



Accessability Guide

As a team we want a visit to P&J Live to be enjoyable for everyone. Our venue is fully accessible across all levels, with lifts and public areas designated for wheelchair use. We also have a range of accessible seating to be used across the venue and dedicated staff to help.

This guide has been created to assist those with accessibility requirements enjoy their visit to P&J Live.

If you have any further questions or queries please do not hesitate to get in touch with our team.



Contact Details

Website

Full details about accessibility services and facilities can be found on our website www.pandjlive.com

By email

Please send an email to info@pandjlive.com and include information in the subject line of your request.

By phone

You can call the main reception on **01224 824824** and we will be happy to help. Alternatively, if you require accessible tickets for a show – this is all processed through our ticketing partner Ticketmaster and they can be reached on their dedicated accessible line on **0800 988 4440**

P&J Live Venue Facilities

The Event Complex Aberdeen provides the following facilities to assist customers with access requirements:



Changing Places toilet on concourse level – providing a spacious environment that is safe, clean and accessible to all



Accessible Toilets on all levels



Accessible Parking on both ground and subterranean levels



Induction Hearing Loops available



Accessible Seating on all levels including within our main arena

Booking Tickets for a Concert

Here at P&J Live we provide designated areas for accessibility patrons at all live concerts and shows.

Please book in advance of the show date by calling the **Ticketmaster Accessible Seating line on 0800 988 4440**.

Ticketmaster's service hours are as follows;

Monday – Friday 9:00am – 6:00pm

Saturday 10:30am – 3.30pm

Seating

Accessible seating for an all seated show can be located in the following areas:

- Block A + E on the flat floor
- Accessible platform located behind Block P on the flat floor
- Balcony blocks 202, 204, 205, 206, 207 and 209 located on the second floor

For an all standing show an accessible viewing platform will be situated at the rear of the arena next to the mixer desk.

Other Accessibility Information

Medical and Dietary Requirements

If you are attending an event at P&J Live and have any medical requirements – please let the event organiser know and they can pass on the details to the dedicated P&J Live event manager.

If you are attending a concert or show and have any medical requirements – please contact **info@pandjlive.com** and detail which show you will be attending along with your request.

At P&J Live we have a food and beverage policy that does not allow food and drink to be brought into the arena. However we can make allowances in exceptional circumstances for medical conditions.

Access to Performance

If you have any specific requests for performances such as use of our **Hearing Loop, British Sign Language Interpretation and Captioning** please contact the venue via email at **info@pandjlive.com**

To allow us to make any reasonable adjustments to provide any additional services please allow us 4 weeks' notice prior to the event date.

Assistance Dogs

Assistance dogs are welcome at P&J Live. We would highly recommend that you contact us in advance of your visit to discuss any requirements you or your dog may have.