

Accessibility & Inclusion at The Wardrobe

Here at the Wardrobe, we believe in inclusion for all.

Everyone is welcome at our events, and we expect all guests to be equally respectful and inclusive.

Please contact us before your visit so we can support you as best we can. We aim to meet all access needs and will do our very best to accommodate.

Space in our accessible areas is limited, so although we try to get everyone in it may not always be possible to meet every request.

How to Contact Us

If you have questions or ways for us to improve, please get in touch:

- **Email:** bar@thewardrobe.co.uk
- **Phone:** 0113 383 8800

Access Overview:

- **Entrances:**

The main entrance has one step, then three more. A step-free entrance is available from the venue entrance.

- **Main Bar Area:**

- The main bar is accessible excluding two raised stage areas.

- **Counters:**

- Dropped-height counters at the box office, merchandise, and cloakroom (when in use).

- **The Venue:**

- There are 18 steps down to the venue.
- We have a lift to the venue, this is located behind the box office, staff will assist if you'd like to use it.
- Most of the venue is accessible, except for the sunken dance floor in front of the stage.

Wheelchair & Access Spaces in the venue

- Please contact us **before** buying tickets as we have limited space, and we operate a first come first serve basis.
- We'll do our best to seat you with friends, but due to limited space, we may only be able to admit you and one companion.

Personal Assistant (PA) Tickets

Customers can request a free PA ticket; this is operated on a first come first serve basis

What to do:

- Please email us at **bar@thewardrobe.co.uk** to request a free PA ticket or give us a call if you prefer
- We will then ask for one of the following:
 - Blue Badge
 - Disability Living Allowance (DLA) / Attendance Allowance (AA)
 - Personal Independence Payments (PIPs)
 - The Access Card (<http://www.accesscard.org.uk/>)
 - Don't have proof? We'll assess case-by-case.
- We will then advise you to purchase a ticket as usual.
- We do not send out PA tickets out they will be behind the box office on the event day.
- For some shows particularly Crash record shows, PA tickets can go very quickly so please check with us beforehand.

Toilets & Baby Changing

- **All our accessible toilets are gender-neutral toilets**
 - The accessible bar toilet is always open.
 - Our Venue accessible toilet is backstage. Staff will show you when you arrive where this is.
 - **Baby changing facilities** are available in the main bar's accessible toilet.
 - **Here at The Wardrobe we respect the privacy and choice of others, choose and use the loo that feels right for you.**
-

Sensory Information

- We currently don't provide hearing or visual assistance (e.g., induction loops). We're working to improve this and welcome your feedback.
-

Strobe Lighting

- Some shows may include **strobe or flashing lights**.
 - For event-specific info, please contact us in advance.
-

Assistant Dogs

We allow access for assistance dogs. We can house them in our office which has an exit out into our back yard for toileting.

Temporary Access Needs

We want everyone to feel **welcome and safe** at The Wardrobe, so if you need help or support, please **tell us before your visit** so we can assist. This includes short-term needs (e.g., pregnancy, injury).

How to Find us and where to park?

MAP

The Wardrobe is situated in the heart of Leeds' Cultural Quarter. Located just 0.7 miles from Leeds Train Station and 0.1 from Leeds City Bus Station.

There is a drop off point at our venue entrance and nearby parking in the at Victoria gate (500 metres) or NCP – Kirkgate (600 metres). There is very limited parking on our street.
