

The **acc** Liverpool Group

# The ACC Liverpool Group Accessibility Guide



## 01 | Accessible Parking

Visitors driving to the ACC Liverpool campus will find accessible parking available in the adjacent Kings Dock Car Park. There are 88 accessible spaces spread over 7 floors for the ease of visitors. 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 of the Exhibition Centre is accessible for wheelchair users, although assistance may be required for ACC Liverpool 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 at our Riverside Entrance (road level)



## 02 | Venue Access

The campus is fully accessible via access ramps from the city centre, car park and taxi drop off point. All steps have designated support railing for assistance.

### **ACC Liverpool**

The main entrance level for ACC Liverpool is the galleria, with two entrance points, one on the city side and another on the river side. Both entrances have automatic double entrance doors which are permanently staffed when an event is taking place. The Galleria flooring is slate.

Guest Relations is situated off the galleria, which is the main reception point for the building and also an information point for visitors providing local information, taxi bookings and recommendations on things to do and see in the city. The 1207 Coffee Shop is also located on the galleria next to the cloakroom.

There are two lifts available from the Galleria to both the upper and lower levels. Each lift has an accessible width of 1300mm and visual and audible floor indicators. There are also escalators which can be used to access the other levels. Stewards are situated at both escalators to assist delegates.

The conference rooms are situated on the upper level where stewards are available to assist disabled delegates. The conference level lighting is bright and there are contrasting colours to assist with navigation. Both the conference level and lower levels are 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 of the two levels providing access to the main stage. The designated spaces offer clear sight lines of any performance.

### **Exhibition Centre Liverpool**

The main entrance for Exhibition Centre Liverpool is via the atrium main entrance. This entrance also has automatic double entrance doors which are permanently staffed when an event is taking place. The atrium flooring is also slate.

Guest Relations is situated on the ground floor within the atrium which is the main reception point for the building and also an information point for visitors providing local information, taxi bookings and recommendations on things to do and see in the city. The 1207 Deli is also located on the atrium level of Exhibition Centre Liverpool, as is the cloakroom.

Exhibition Centre Liverpool meeting rooms are situated on Level 1 where stewards are available to assist visitors. The meeting room level lighting is bright and there are contrasting colours to assist with navigation. Level 1 is carpeted throughout.

The main Hall in Exhibition Centre Liverpool is fully accessible with accessible facilities.

For overall accessibility requirements please contact the Guest Relations Desk on arrival or if you have any specific requirements that you would like to discuss prior to your visit, please do not hesitate to contact us on 0151 239 6002.

## 03 | Hearing Assistance

Both ACC Liverpool and Exhibition Centre Liverpool feature an infra-red assisted listening service, which is available in specific seating areas of each venue. A personal neck loop can be collected from a member of ACC staff or at the Guest Relations desk. Please enquire for more details if you require this service. In the case of an emergency, trained stewards will assist any delegates with a hearing impediment to evacuate the building.

## 04 | Assistance Dogs

The ACC Liverpool Group 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.

## 05 | Toilets

### ACC Liverpool

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

### Exhibition Centre Liverpool

Atrium Level - 3 Separate Unisex Disabled Toilet – toilet, dryer, paper towel and soap dispenser

Main Exhibition Hall - 3 Separate Unisex Disabled Toilet – toilet, dryer, paper towel and soap dispenser

Level One - 2 Separate Unisex Disabled Toilets– toilet, dryer, paper towel and soap dispenser. Both have baby changing units

Accessible facilities are also available in each of the organiser suites within Exhibition Centre Liverpool.

- A fully accessible changing places is available on site.
- The Changing Places Toilet facilities include:
  - A height adjustable adult-sized changing bench
  - A height adjustable adult-sized changing bench
  - A tracking hoist system
  - Adequate space in the changing area for the disabled person and up to two carers
  - A centrally placed toilet with room either side

- A screen or curtain to allow some privacy
- Wide tear off paper roll to cover the bench
- A large waste bin for disposable pads
- A non-slip floor

Please note, our staff are unable to assist with the Changing Places toilet.

## 06 | Cloakrooms

There are cloakrooms in both the convention centre and exhibition centre. For the convention centre (ACC Liverpool) the cloakroom situated on the Galleria level, with a low desk for easy access. The cloakroom is manned throughout the open periods of conference. For Exhibition Centre Liverpool, the cloakroom situated on the atrium with low level desk for easy access. The cloakroom is manned throughout the open periods of an event.

## 07 | First Aid

Should first aid assistance be required please contact a member of the venue team. For the convention centre (ACC Liverpool) 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. For Exhibition Centre Liverpool, the first aid room is located on the atrium and stewards will be able to escort you there. Alternatively, first aid assistance can be called to your location in the building.

## 08 | Taxis

Please find a list below of local taxi companies who can provide wheelchair accessible vehicles. Please specify the requirement for wheelchair access on booking.

- Delta Taxis 0151 922 7373 (cash bookings – card available upon request)
- Com Cabs 0151 298 1234 (credit card bookings)
- Com Cabs 0151 298 2222 (cash bookings)

## 09 | Local transport

For further information on local bus and train services, please visit [merseytravel.gov.uk](https://merseytravel.gov.uk)

For accessible information for Merseytravel bus services, please visit [merseytravel.gov.uk/bus/accessibility/](https://merseytravel.gov.uk/bus/accessibility/)

For accessible information for Merseytravel train services, please visit [merseytravel.gov.uk/train/accessibility/](https://merseytravel.gov.uk/train/accessibility/)

## 10 | Local services

For the latest accessible information on local hotels, bars and restaurants please visit the following link: [www.accessable.co.uk/](https://www.accessable.co.uk/)