The Key Club Accessibility Information

The Key Club is committed to being a safe, welcoming and inclusive space and takes all the necessary steps to welcome people with disabilities to the venue.

Contact

For accessibility enquiries please email venue manager, Scott:

E: info@thekeyclubleeds.com

A: The Key Club, 66 Merrion Street, Leeds, LS2 8LW

We aim to reply to any enquiries between 2-5 working days

**Access at The Key Club**

The Key Club is situated underground and can be accessed by our main entrance which has 26 steps down to ground level, however, we do have an alternative step free entrance for those with access needs accessible via Merrion Street. This entrance is not open to the general public and must be opened by The Key Club staff, customers are then escorted through to the main venue. We advise you to contact us in advance if you require the use of this entrance so arrangements can be made.

Unfortunately, we do not currently have a wheelchair viewing area as we are not a purpose-built venue, however, we do offer priority entry for people with a disability. This means customers can enter the venue ahead of any queues once the doors are open to obtain the best position.

For our ambulant disabled customers, we have stools available on request which are positioned in a raised seating area that is accessible via 2 steps with a handrail available. Due to spacing, these are limited and are first come first served. We advise contacting us before your arrival for this to be arranged.

**Personal Assistant Ticketing Scheme**

Deaf and disabled customers are entitled to a personal assistant ticket at no additional cost when purchasing their own ticket., which must be requested in advance. We recommend customers first purchase a general admission ticket and then email Scott at info@thekeyclubleeds.com to obtain their Personal Assistant ticket.

We require proof of eligibility for you PA ticket. Examples of proof of eligibility include: Disability Living Allowance (DLA) / Attendance Allowance (AA), Personal Independence Payments (PIPs), Blue Badges & The Access Card.

Other evidence may be accepted on a case-by-case basis.

**Getting to The Key Club**

The Key Club is 0.5 miles away from Leeds Train station and 0.6 miles away from Leeds Coach Station.

The Key Club is a city centre venue and unfortunately doesn’t have any specific parking. However, there are 2 multistorey car parks within close proximity of the venue.

The Q-Park St Johns Centre is situated on Merrion Street, offers 4 disabled parking spaces and is approximately 157ft from the venue.

Q-Park St Johns Centre

Parking Garage

Merrion St LS2 8NG

0113 218 2065

The Citipark First Direct Arena Parking is located on Belgrave Street, offers disabled parking and is approximately 0.2 miles from the venue.

First Direct Arena Parking

Parking Garage

Belgrave St LS2 8BT

020 7842 8508

**Taxis/Drop Offs**

There are limited spaces outside The Key Club for taxis and drop-offs. There is a maximum stay of 10 minutes per space.

**Services and Facilities**

**Opening Times**

Please check event listings for specific opening times as these may vary.

**Box Office**

The Key Club is not open to the general public during the day and there is no box office on site. However, tickets are available to purchase from Jumbo records which is next door to The Key Club in the Merrion Centre. Jumbo is a one-level record store. Please check their website for specific opening times as these may vary.

**Accessible Toilet**

We have one disabled access toilet at The Key Club, which is operated by a radar key. The disabled access toilet is located in our second room to the right of the main venue. This is within close proximity of the viewing area and is on one level.

**Accessible Bar**

We do not have an accessible bar at The Key Club. However, please ask our staff if you require assistance and they will be happy to help.

**Audio Enhancement**

At present, there are no audio enhancement services offered at The Key Club

**Assistant Dogs**

We welcome assistance dogs at The Key Club. We ask that whenever possible you notify us in advance if you are planning to bring an assistant dog to any of our shows and provide proof that a dog is registered with an organisation that is a member of Assistant Dogs UK.

**Strobe Lighting**

Strobe and flash lighting is regularly used at The Key Club. If you require specific show information please contact us in advance by emailing info@thekeyclubleeds.com and we will do our best to assist you.

**Medicines**

Medicines or food and drink to manage a medical condition are allowed into the venue. Please notify our security team when you arrive before being searched.

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