

Accessibility Guide

Working together to provide an outstanding experience.

This guide is designed to assist guests who have accessible requirements enjoy their visit to P&J Live Aberdeen.



Accessible For All

As a team we want a visit to P&J Live to be enjoyable for everyone. Our venue is fully accessible across all levels, with lifts, public areas and back of house areas designated for wheelchair use. We also have a range of accessible seating to be used across the venue and dedicated staff to help.



P&J Live Venue Facilities



Changing
Places Facility



Accessible
Parking



Induction
Loops



Accessible toi
let facilities



Accessible
seating



Assistance Do
gs

P&J LIVE

**ASM
GLOBAL**

Booking Tickets

Concerts and Shows

Book online at www.pandjlive.com

Visit our website, select the event you wish to see and click “Book Tickets” this will take you to the Ticketmaster ticketing page.

Click on “All Ticket Types” to select your required seating (wheelchair/ambulant/sight impaired/hearing impaired) and any companion tickets (if required).

All available seating will then be displayed on the interactive seating plan.

For assistance booking online, please contact access@ticketmaster.co.uk

Booking in person: at the box office located at the arena. The box office opens 1 hour before the doors open on show days only. (These time are subject to change and will be updated on our website)



Free Companion Tickets

A free essential companion ticket is available for guests who require an assistant.

Where a patron with disabilities requires a companion to attend then the combined total cost for patron and companion will be equivalent to the full price of one ticket. This must be selected at the time of booking before payment is made.

Seating Plans

Concerts and Shows

Please note that the following seating plans are given as a guide only and are not guaranteed for all our concerts and shows as plans are subject to change.

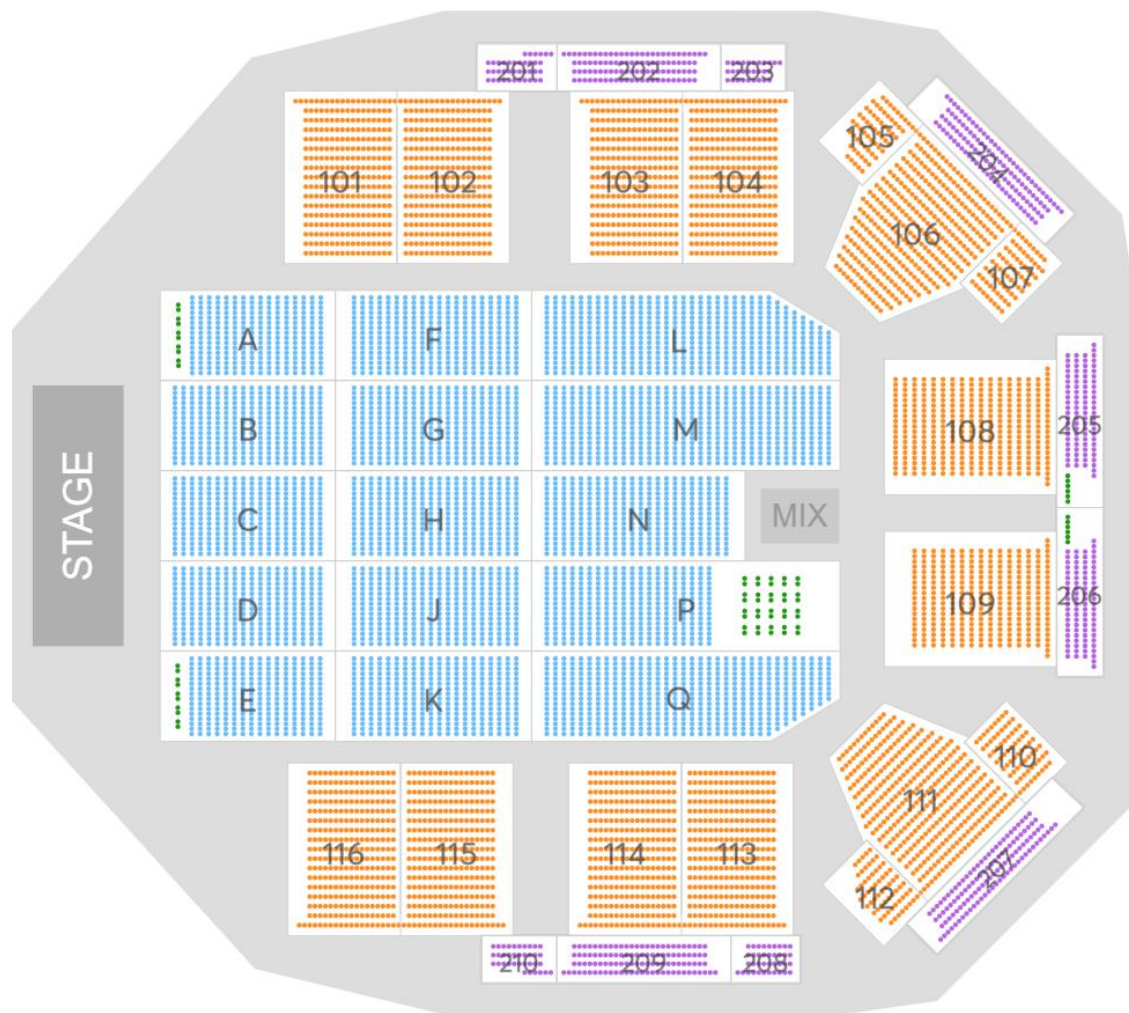
Lettered blocks A-Q are flat floor seating

Numbered blocks 101-116 are tiered seating and require going up and down stairs to access them

Numbered blocks 201-210 are balcony seating and can be accessed by using the lift, no stairs are required for Row A, however, the use of stairs is required for Rows B-D

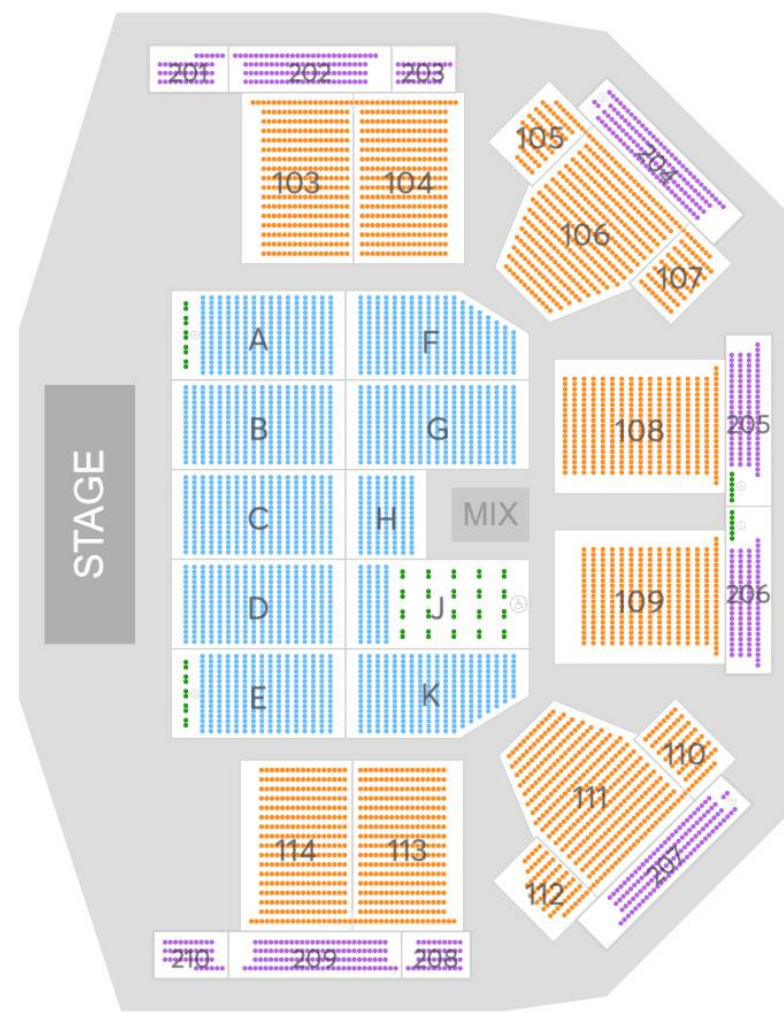


All Seated Full Hall

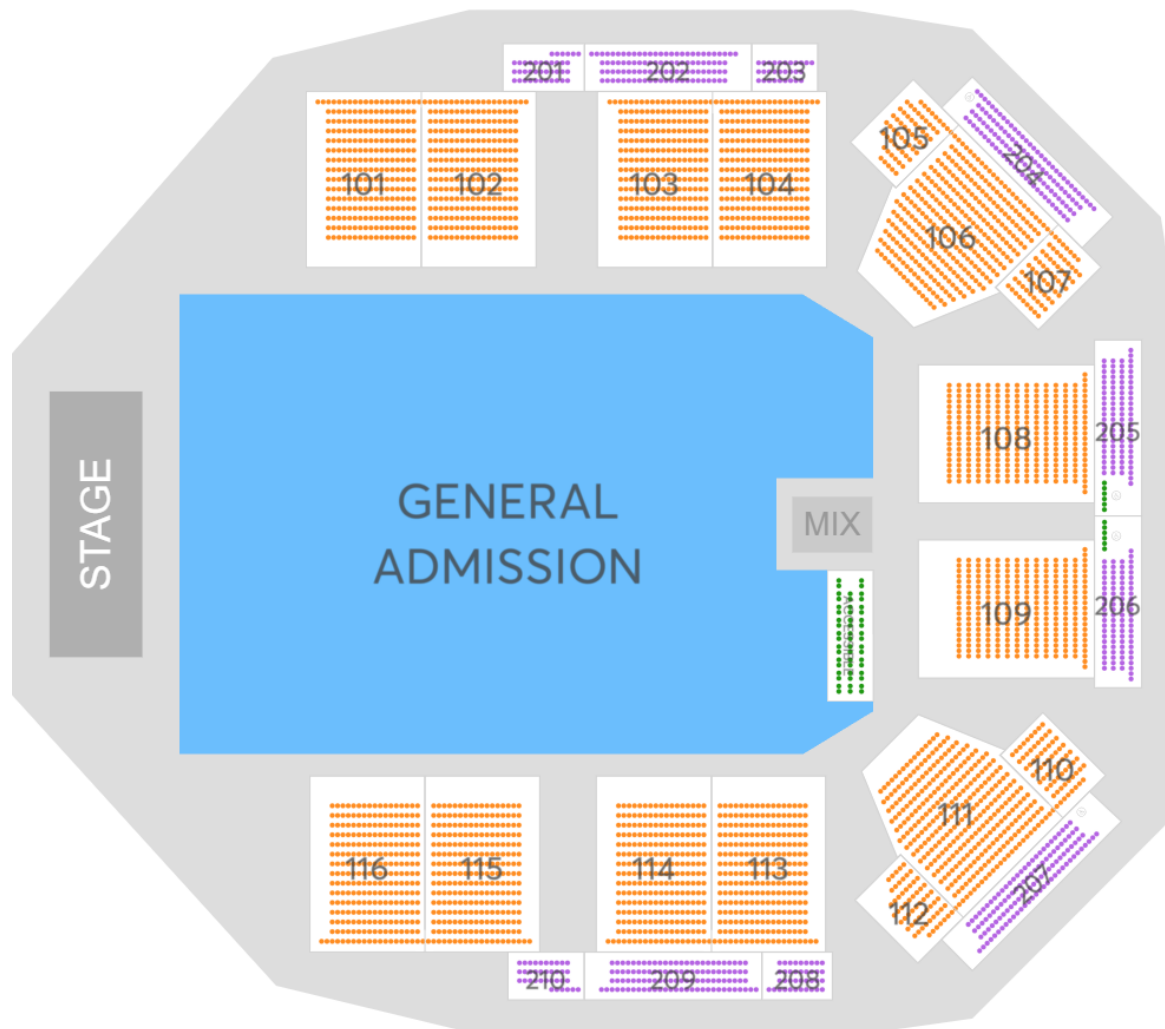


- FLOOR SEATING
- TIERED SEATING
- BALCONY SEATING
- WHEELCHAIR ACCESS

All Seated Half Hall



Seated and Standing Full Hall



- FLOOR STANDING
- TIERED SEATING
- BALCONY SEATING
- WHEELCHAIR ACCESS

Seated and Standing Half Hall



Venue Map



Blue badge parking is subject to availability on a first come first served basis. Accessible parking is available in both the overground Surface Car Park and the underground SUB-T Car Park.

The total distances from the carparks and bus routes to the venue are as follows:

- Surface Car Park: **261m**
- SUB-T Car Park: **15m**
- PJ1 Bus Service Stop: **197m**
- 727 Bus Stop: **228m**

All these walking routes are flat and require no stairs to access the main doors to the venue.

Car Parking

Accessible parking spaces are available at:

- Onsite Overground carpark approximately 261 meters from the main entrance
- Underground subterranean carpark approximately 15 meters from the subterranean entrance

Accessible parking is subject to availability on a first come first served basis. Pre-booking is not available.

Regular parking charges apply.

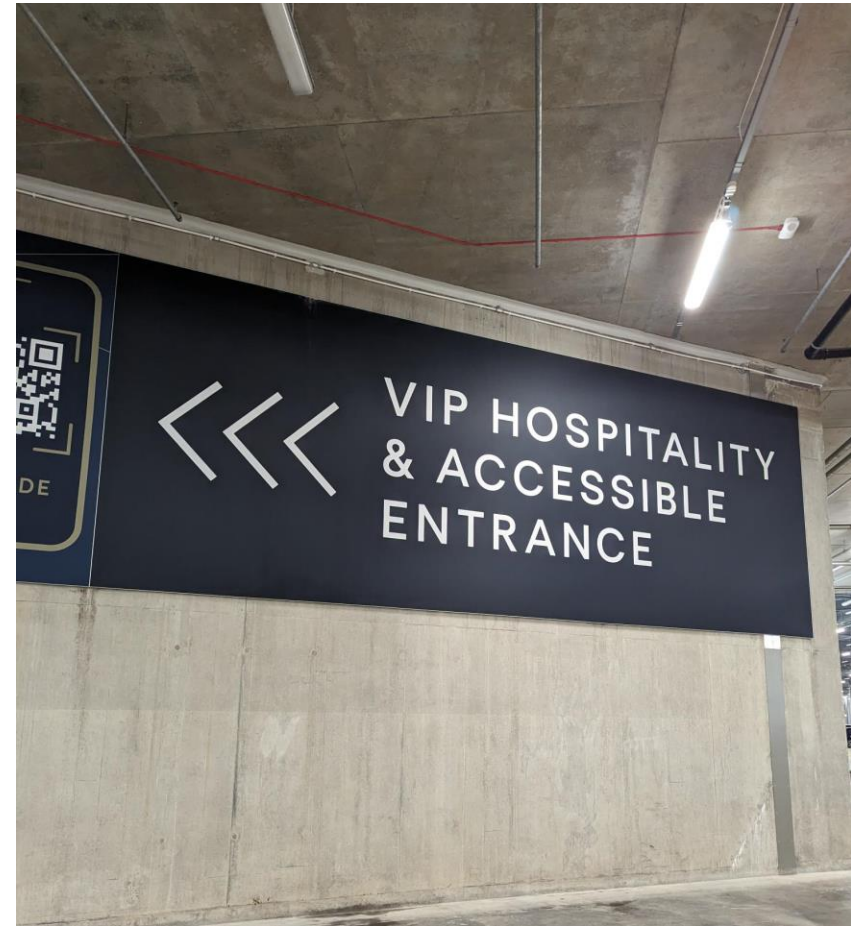


Accessible Entrance

All entrances at P&J Live have level access for all accessible customers that lead onto our lifts and escalators.

If you have difficulty queuing, please speak to a member of staff on arrival at the entrances, they'll be happy to arrange priority entry for you when the venue doors open.

Accessible customers may also utilise the VIP entrances to avoid queuing. If you require assistance with this, please speak to a member of staff.



Box Office

The box office is exclusively open on event days, please check with us in advance for the specific opening times.

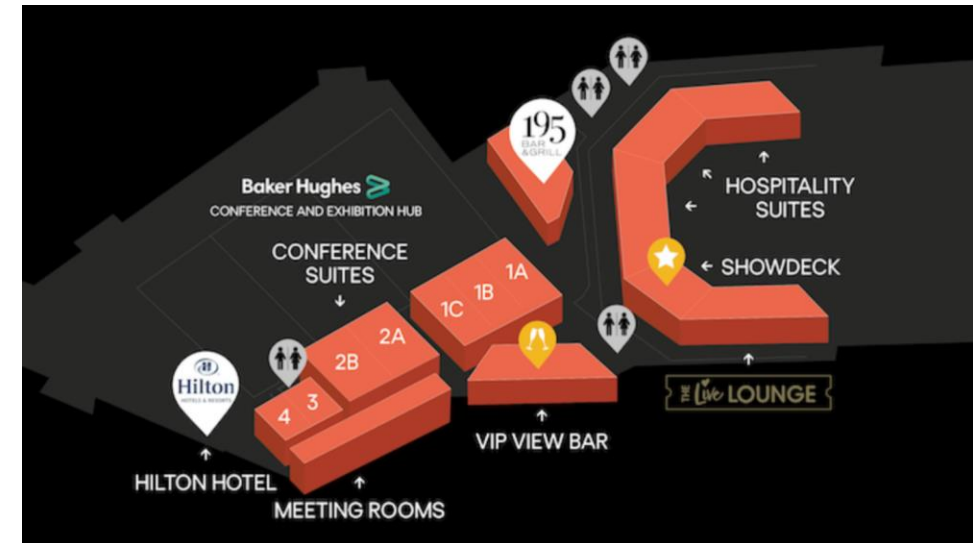
Please note the box office is only open from 1 hour before doors for a concert or show.

We have a low level counter available for accessible patrons to use.



Toilets

Unisex accessible toilets are available on all levels across the venue. If you are unsure where your nearest accessible toilet is located, please refer to our toilet map or ask a member of staff.





Changing Places Facility

We have a Changing Places fully accessible toilet available to customers located on the ground floor. This is for people who need extra facilities to allow them to use the toilet comfortably.

Further information on this facility can be provided if required.

Concessions & Merchandise

Concession and merchandise stands are all fully accessible with lowered counters.

Please note we do not permit food and drink to be brought into the venue, however, should you require the items due to a medical requirement, please contact the team at P&J Live – info@pandjlive.com



Induction Loops

Induction hearing loops are available and cover all areas of the venue including the main arena, exhibition halls and meeting rooms.

For all concerts and shows, induction loops can be collected at the box office.

For any corporate events please email info@pandjlive.com with your requirements.



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British Sign Language Interpreter

We are happy to arrange a BSL interpreter if required. Please contact our team at least 6 weeks in advance so we can work with the organiser to put these arrangements in place.



Assistance Dogs

Assistance dogs are welcome at the venue, however we ask you please check the event web page for content warnings including loud noise, flashing lights and special effects before attending.

At the time of booking please contact info@pandjlive.com if an assistance dog will be accompanying you to the venue. We do not take responsibility for any assistance dogs and ask that the dog always remains with the owner. However, please note they might not always be able to stay in the arena depending on the event format; in that case, we'll try our best to provide an alternative option.



Medical and Dietary Requirements

If you are attending an event at P&J Live and have any medical requirements – please let the event organiser know and they can pass on the details to the dedicated P&J Live event manager.

If you are attending a concert or event and have any medical requirements – please contact info@pandjlive.com and detail which show you will be attending along with your request.

At P&J Live we have a food and beverage policy that does not allow food and drink to be brought into the arena. However, we can make allowances in exceptional circumstances for medical conditions.



Contact Details

Website: www.pandjlive.com

E-mail: Info@pandjlive.com

Phone: 01224 824824

Address: East Burn Road, Stoneywood, Aberdeen, AB21 9FX

