visit the Nottingham City Transport website to plan your route. Numerous services stop just outside the venue. The bus network in Nottingham is fully accessible.

Nearest car park

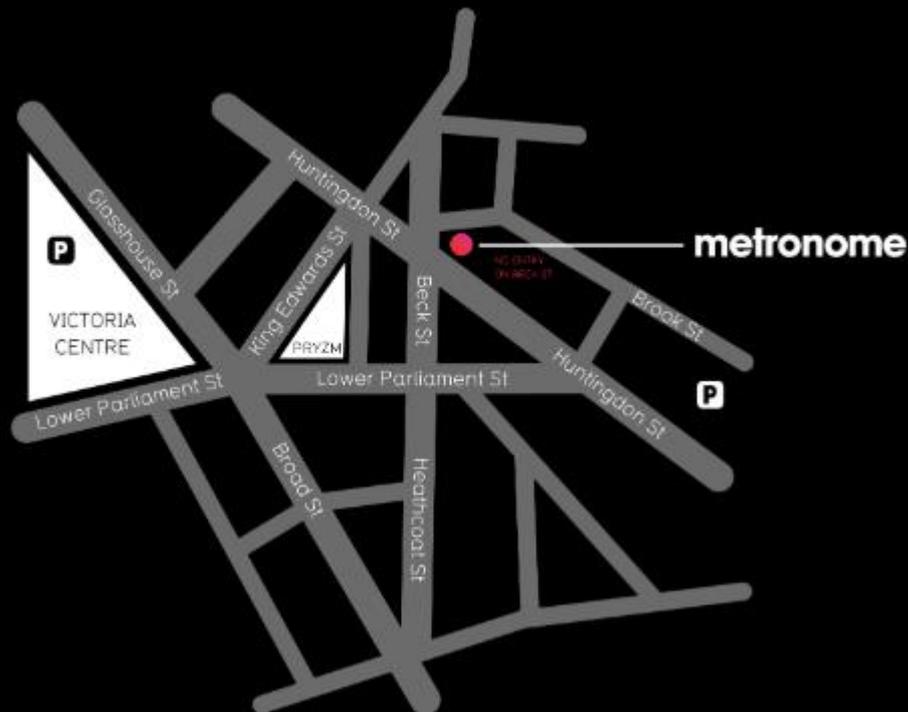
Just behind Metronome, on Brook Street. The sat nav postcode is: NG1 1EA ([view on Google maps here](#)), you're looking out for the Nottingham Arena (Brook St) car park, open 24/7. Blue badge holders may park free for up to four hours.

Nearest train station

Nottingham Station is 0.8 miles from Metronome. You'll find plenty of taxis outside the station, or use your Uber app. The train station is also fully accessible.

Nearest pick-up and drop-off point

There is a Shell garage 115ft from the venue, which provides safe and lit-up cover to be dropped off by a taxi or wait to be picked up. There is also only one road to cross from here to the venue, which uses a pelican crossing.



Contact us

For any venue accessibility queries, please contact us at access@metronome.uk.com

OR

if you would prefer to speak to someone in person, please contact Richard Draper on **07795690728**.