

Access Statement

University of Exeter – Great Hall

Contact details for access enquiries:

T: 0300 555 0214

E: gigs@exeter.ac.uk

Car Parking:

Car Park C, the nearest car park is situated opposite the Great Hall and has 12 accessible parking spots

Access to and inside The Great Hall:

The Great Hall is best accessed from Car Park C, directly opposite the Great Hall Piazza and 100m from the entrance doors to the venue. Access is level and step free and the venue is visible from Car Park C.

Once inside the venue foyer there are accessible bathrooms to the right of the bookshop. Stairs lead from the foyer to the venue. A lift is located in the inner foyer (through the set of inner doors) and takes passengers to the first and second floors of the venue. Ground (foyer areas) and first floor (main area of venue and bars) are wheelchair accessible.

Take our virtual tour at <https://event.exeter.ac.uk/venues/great-hall-and-devonshire-house>

Public transport:

The D bus route stops on North Park Road and is 100m from the entrance to the venue. Access is level and step free and the venue is visible from the bus stop.

The D bus timetable can be found at <https://www.stagecoachbus.com/timetables>. Then enter the letter D and download Pdf of timetable.

Box Office:

The venue will operate a ticket collection service from the time the doors open. This service is located in the foyer of the venue and persons wishing to collect tickets should queue on the left hand side of the piazza. If you would prefer not to queue we can offer a seated area indoors. When doors open you will be issued with your ticket and guided through to the venue. Please email gigs@exeter.ac.uk if you would like to use this service.

PA tickets (for standing or mixed standing and seated concerts)

PA tickets can be obtained via the venue (T: 0300 555 0214; E: gigs@exeter.ac.uk). Purchase your ticket online from the retailer, email confirmation of proof of purchase to gigs@exeter.ac.uk, the venue will then allocate a PA ticket and confirm this has been done. You and your PA will be added to the in-house list. On arrival, enter the venue through the left hand door from the piazza. If you would prefer not to queue we can offer a seated area indoors. When doors open you will be issued with your tickets and guided through to the venue. Please email gigs@exeter.ac.uk if you would like to use this service

PA tickets (for seated concerts)

All accessible tickets for seated concerts are sold through our partner, the Northcott Theatre. Purchase your ticket online at <https://exeternorthcott.co.uk> and on request you will be allocated a PA ticket at the same time.

Viewing platform

We have a viewing platform available for customers who may require a seat or a space to watch the show from during standing concerts. If you require use of the viewing platform, please contact us in advance (E: gigs@exeter.ac.uk or T: 0300 555 0214) and we can arrange this for you.

Accessible bathrooms

These are located as follows and are all unlocked:

- The ground floor main foyer (to the right of Blackwell's bookshop)
- The first floor in the Terrace Restaurant (the venue for the event bar)
- The second floor of the venue

First and second floor bathrooms can be accessed via a step free route (using the lift)

Infrared hearing support system

The Great Hall incorporates an infra-red assistive hearing loop system. Hearing loop lanyards will be made available at the ticket collection point.

Assistance dogs

The University is committed to ensuring the health, safety and welfare of all visitors. The following animals are permitted within University of Exeter buildings:

- Trained assistance dogs accompanying persons with a disability
- Therapy animals recommended by a Health & Care Professional Council (HCPC) registered health practitioner

Strobe lighting/haze/event pyrotechnics

Notices will be clearly displayed if the above are in use. If you have any concerns, please contact us (E: gigs@exeter.ac.uk or T: 0300 555 0214)