**Access Information**

We are always striving to make our venue as accessible as possible whilst working within the constraints of the building. Accessibility information is listed below – if you need any more information, please do not hesitate to contact us directly.

This information can be downloaded as Microsoft Word document here.

**More Information**

All venue access queries can be directed towards:

Adrian Brian Thompson (Venue Manager)
castleeaglegulliversbookings@gmail.com

E-mails will usually receive a response within two working days. For more urgent enquiries please call the venue directly on 0161 819 2970 and the on-shift bar manager will be able to help you.

**Venue Description**

The main music venue is up a fairly steep flight of stairs which has 15 steps and a handrail on the left hand side. The downstairs bar is accessible however with level access from the street. The lounge space located through the bar and down 2 steps. A portable ramp can be provided to allow access into the lounge space for customers with mobility needs.

Listings information is available on our website – please contact the venue directly if you require this in an alternative format and we will do our best to accommodate this.

There isn’t a dedicated lowered bar area, but customers who may require one are welcome to use the side entrance of the bar (normally marked ‘no service’), and our staff will come and serve you from there.

**Travel Guide**

Taxis are able to pick up and drop off directly outside the venue.

The venue is well served by public transport and it is approximately 400 metres from Piccadilly Gardens and 450 metres from Shudehill Interchange, where there are buses and trams to many parts of the city.

For more information on accessible local transport options, we recommend the Transport for Greater Manchester Journey Planner which can be found at <https://my.tfgm.com/#/planner/>

**Bookable Access Facilities & How To Apply**

Free tickets for Personal Assistants are available – please contact the event’s promoter directly or the venue to arrange this.

Events may be seated or standing, but chairs are always available on request and we will place these at the front of the venue so that you have a clear view of the stage. Please contact us ahead of the show if you would like us to arrange this for you. If you have booked seating, you are welcome to arrive 15 minutes before doors to allow you to sit down without having to move through a crowd. Queue jump is also available for customers who require it.

**Arrival Guide**

When you arrive at the venue, please speak to the bar staff who will be your first point of contact for any enquiries. All our staff have been trained on venue accessibility and will be able to help. If you have booked seating or other facilities, the bar staff will be aware of this and can direct you to them.

Ticketing for events is handled by the event promoters themselves rather than the venue. For most events, the promoter will provide a box office or door person who will be available at the entrance to the venue.

**Toilets**

An accessible toilet is available on the ground floor, just next to the other bathrooms.

**Customers with Medical Requirements**

Customers are welcome to bring medicines, medical equipment, food or drink as required to manage a medical condition. Please contact us if you have any issues or concerns.

**Access to Performance**

No specific access provision is available via the venue at this time.

**Assistance Dogs**

Assistance dogs are welcome in our venue and bar. We can provide drinking water for your assistance dog if necessary.

**Strobe Lighting**

Strobe lighting and flashing images may be used as part of performances – please contact the venue ahead of the show to find out if this is the case.