



Live at The Piece Hall

Accessibility Information

How do I purchase an accessible ticket?

We want Live at The Piece Hall to be an event accessible for all.

To ensure we have the correct level of facilities we ask customers to purchase the correct type of accessible ticket on Ticketmaster. The following options will be available:

- Wheelchair Platform – This ticket gives you access to the accessible viewing platform.
- Ambulant – This ticket gives you access to the accessible viewing platform and a chair provided.
- Hearing Impaired – This is a general admission ticket.

Please note, should you require an interpreter for any concert please email info@thepiecehall.co.uk

To purchase an accessible ticket please go to [Ticketmaster](#)

What if I require an essential companion?

There is an option to select a companion ticket when you are purchasing an accessible ticket. Once you have selected a companion ticket, there will be an approval process. For the approval process, you will be contacted to provide supporting documentation for validation of your request.

Please check the terms and conditions for companion tickets to see what type of supporting documentation you can provide.

If your request for an essential companion ticket is not approved, the access team can advise on the procedure.

Terms and Conditions for Essential Companion Tickets

If you have selected a companion ticket, you will be contacted to provide one of the following forms of supporting documentation as evidence to grant a complimentary companion ticket. Please visit [Accepted Accessible Documentation](#) for more information.

Companion Ticket for General Admission Area

If you require a companion ticket for the General Admission area, please purchase your general admission ticket and [fill in the form HERE](#) to request a companion ticket.

Once you have submitted the form, Ticketmaster will contact you for proof of accessible documentation. You can find out [more on this HERE](#).

Once this has been approved, a companion ticket will be added to your order, and you will be notified.

Please note : This will not allow you access onto the accessible viewing platform. You will need to purchase a Wheelchair or Ambulant ticket to gain access here.

This is available via [Ticketmaster HERE](#)

If you have any questions please contact us info@thepiecehall.co.uk

What is an Ambulant Ticket?

An ambulant ticket is for customers who have a medical requirement for an essential companion to attend The Piece Hall and/or require access to the accessible viewing platform chairs are provided.

Customers who have purchased an ambulant ticket will be contacted to provide proof for a companion ticket and to gain access to the accessible viewing platform.

Accessible Toilets

Accessible toilets are located at each toilet block. There are also some available in the venue between North and West Gate.

Accessible Viewing Platform

The accessible viewing platform has a limited capacity and is strictly for access customers plus 1 essential companion. A member of staff is located on each platform to offer any help that may be needed.

To purchase a ticket for the accessible viewing platform please purchase either an ambulant or wheelchair ticket depending on your requirements through Ticketmaster.

Ground Conditions

The Piece Hall is a historic building and as such there are some uneven surfaces on the paved flooring. We ask that you take care when moving around the building.

Strobe Lighting and Special Effects

Smoke machines, strobe lights, fireworks and other effects may be in use at this event. Anyone affected by these should bear this in mind.

Medication

You are permitted to bring required medication into The Piece Hall. Please bring a copy of your prescription or a doctor's note.

Please make sure you only bring enough for the duration of the concert and ensure you keep it safe with you at all times.

Chairs

Concerts at The Piece Hall are standing and no portable furniture, inflatable or otherwise is permitted.

Large Print Menus

If you require a large print menu please contact us here info@thepiecehall.co.uk

Assistance Dogs

Assistance dogs are permitted on site. If you require to bring a registered assistant dog, please email info@thepiecehall.co.uk

British Sign Language

If you require a BSL interpreter at a concert at The Piece Hall please purchase a hearing impairment ticket.

Temporary Impairments

Please note that The Piece Hall accessible facilities cannot cater for people with temporary impairments such as broken bones, healing injuries and those who are pregnant.

Accessible Transport

You can find out about accessibility on buses and trains by clicking on the [link here](#).

Accessible Parking

The Piece Hall does not have a car park. There are a number of designated bays for Blue Badge holders in Halifax town centre.

With spaces located on Alexandra Street, Commercial Street, Corporation Street, Gaol Lane, Northgate, Old Market, Rawson Street, Thomas Street, Wade Street.

How far is the drop off point to the main entrance?

We encourage people to use public transport, but if travelling by car, the drop-off point is located on Blackledge by the South Gate entrance.

Contact Us

You can contact us by emailing info@thepiecehall.co.uk or calling 01422 525200.

