

Access Information

Making live entertainment accessible to all is important to us at Liverpool Olympia and we hope that the following guide will assist you in advance of your visit.

We are continually working to upgrade our facilities and ensure equal access for those who may have additional requirements.

We also provide a complimentary Personal Assistant ticket for those customers who may be unable to attend an event on their own due to medical or accessible requirements.

Feedback is always welcome, good or bad! We encourage you to get in touch with any comments or suggestions for improvements you have.

Contact:

If you have any questions regarding the facilities available at the venue before visiting, please do not hesitate to get in touch and one of the following people will pick up your enquiry:

Aoifé (Operations Manager) or Andy (Venue Manager)

Email: info@liverpoololympia.co.uk

Tel: 0151 263 6633

Postal: Liverpool Olympia, West Derby Road, Liverpool, L6 9BY

We aim to respond to all enquiries within 3 working days.

Please be aware that you cannot book tickets via the venue telephone number above.

Tickets can be purchased via the venue website www.liverpoololympia.co.uk

Venue Information

Our venue consists of 3 levels: Stalls, Lower Balcony and Upper Balcony. The stalls area is generally standing room only, with both balconies being permanently fully seated.

Main Entrance & Foyer:

One small step through main doors from street level (approximately 2-3 inches) with portable ramp provided.

Stalls:

Flat level access, specific permanently ramped staircase to lower areas. Part of this area is not wheelchair accessible due to two small descending steps, however, all amenities, including bars and merchandise stalls are replicated to the rear of the space on a step free surface.

We have an accessible toilet available on the stalls/ground floor area of the venue. This is located approximately 15 metres from the accessible viewing platform and is accessed by radar key. If you do not have your own key, there will be a steward located next to the platform or the toilets who will have one.

Lower Balcony:

Approximately 30 stairs, entering at the rear of the Lower Balcony. Shallow stairs then take you down to tiered rows of seating. The bar for this area is at the rear of the Lower Balcony. Gender specific toilets are at either side of the Lower Balcony, down approximately 6 shallow stairs. There are no accessible toilets on this level. There is no lift up to this floor.

Upper Balcony:

Approximately 45 stairs, entering at the rear of the Upper Balcony. Steep stairs then take you down to tiered rows of seating. The bar and toilets for this area are in the corridor at the rear of the Upper Balcony. There are no accessible toilets on this level. There is no lift up to this floor.

Although our box office, cloakrooms and bars do not have dropped counters for service to wheelchair users, our staff will come out to assist you.

How to Book

General admission and accessible tickets can be purchased through the venue website on the following link www.liverpoololympia.co.uk

When booking a platform space, a complimentary carer ticket will be added to your order. Please note this is not an e-ticket, as with your paid ticket, but can be collected at the box office when you're entering on the night of the event.

Personal Assistant Tickets

For customers with additional needs who have purchased a full price ticket to the event, we can provide one ticket free of charge for a personal assistant or support worker to attend with you. These are automatically applied to your order when you purchase an accessible ticket.

If you require a carer ticket but do not need access to our viewing platform, please get in touch and we will arrange your carer ticket separately. Just let us know what area you have booked your own ticket for (Stalls, Lower Balcony, Upper Balcony)

Accessible Viewing Area

We have a purpose-built accessible platform in our stalls area that allows a clear view of the stage. The platform has space for up to 5 wheelchairs or spaced seating and allows access for the person acting as your assistant to sit with you.

Unfortunately, we are unable to allow more than 1 guest per person due to the limited space. If you are attending an event with a group and wish for them to be near you during the performance, we recommend that they book tickets in the stalls area and they can take their spot right next to the platform.

The accessible platform should be pre booked as space is limited. This can be done via the venue website as with any other ticket type.

Requests for platform access on the night of the event may not always be possible, but where capacity allows, we will of course facilitate last minute requests.

We request all customers on this platform remain seated throughout the event to enable clear sightline for customers situated behind the platform.

Getting Here

By Train:

The closest station to the venue is Liverpool Lime Street, which is located just one mile from the venue. Lime Street Station has step free access to all platforms, the main street and taxi rank. Staff assistance can be requested if required, including a mobility assistance vehicle.

There are connecting bus routes from the city centre which pass through Queens Square Bus Station, directly opposite Lime Street Station (see details below)

There are also two Hackney taxi ranks located outside each entrance to Lime Street Station.

For further information on the facilities available at Liverpool Lime Street, visit their website on the following link: <https://www.nationalrail.co.uk/stations/LIV/details.html>

By Bus:

There are several bus routes from the city centre which stop approximately 100 metres from the main entrance to the venue. Our closest routes are 12, 13, 5 and 18. The bus stop for the return journey to the city centre is approximately 200 metres from the main entrance to the venue.

All the above buses stop at the main Liverpool One Bus Station (Paradise Street) and Queens Square Bus Station (opposite Lime Street Train Station).

For more information on accessibility on bus routes in Merseyside, please visit the Merseytravel website on the following link:

<https://www.merseytravel.gov.uk/bus/accessibility/>

By Taxi:

There are several local taxi companies who will pick up or drop off at the venue. We have listed some below:

Alpha – 0151 722 8888

Excel – 0151 728 8888

Delta – 0151 924 7373

On event nights, there is also often a Hackney taxi rank located directly outside the main entrance.

Parking

There is a paid, secure public car park directly next to the main entrance to the venue on West Derby Road. This will open 30 minutes prior to the event opening time (detailed on your ticket) and close 30 minutes after the event ends.

There is limited on street parking in the area and we do ask that you respect the local

residents and do not park in areas which are marked as a residential parking zone. We do not recommend parking on the open grass across the road from the venue, as this property is not owned or maintained by the venue and is particularly uneven underfoot.

Should you choose to park in the car park, please speak to the staff member on the gate, who will recommend the best place to park with the least walk to the venue. The accessible spaces within the car park are approximately 30-40 metres from the main entrance to the venue.

The ground surface is fully tarmacked however please do take care on the pavement between the car park and the venue as this has uneven flagstones in some parts.

Drop Off Points

As the main entrance to the venue is on a busy main road, for your safety, we recommend dropping off on the corner of Boaler Street and Upper Baker Street, which is behind the venue.

This is a short walk via footpath of approximately 50 metres to the main entrance. The footpath is flagstone which may be uneven in parts so we advise taking care if using a wheelchair or mobility aid.

We have security staff located in this area so please flag one of them if you require assistance from this point.

Please note that this is a residential parking area and parking here is prohibited without a resident's permit.

Early Entry

We allow an early entry system for those customers who have pre booked assistance with us. Please arrive at the venue 10 minutes prior to doors. As soon as we are able, we will allow entry, giving you time to access the area you are booked into.

Any questions you may have, or anything we can assist with, please do not hesitate to ask our staff.

Event Timings

As a rough guide, for live music, a standard event opens at 7pm and will finish by 11pm. This may vary from show to show, so we advise checking the event listing on our website for individual show details.

The opening time will also be stated on your ticket. Please note that this will be the time the venue opens, not the time the show begins.

Stage times for each event will often be shared on our venue social media accounts in the days leading up to the event. These are subject to change.

If you have any queries regarding planning the timings of your journey or visit, please get in touch with Aoifé.

Arriving at the Venue

When you get here, we offer priority entry ahead of the queue for those with additional needs. Please make yourself known to a member of security at the main doors and they will escort you through.

If you are a wheelchair user and require use of our portable ramp to access to main entrance, the door staff will also sort this.

If you have booked a space on the accessible platform, or have reserved tickets for collection, you will need to speak to a member of our box office team who will give you the relevant accreditation. The box office is located directly inside the main entrance.

Due to the small size of our main box office counter, we do not have a lowered area, however, one side of the box office is fully open and staff will assist you from this area. From there, a steward will show direct you to the area in which you are booked and point out the accessible facilities.

If your tickets have been posted in advance or you are holding an e-ticket and you do not have a personal assistant ticket or access platform pass to collect, you do not need to visit the box office.

In this case, the door staff will scan your ticket and show you to the relevant area and point out your nearest accessible facilities.

Medical

We have a medic on duty for every event. If you are feeling unwell or require medical assistance at any point during your visit to the venue, please speak to any one of our stewards or security staff, all of whom are in direct contact with the medical team.

If you are required to bring medication or medical equipment into the event and have any concerns regarding this, please contact us in advance or you can request to speak with our medic when you arrive at the venue.

Free drinking water is available at the main bar, which is located 20 metres from the accessible viewing platform.

Assistance Animals

Assistance animals are welcome in the stalls and lower balcony levels of the venue, although we recommend booking a space on our accessibility platform for those customers with stalls standing tickets.

Unfortunately, the Upper Balcony is not suitable for assistance animals due to leg rooms and the steep access points.

We may request proof that your dog is registered with an organization that is a member of Assistance Dogs UK.

Production

There will be flashing lights throughout most performances, and strobe lighting/smoke/other effects may be used at times. Signage will be displayed within the entrance and around the venue advising of any “out of the ordinary” special effects and where possible, customers will be made aware of specifics in advance. If you have any concerns regarding the use of special effects, please get in touch.

Access to Performance

We are currently unable to offer specific access to performance as standard on the majority of our events, however, from time to time we do host events which feature various accessibility aids. These will be advertised on our website listings and social media channels.