



AT YOUR SERVICE...

An Accessibility
Guide for Conference
Delegates

ACC Liverpool

Accessible Parking

Visitors driving to the BT Convention Centre will find accessible parking available in the adjacent car park, although it is not free for Blue Badge holders. There are 10 dedicated disabled spaces on each floor for the ease of visitors. Please note that these spaces are on a first come first served basis. Lifts in the car park feature a mirror to aid reversing out of the lift and have both visual and audible floor indicators. Stairwells are clearly marked and have handrails on both sides. The route from the car park to the entrance is accessible for wheelchair users, although assistance may be needed as the route does include some ramps.

Visitors may also be dropped off on the river side of the building at our designated "Drop Off Point" for coaches and taxis. There is a ramped access to the Riverside entrance doors.

Designated cycle bays can be found on the Riverside entrance (road level) and on the ground level of the multi storey car park situated on site.

Venue Access

The venue is accessible via access ramps from both the city, car park and taxi drop off point. All steps have designated support railing for assistance. Access to the Galleria (main entrance level for the BT Convention Centre) is situated on the same level as the exit from the car park. The entrance doors are double automatic door and are always staffed when an event is taking place. The Galleria flooring is slate.

Our Visitor Services Desk is situated on the Galleria level, this is the main reception point for the building and also can provide local information, taxi bookings etc for delegates. Also on the Galleria is the E-On Business Centre and Heathcotes café.

There are two lifts which are available from the Galleria to both the Upper and Lower floors. Each lift has an accessible width of 1300mm and visual and audible floor indicators. There are also escalators which can be used to reach the other levels, stewards are situated at both the top and bottom to assist delegates.

On the main conference level all rooms are on the same level and stewards are positioned to assist disabled delegates. The conference level lighting is bright and there are contrasting colours to assist with navigation and for access doors. The conference level is all carpeted. The lower level is also all on the same level and is fully carpeted.

In Hall 1 (main auditorium tiered seating) there are 12 designated spaces for wheelchair users and assistants, these spaces can be used for assistance dogs. Hall 1 is also accessible on two different levels with the lower level having level access to the main stage.

Hearing Assistance

Once inside the building, the Visitor Services desk features a fixed loop hearing system. An infra red system is available in specific seating areas for conference use, a necklace can be collected from a member of ACC staff. In the case of an emergency, trained stewards will assist any delegates with a hearing impediment to evacuate the building.

BSL interpreters are provided at the discretion of the organisers of the conference.

Assistance Dogs

ACC Liverpool welcomes delegates with assistance dogs. Please ensure that your assistance dog is clearly identifiable when entering the building to ensure that our Stewards are aware of their presence. Facilities for assistance dogs are available on request.

Toilets

Conference Level	2 Separate Unisex Disabled Toilet – toilet, dryer, paper towel and soap dispenser
Stage Level	2 Separate Unisex Disabled Toilet – toilet, dryer, paper towel and soap dispenser
Mezzanine Level	2 Separate Unisex Disabled Toilets– toilet, dryer, paper towel and soap dispenser. Both have baby changing units
Lower Level	2 Separate Disabled Toilets one for Ladies and one for Gents – toilet, dryer, paper towel and soap dispenser

Cloakrooms

There are two permanent cloakrooms situated on the Galleria Level. Both have low desks for easy access. Cloakrooms are manned throughout the open periods of conference.

First Aid

Should first aid assistance be required please contact a member of the ACC Liverpool team. The two first aid rooms are located on the Arena side of the building and stewards will be able to escort you to these rooms. Alternatively first aid assistance can be called to your location in the building.

Taxis

Local taxi companies who can provide wheelchair accessible vehicles. Please specify the requirement for wheelchair access on booking.

Davy Liver Ltd	0151 709 4646
E2A Cabs	0151 229 1066
Mersey Cabs	0151 298 1234 (credit card bookings) 0151 298 2222 (cash bookings)

Bus Services

CityLink Dingle Mount - city centre - Dingle Mount

C4 via Brunswick, Kings Dock, Liverpool ONE/ Queen Square Bus Stations, Royal and Womens Hospitals

Merseytravel Bus Service operated by Cumfybus

	NSU	NSU	SU	MF	NBH	MF	NBX	MF		MFB	
Dingle Mount Beloe Street	-	0643	-	-	0713	-	0743	-	0813	-	0843
Brunswick Rail Station	-	0654	-	0709	0724	0739	0754	0809	0824	0839	0854
Kings Parade (ACC Liverpool)	-	0703	-	0718	0733	0748	0803	0818	0833	0848	0903
Liverpool One Bus Station	-	0707	-	0722	0737	0752	0803	0822	0837	0852	0907
Queen Square Bus Station	0646	0716	0716	0731	0746	0801	0816	0831	0846	0901	0916
Royal Liverpool Hospital	0652	0722	0722	-	0752	-	0822	-	0852	-	0922
Womens Hospital Grove Street	0701	0731	0731	-	0801	-	0831	-	0901	-	0931
Windsor Street, North Hill Street	0706	0736	0736	-	0806	-	0836	-	0906	-	0936
Dingle Mount Beloe Street	0711	0741	0741	-	0811	-	0841	-	0911	-	0941

Dingle Mount Beloe Street	0913	0943	then at these mins past each hour	13	43	until	1913	1943
Brunswick Rail Station	0924	0954		24	54		1924	1954
Kings Parade (ACC Liverpool)	0933	1003		33	03		1933	2003
Liverpool One Bus Station	0937	1007		37	07		1937	2007
Queen Square Bus Station	0946	1016		46	16		1946	2016
Royal Liverpool Hospital	0952	1022		52	22		1952	2022
Womens Hospital Grove Street	1001	1031		01	31		2001	2031
Windsor Street, North Hill Street	1006	1036		06	36		2006	2036
Dingle Mount Beloe Street	1011	1041	11	41	2011	2041		

NSU - does not run on Sundays or bank holidays **MF** - Mondays to Fridays only (not bank holidays) **SU** - Sundays only (not bank holidays) **NBH** - does not run on bank holiday) **MFB** - Mondays to Fridays only (does run on bank holidays) **NBX** - on bank holidays, starts from Queen Square at 0816

The 1913 and 1943 Monday to Friday buses and all Saturday and Sunday buses do not serve Brunswick Business Park.

Local Services



For this section we will be using the 20 symbols designed and used by DisabledGo.

DisabledGo is an award-winning disability organisation that has been in operation since 2000 and are one of the largest disability organisations in Europe. They produce online access guides in a great deal of detail to a huge range of venues. For further details please visit their website: www.disabledgo.com



Wheelchair User - venue is accessible to a person who can independently power their wheelchair



Wheelchair User with Assistance - venue is accessible to wheelchair users, assistance may be required



Mobility Impaired Walker - entrance has no more than three medium steps.



WC Adapted - There are adapted toilets on the premises.



WC Standard - step free access to standard toilets, ground or other floors accessible by lift.



Large Print - Large print information is available on the premises.



Braille - Braille information is available on the premises.



Assistance Dog - The service provider welcomes assistance dogs onto the premises.



Hearing System - A sound enhancement system is available at certain locations within the premises.



Contacting the venue - contactable by one or more of the following: Textphone, Fax or Email.



Parking 3 stars - The venue has it's own car park for use by patrons.



Parking 2 stars - Blue Badge on street parking available.






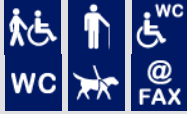




Parking 1 star - Public Car Park near to the venue.








Sign Language used - The service provider state they have a trained sign language member of staff.






Restaurants

<p>Alma de Cuba St Peter's Church, Seel Street, Liverpool, L1 4BH Tel: 0151 702 7394 Fax: 0151 708 8751 Email: info@alma-de-cuba.com Web: http://www.alma-de-cuba.com</p>		<p>Liverpool's most spectacular restaurant and bar, set inside the magnificent conversion of the former St Peter's Church. Winner of Best Bar, Best Restaurant and UK's Best Venue accolades, with an eclectic mix of Cuban, Hispanic and Latin American influences.</p>
<p>Ask Unit 5 Queen Arcade, Liverpool, L1 1RH Tel: 0151 709 0080 Fax: 0151 709 0080 Web: http://www.askcentral.co.uk</p>		<p>ASK is the perfect place to relax and enjoy mouth-watering risottos, an extended range of hearty al forno dishes and all your favourite pastas, pizzas and salads.</p>

<p>Barburrito Liverpool One, Liverpool, L1 8JF Tel: 0151 708 5085 Fax: 0151 707 1376 Email: liverpool1@barburrito.co.uk Web: http://www.barburrito.co.uk</p>		<p>At Barburrito, we serve freshly prepared fast food, inspired by the street stalls of Mexico. No need to wait... we make every one of our fresh dishes right in front of you. Choose from burritos, tacos, nachos and burrito bowls - restaurant quality food you can eat with your hands.</p>
<p>Café Rouge Liverpool One, Liverpool, L1 8JF Tel: 0151 709 8657 Fax: 0151 709 1084 Email: liverpoolone@caferouge.co.uk</p>		<p>The perfect place to treat yourself to some well-deserved 'time out', Café Rouge offers the warm and friendly atmosphere of a traditional Parisian brasserie and a great selection of French inspired dishes to match.</p>
<p>Circo Albert Dock, Liverpool, L3 4AD Tel: 0151 709 0470 Email: enquiries@circoliverpool.com Web: http://www.circoliverpool.com</p>		<p>This deluxe themed home of all things freaky is the city's real life Big Top! This is a maze of bars, restaurants and private dining with the sole aim to thrill and entertain.</p>
<p>Ego Mediterranean Restaurant Hope Street, Liverpool, L1 9BW Tel: 0151 706 0707 Email: info@egorestaurant.com</p>		<p>Located close to cathedrals, theatres, bars and the university, making this restaurant appealing to a wide variety of clientele.</p>
<p>Fly In The Loaf Hardman Street, Liverpool, L1 9AS Tel: 0151 708 0817</p>		<p>This bar and restaurant wins plaudits from locals and visitors for its delicious food and quality beer, good vibes and great service. The name refers to the old bakery which originally occupied the site.</p>
<p>Gourmet Burger Kitchen Liverpool One, Liverpool, L1 8JF Tel: 0151 709 3609 Fax: 0151 707 8834 Email: Liverpool@gbkinfo.com Web: http://www.gbkinfo.com</p>		<p>Gourmet Burger Kitchen uses only the freshest ingredients including 100% Aberdeen Angus beef, home made sauces and organic meats such as wild boar, buffalo and lamb and a wide variety of vegetarian options; GBK's relaxed and informal style caters for absolutely everyone.</p>
<p>Hard Days Night Hotel – Blakes Restaurant Central Building, North John Street, Liverpool, L2 6RR Tel: 0151 236 1964 Fax: 0151 255 1263 Email: info@harddaysnighthotel.com Web: http://www.harddaysnighthotel.com</p>		<p>Blakes Restaurant offers an A La Carte Menu which has a selection of Starters, Main Courses and Desserts created by our Executive Head Chef Andrew Scott using locally sourced and organic produce reflecting the current season. We also have our 'All You Need is Blakes' menu which offers a selection of specials.</p>
<p>Il Forno Restaurant 132 Duke Street, Liverpool, L1 8LY Tel: 0151 709 4002 Fax: 0151 707 9424</p>		<p>Named one of the top 10 Italian restaurants in the UK by Antonio Carlucci, Il Forno is a slice of Italy situated in the heart of Liverpool city centre.</p>

<p>La Tasca 4 Queen Square, Liverpool, L1 1RH Tel: 0151 709 7999 Fax: 0151 709 7744 Email: Liverpool@latasca.co.uk Web: http://www.latasca.co.uk</p>		<p>Spanish food thrives on the freshest, quality ingredients and the cultural identity of 17 contrasting regions. Our menus are just bursting with Spanish flavours. Authentic paellas, cooked in a traditional style in a classic paella pan, are a great way to enjoy the taste of Spain!</p>
<p>Las Iguanas Liverpool One, Liverpool, L1 8JF Tel: 0151 709 4030 Fax: 0151 709 7473 Email: Liverpool@iguanas.co.uk Web: http://www.iguanas.co.uk</p>		<p>Las Iguanas serve up a mouth-watering menu of South American dishes cooked fresh to order by our skilled chefs, from Brazilian-style lime chicken to favourites like Fajitas. In the bar you'll find casual dining with tasty Latin tapas and a classic cocktail selection.</p>
<p>The Racquet Club – Ziba Restaurant 5 Chapel Street, Hargreaves Buildings, Liverpool, L3 9AG Tel: 0151 236 6679 Fax: 0151 236 6870 Email: info@racquetclub.org.uk Web: http://www.raquetclub.org.uk</p>		<p>Ziba Restaurant is renowned for its excellent quality of food using locally sourced produce from their organic farm shop and meat from the family farm. They have an award winning wine list.</p>
<p>Living Room 15 Victoria Street, Liverpool, L2 5QS Tel: 0870 442 2535 Email: Liverpool@thelivingroom.co.uk Web: http://www.thelivingroom.co.uk</p>		<p>Chic, upbeat & welcoming, The Living Room is a unique restaurant and bar. Food - its been heralded as glorious and at The Living Room, we're inclined to agree! Which is why we treat it well. Every dish at The Living Room is prepared freshly on site each day to ensure when its brought to your plate, it tastes as good as it looks.</p>
<p>The London Carriage Works 40 Hope Street, Liverpool, L1 9DA Tel: 0151 705 2222 Fax: 0151 709 2454 Email: eat@hopestreethotel.co.uk</p>		<p>Prestigious restaurant serving modern international food, with an emphasis on the use of local, organic and fresh seasonal produce. The innovative and experimental menus are complemented by a carefully selected wine list.</p>
<p>Meet Argentinian Restaurant 2 Brunswick Street, Liverpool, L2 0PL Tel: 0151 258 1816 Fax: 0151 258 1816 Email: meetargentina@googlemail.com Web: http://www.meetrestaurant.co.uk</p>		<p>Meet allows diners to enjoy the tastes of Argentinian cuisine and authentic Argentinian steak in traditional South American surrounding</p>
<p>Merchants Bar & Restaurant 62 Castle Street, Liverpool, L2 7AQ Tel: 0151 258 1122 Fax: 0151 227 2843 Email: dining@62castlestreet.com Web: http://www.62castlest.com</p>		<p>Located at 62 Castle St, this stunning restaurant, bar and cocktail lounge, housed within a grade 1 listed building. Open Monday to Saturday for breakfast, lunch and dinner or a private party, It is the perfect venue for any occasion where great food and drinks are guaranteed.</p>

<p>The Monroe Duke Street, Liverpool, L1 5AG Tel: 0151 707 9933 Web: http://www.themonro.com</p>		<p>Highly recommended gastropub serving award winning, wallet friendly meals, traditional real ales and organic wines.</p>
<p>Nando's Liverpool One, Liverpool, L1 8JF Tel: 0151 709 7780 Fax: 0151 709 5243 Web: http://www.nandos.co.uk</p>		<p>Nando's speciality is succulent, Portuguese, flame-grilled PERi-PERi chicken served in a fun, relaxed atmosphere. Nando's prides itself on excellent value for money and traditional Portuguese hospitality. The legendary PERi-PERi chicken served has a truly unique taste and is guaranteed to spice up your tastebuds.</p>
<p>Pan American Club Albert Dock, Liverpool, L3 4AD Tel: 0151 702 5846 Web: http://www.panam-venue.co.uk</p>		<p>A contemporary bar and restaurant located in Britannia Pavilion, Albert Dock offering a bistro menu at lunch time and à la carte in the evening. Fabulous food, great service and plush surroundings makes this venue perfect for every type of occasion.</p>
<p>Pizza Hut Liverpool One, Liverpool, L1 8JF Tel: 0151 708 6600 Fax: 0151 709 3277 Email: liverpool2.999@pizzahut.co.uk Web: http://www.pizzahut.co.uk</p>		<p>In 1958, Frank and Dan Carney had an idea for a great local pizza restaurant in Wichita Kansas. The small 25 seat restaurant only had room for 9 letters on the sign... the building looked like a hut... so 'Pizza Hut' was born! Fifteen years later, we opened the first UK restaurant and since then we've become the biggest Pizza Company on the planet!</p>
<p>Sapporo Teppanyaki Restaurant 134 Duke Street, Liverpool, L1 5AG Tel: 0151 705 3005 Fax: 0151 708 4963 Email: Antonio@sapporo.co.uk Web: http://www.sapporo.co.uk</p>		<p>Sapporo Teppanyaki restaurant offers a truly unique dining experience – watch as the talented show chefs combine the theatre of Teppanyaki style cooking with authentic Japanese cuisine.</p>

<p>Thomas Rigby's 23-25 Dale Street, Liverpool, L2 2EZ Tel: 0151 236 3269 Fax: 0151 236 2961 Email: thomasrigbys@btconnect.com</p>		<p>A traditional award winning pub serving fine food and speciality beers. Warm welcoming staff ensure you relax away from the hustle and bustle of the city.</p>
<p>Wagamama Liverpool One, Liverpool, L1 8JF Tel: 0151707 2762 Fax: 0151 709 1499 Email: Liverpool@wagamama.com Web: http://www.wagamama.com</p>		<p>Wagamama restaurants are the most popular chain of award winning pan asian noodle bar in the uk eating at Wagamama is a very relaxed and informal experience, with our unique bench style seating and serving arrangement. Using the latest technology, your order will be zapped wirelessly to the kitchen, where it is prepared fresh to order.</p>
<p>Yee Rah Liverpool One, Liverpool, L1 8JF Tel: 0151 709 7897 Email: Liverpool@yeerah.co.uk Web: http://www.yeerah.co.uk</p>		<p>Yee Rah is combining classic international dishes alongside Thai influenced dishes, therefore offering a unique menu. You are part of this exciting concept and will be at the forefront of its conception.</p>
<p>YO! Sushi Liverpool One, Liverpool, L1 8JF Tel: 0151 515 2241 Email: yo.liverpool@yosushi.com Web: http://www.yosushi.com</p>		<p>YO! Sushi, the uber cool, iconic Japanese restaurant is based on the innovative concept of a Japanese 'kaiten' (conveyor belt) sushi bar.</p> <p>YO! Sushi's food is fresh, seasonal and prepared daily by trained chefs. You can choose from a tasty variety of over 90 dishes, including sashimi, maki and hand rolls through to hot staples such as Chicken Katsu Curry and Salmon Teriyaki.</p>
<p>Zizzi Liverpool One, Liverpool, L1 8JF Tel: 0151 707 8115 Email: enquiries@zizzi.co.uk Web: http://www.zizzi.co.uk</p>		<p>Zizzi provides the finest quality ingredients across a range of pasta, pizza, salads and main courses and the finest Italian wines.</p> <p>The sophisticated surroundings provide the perfect setting for an indulgent and memorable dining experience.</p>