

THEKLA BRISTOL ACCESSIBILITY INFORMATION



DISABLED ACCESS INFORMATION

Due to the current layout of our venue we have limited disabled access, we are currently unable to accept motorised wheelchairs. If you would like to talk to someone further about specifics for our venue please call 0117 929 3301 and we will endeavour to answer all your queries.

Level Access is incredibly difficult to provide but we welcome as many disabled people as we can and offer free Essential Companion tickets to enable those that are able to access the venue. Access Cards offer automatic entitlement to the free companion ticket.

STANDING AND QUEUEING

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

WHEELCHAIR ACCESS

Wheelchair Access at Thekla is significantly limited due to the size and shape of the venue, and it's previous life as a cargo ship. We do not recommend wheelchair users to go to the lower deck of the venue due to the number of stairs. We cannot assist in carrying any individuals or wheelchairs; please bring someone strong enough as your free pass if required (see below). If you would like to talk to someone further about specifics for our venue please call 0117 929 3301 and we will endeavour to answer all your queries.

SHORT DISTANCES

There is accessible Council-operated parking in front of the venue on The Grove. The live venue area of Thekla is in the hull of the ship and lift access is not possible. There is nowhere in the venue that avoids stairs, the shortest distance is to the balcony which is made up of 9 steps.

ACCESS TO TOILETS

We do not have disabled toilet facilities, but will provide assistance - if needed - to use the existing toilets we have on the middle and top deck.

ASSISTANCE DOGS

Given the nature of the venue, we would discourage customers from bringing assistance dogs with them during shows and busy periods. We do however offer an essential companion concession in these instances.

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 and then email proof of eligibility through to office@theklabristol.co.uk. We accept the Access Card as proof of eligibility and will provide the stated assistant tickets for that card.

ACCESSING VISUAL INFORMATION

For customers with difficulty accessing visual information, our phone line can provide you with additional information to meet your needs

ACCESSING AUDIO INFORMATION

For customers with difficulty accessing audible information pre-visit feel free to use type talk to get in touch or any of the other communication methods via our website.

For more information please go to: <https://www.accesscard.org.uk/providers/thekla/>

PERSONAL ASSISTANT TICKETS

For all gig and club events at Thekla, please book a standard entry ticket through official outlets and then email proof of eligibility to office@theklabristol.co.uk. Any of the below are excepted, in addition, we will review an application without these forms of evidence on a case-by-case basis.

- Frontpage of DLA / PIP
- Frontpage 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.

If paying on the door, disabled customers will have to pay for entry but their personal assistant will not. Please note that if advance tickets are available for a club night, the process is the same as for concerts (above).

For any additional enquiries please contact us on 0117 292 3301