



# Accessibility Guide

**Working together to provide an  
outstanding experience**

This guide is designed to assist patrons who have accessibility requirements, enjoy their visit to the Utilita Arena Newcastle.

We are happy to answer any queries so please do not hesitate to contact us.

## Contact Us

### Venue Facilities

Accessible Parking

Box Office

Concessions and Merchandise

Designated Seating Locations

Toilet Facilities

Hearing Loop

Reaching your seat

First Aid

### Booking Tickets

Online

Free Personal

Assistant/Companion

Seating Plan

Seating

### Specific Requirements

Medical and Dietary Requirements

Access to Performance/BSL

Assistance Dogs

Strobe Lighting and Special  
Effects

Walking Aids

Attending Live Events when  
pregnant

### Your Visit

Accessible Entrance

Lift

Emergency Evacuation and  
Refuge Point

How to get here by car or coach

Public Transport

Arena Event car parking

Dropping off and picking up

Taxis

### Useful Information

Sensory Tours

Mystery Shopper

Venue Safety

Venue Shield



## Contact Us

Utilita Arena Newcastle prides itself on being accessible to everyone. Accessibility tickets these can now be booked online. If you are able or have someone to assist you please visit our website, select the event you wish to see and click on 'All Ticket Types' to select your required seating (ambulant or wheelchair) and any companion tickets (if required).

If you have need assistance booking tickets please send an email to [access@ticketmaster.co.uk](mailto:access@ticketmaster.co.uk) please ensure you include the name and date of the event you wish to book for.

If you need assistance or have questions about the venue please send an email to [Newcastle.accessibility@eu.asmglobal.com](mailto:Newcastle.accessibility@eu.asmglobal.com)

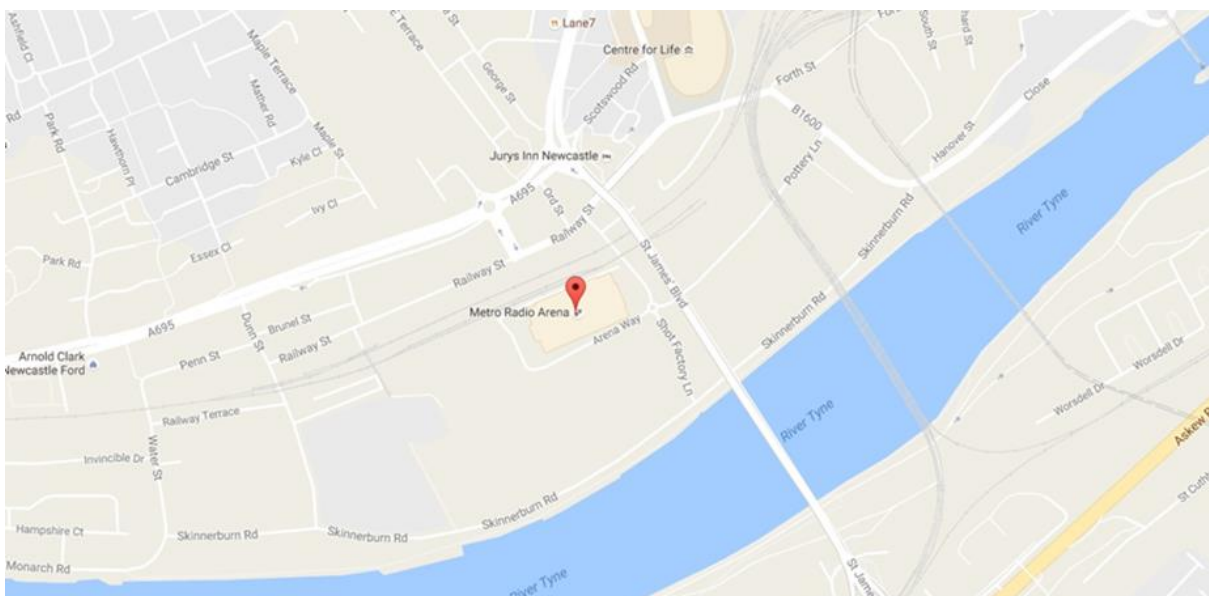
Make sure to include information in the subject line of your message.

## Write to us

Our postal address is Utilita Arena, Arena Way, Newcastle Upon Tyne, NE4 7NA.

Please note at this time our building remains closed. Email communication is the quickest way to get in touch with us and have your queries answered.

At this time our telephone lines remain closed.



## Venue Facilities

Utilita Arena Newcastle provides the following facilities to assist customers with access requirements:

### Accessible Parking

- Accessible parking is available on site with the display of a valid blue badge (badge holder must be present & spaces are subject to availability) alternatively there is on street parking in the city and an NCP car park is 322 metres from the venue.



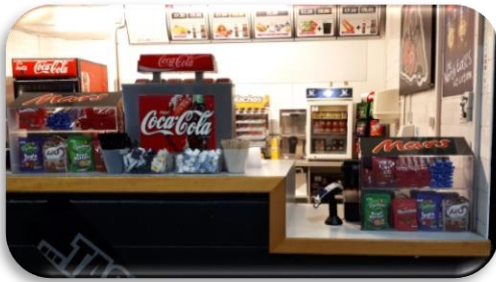
### Box Office

- A box office window with a lowered counter.
- All box office windows are fitted with a loop system.



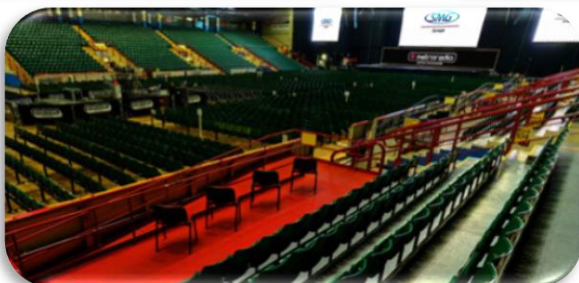
## Concessions and Merchandise

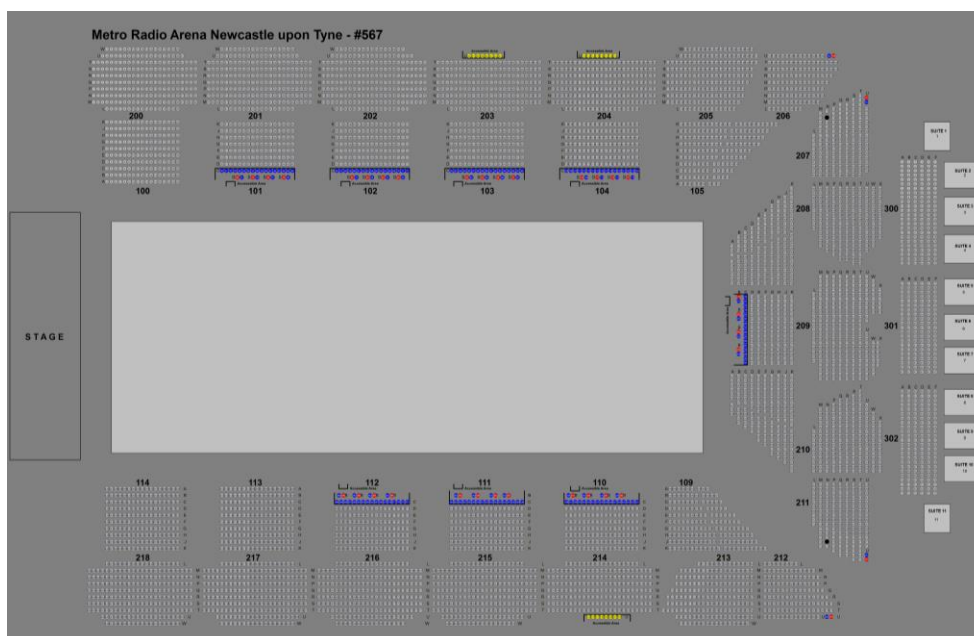
- Concession and Merchandise stands with lowered counters



## Designated Seating Locations

- Designated seating areas available for all your accessible needs. Tickets can be booked online. Please select the type of ticket you require. If you need assistance to book tickets please email [access@ticketmaster.co.uk](mailto:access@ticketmaster.co.uk) remembering to include the event you wish to attend and the date





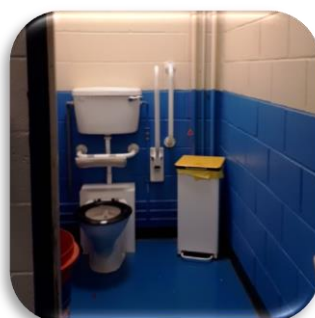
Blue Accessible Seat  
 Red Wheelchair Space  
 Yellow Accessible Loose Seat or Wheelchair Space

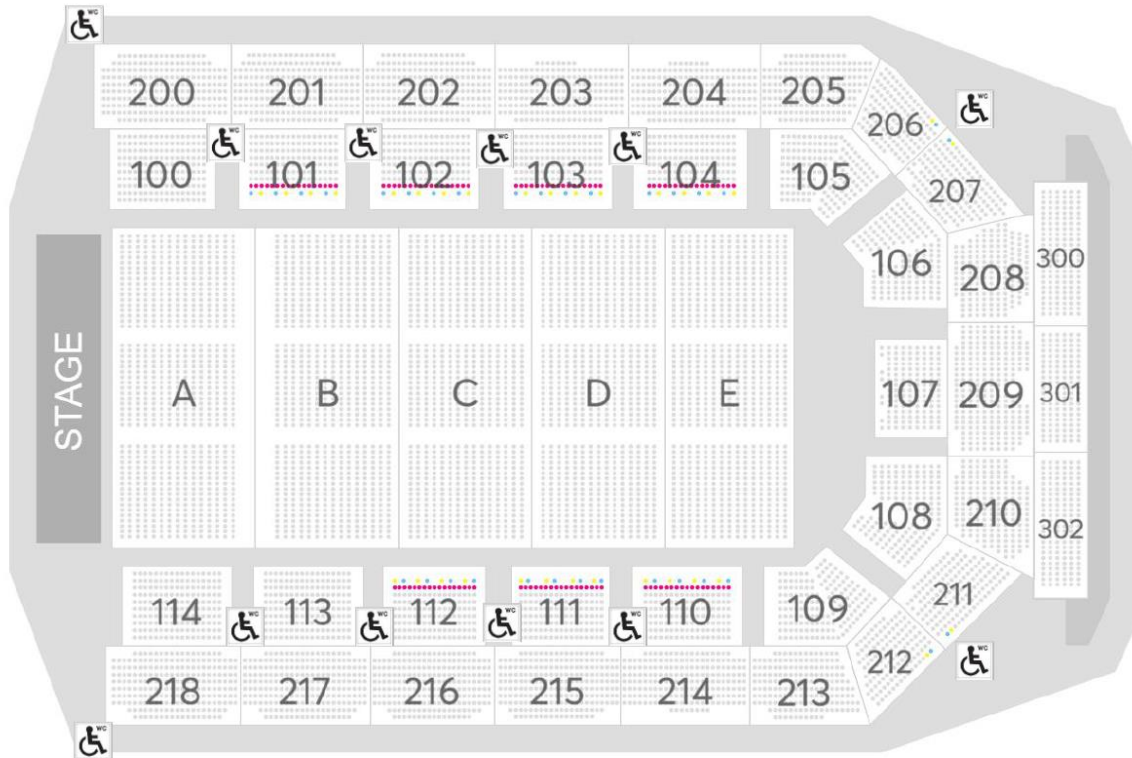
*(please note: not all these location are available for all events, subject to event layout)*

## Toilet Facilities

Unisex accessible toilets fitted with radar keys. Wheelchair accessible toilets available on every level.

Stewards with Radar Keys located around the venue will help you in finding the nearest toilet from your seat. For ease of access we would recommend you bring your own Radar Key. **Door Width 90cm**





## Hearing Loop

- Seating locations for people who are Deaf or with visual or hearing impairments are available
- If you are able or have someone to assist you please visit our website, select the event you wish to see and click on 'All Ticket Types' to select your required seating (hearing/sight impaired) and any companion tickets (if required).
- If you have need assistance booking tickets please send an email to [access@ticketmaster.co.uk](mailto:access@ticketmaster.co.uk) please ensure you include the name and date of the event you wish to book for.

## Reaching your seat

- Our team are happy to assist customers reaching their seats.

## First Aid

- First Aid located in the Arena Foyer next to the main front doors

# SH+WMED





## Booking Tickets

### Online

Accessibility tickets these can now be booked online. If you are able or have someone to assist you please visit our website, select the event you wish to see and click on 'All Ticket Types' to select your required seating (ambulant/wheelchair/hearing/sight impaired) and any companion tickets (if required).

If you have need assistance booking tickets please send an email to [access@ticketmaster.co.uk](mailto:access@ticketmaster.co.uk) please ensure you include the name and date of the event you wish to book for.

If you need assistance or have questions about the venue please send an email to [Newcastle.accessibility@eu.asmglobal.com](mailto:Newcastle.accessibility@eu.asmglobal.com)

Make sure to include information in the subject line of your message.

### Free Personal Assistant / Companion ticket

If you are bringing a personal assistant/companion the combined total cost for you and your companion will be the total cost of a full price ticket. Please select this at time of booking

Once you have made a booking we will contact you within 72 hours of purchase, requesting proof of disability – you can also submit your accessible information [here](#)

Once we have received proof of disability, any existing or future accessible bookings that are part of our verification process made within the next 2 years will be validated. (Please note this is not applicable to every event).

Below is a list of documents we might take into consideration when considering to allocate a complimentary ticket.

- PIP (Personal Independence Payment)
- DLA
- Letter from a medical professional (A Doctors note or a letter from an occupation therapist)access
- Carers Allowance
- A Nimbus Access Card with the +1 symbol
- Social Services letter - Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or

report from an aural specialist confirming that hearing loss has been recorded at 70 - 95 dBHL or worse.

- War Pensions Mobility allowance
- Blind or partially sighted registration certificate (BD8 or CVI certificate)
- A personal letter from the GP, community nurse or social worker
- Benefit award letters
- Copy of a blue badge (we would need to see both sides)

## Seating Plan

To view generic seating plans of the arena please log on to our website [www.utilitaarena.co.uk](http://www.utilitaarena.co.uk), or click the link [Seating Plan](#)

## Seating

Please be advised tiered seating requires the negotiation of steps with no hand rails.

## Specific Requirements

### Customers with Medical or Dietary Requirements

For medical reasons, such as diabetes, we may allow small snacks and soft drinks to be brought into the venue. We ask you please make yourself known if necessary to our venue security team to assist with any accessibility needs (production can request that soft drinks are poured into plastic cups or that the tops are removed on arrival).

Please note: Soft drinks must be in a plastic sealed bottle on arrival.

Prior notification of any medical needs can be sent to [Newcastle.accessibility@eu.asmglobal.com](mailto:Newcastle.accessibility@eu.asmglobal.com)

Our First Aid post is situated in the foyer next to the main front doors.

### Access to Performance / BSL

To book use of British Sign Language Interpretation please contact our Accessibility team via email

[Newcastle.accessibility@eu.asmglobal.com](mailto:Newcastle.accessibility@eu.asmglobal.com)

### Assistance Dogs

Assistance dogs are welcome at the venue, please be aware that noise levels can be high during some events. At the time of booking please let our Accessible team know if an assistance dog will be accompanying you to the venue.

### Strobe Lighting and Special Effects

Most shows have some form of flashing lighting / Lasers / Pyrotechnics including bangs. Signage is displayed around the venue to advise people if strobes will be in use. The show's lighting and special effects are determined by the production team and the Arena staff do not always receive details of this in advance of the performance however we will do our best to inform where possible.

## Walking Aids

If you are thinking of buying a standing ticket please be aware crowd movement on the floor is constantly active, we would recommend you purchase a seated ticket for your own safety.

If your access requirements change after purchasing your event ticket we will endeavour to work with you to find a suitable solution. Please inform us as soon as possible as changes are subject to availability. Please contact [Newcastle.accessibility@eu.asmglobal.com](mailto:Newcastle.accessibility@eu.asmglobal.com) to discuss your requirements.

## Pregnancy

Before attending a concert or event at the Arena you should carry out your own risk assessment. We strongly advise you discuss the situation with your GP and take his/her advice; you should consider the following:

- The type of event *e.g. heavy rock concert with lots of bass/vibration*
- Crowds *e.g. the type of audience, lots of movement and jumping around*
- Standing/seating concerts. *Standing for long periods of time or in large crowds is not recommended during pregnancy.*

## Your Visit

Utilita Arena opening times vary depending on the event and subject to change. Please check our website or social media channels @arenanewcastle on Facebook, Twitter and Instagram for more information of specific show timings.

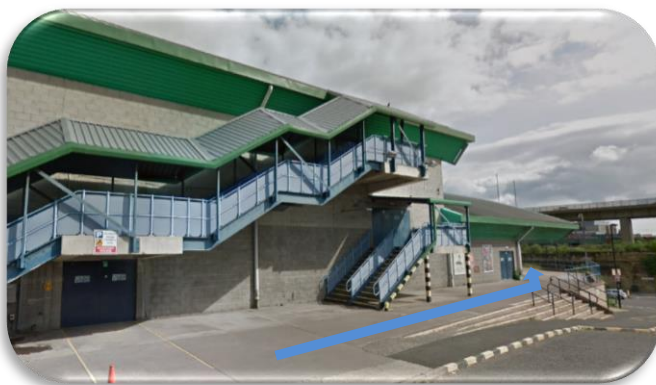
### Accessible Entrance

Our main doors are accessible and staffed throughout the event by stewards.

To bypass the stairs that lead up to the entrance, please follow the road round to the left where there is an accessibility ramp.



If you have parked in our car park, please follow the building down which will lead you to the main entrance. Both paths on either side of the building are fully flat with ramp access over kerbs.

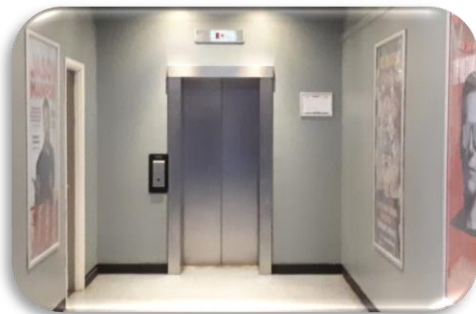


There is a dedicated accessible entrance for ease of entry. Please arrive for doors opening and allow time for queues.



## Lift

We have a customer lift based in the centre of the foyer which takes you up to the 2<sup>nd</sup> level concourse. This is staffed by a steward to offer assistance if needed.



Door Width	Lift Depth
79cm	137cm



**Foyer Lift**

**2<sup>nd</sup> Level Concourse Lift**

## Emergency Evacuation & Refuge points

Refuge points for customers with limited mobility are located throughout the building. In the event of an emergency evacuation, stewards would escort you to the nearest available refuge point before assisting you out of the building.

## How to get here by Car or Coach

The Utilita Arena Newcastle is only 3 minutes from the A1 North - South route. Take the A184 signposted 'City Centre', then follow the A189 over the Redheugh Bridge. When in the vicinity of the Arena, follow the signs to the appropriate car parks.

Our full address for your sat nav is - Utilita Arena Newcastle, Arena Way, Newcastle upon Tyne, NE4 7NA

For shows the road at the front of the building, Redheugh Bridge Road, will be closed for safety. Approach to the arena car park should be made via Pottery Lane from the east, or up Shot Factory Lane from Skinnerburn Road next to the river.

## Public Transport

Many local bus services, Tyne & Wear Metro and rail services stop at Central Station, which is only around 965 metres away from the Arena. Buses from Hexham, Stanley, Consett and many parts of Gateshead and Newcastle all stop at Central Station.

Eldon Square and Haymarket Bus Stations are approx. 1 mile from Newcastle Arena.

Public Transport information can be found at [Traveline](#)

## Arena Event Car Parking

There are over 600 convenient Official Car Park spaces available on site at the rear of the building that offers;

- CCTV cameras
- Regular security patrols

Cars with disabled patrons can park at the Arena with the display of a valid blue badge (blue badge holder must be present). We have many Accessible bays that are situated at the side of the building. These are offered on a first come, first served basis.

Alternatively, if our Car Park is full our staff will recommend the next closest.

## Dropping Off & Picking Up

You are advised to drop off and collect people in an area away from the Arena as it is likely that you will become involved in heavy traffic.

For shows the road at the front of the building, Redheugh Bridge Road, will be closed for safety (approach to the arena car park should be made via Pottery Lane from the east, or up Shot Factory Lane from Skinnerburn Road next to the river).

There is no access to the Arena site for pickups directly after an event.

## Taxis

Taxis can drop off and pick up on Railway Street before and after events. There is also a taxi rank at Central Station.





## Useful Information

### Sensory Tours

If you would like to visit the Arena to familiarise yourself with the venue before attending an event, please contact our accessible team to arrange a suitable time to visit

[Newcastle.accessibility@eu.asmglobal.com](mailto:Newcastle.accessibility@eu.asmglobal.com)

### Mystery Shopper

Attitude is Everything are always on the lookout for new volunteers to assess almost any live music event, more information can be found at [AiE Mystery Shopper](#).

### Venue Safety

We take the safety and security of all our fans and visitors very seriously. When coming to the Arena we ask you arrive early to allow time to pass through security checks. **Please do not bring large bags and backpacks to the arena.**

Our security and customer services team are there for your safety. Please cooperate fully with all security checks and support these vital members of our team as they carry out important work. For more information please see: <http://www.utilitaarena.co.uk/venue-information/venue-safety/>

The Utilita Arena Newcastle are delighted to announce the introduction of walk through metal detectors to replace and improve the current manual scanning procedure. Watch this [Video](#) and see what to expect and how to enter the building through the arches.

There is also the introduction of vehicle inspections on arrival.

All entry constitutes consent to search.

**We will not allow any large bags, backpacks, holdalls, luggage or computer bags into the venue. There is no storage or cloak room facility available so please make alternative arrangements before arriving to the venue.**

Exceptions will only be made for those with medical requirements and/or special needs, we ask this is communicated to the venue ahead of your visit for ease of entry. Please contact us on [Newcastle.accessibility@eu.asmglobal.com](mailto:Newcastle.accessibility@eu.asmglobal.com)

## Venue Shield

We are proud to operate within the ASM Global network of international venues, supported by its environmental hygiene protocol – VenueShield.

VenueShield is a comprehensive industry leading programme of cleanliness which is being implemented across more than 325 ASM Global facilities around the world.

Our VenueShield cleanliness programme is part of our ongoing commitment to maintaining the highest standards of hygiene practices so that you can visit us with confidence.

For further information, please visit: [ASM GLOBAL VENUE SHIELD](#)