**Accessibility**

**An innovative venue designed for all.**

**P&J Live prides itself on being accessible to everyone.**

**Concerts & Shows -**Booking accessibility tickets has never been easier, this can now be booked online via AXS. If you are able or have someone to assist you please visit [P&J Live's AXS Page,](https://www.axs.com/aberdeen) select the event you wish to see and click on ‘Wheelchair Tickets’ or ‘Ambulant Accessible Tickets’ to select your required seating and any companion tickets (if required).

Our seating configuration is flexible so the wheelchair and ambulant seating locations will vary from event to event, it is usual for us to have several locations for you to choose from, for wheelchair users; at the front of the flat floor seating beside the stage, a raised platform at the rear of the floor and also there are a few locations in our balcony area.

**The AXS App**

Fans can download the AXS App in the [App Store](https://apps.apple.com/gb/app/axs-tickets/id679805463) for iPhones and Apple Devices, and in the [Google Play App Store](https://play.google.com/store/apps/details?id=com.axs.android&pcampaignid=web_share) for Android. The AXS app is the best way to discover and buy tickets for all of P&J Live’s events including music, sport, comedy, exhibitions and family events.

With the AXS app, you can find great events near you, buy 100% official tickets, sell your seats if you can’t go, and more. You can also enter events with a quick scan of the simple and secure AXS Mobile ID. It’s all a fan needs, all in one app.

**Accessible Seating**

An innovative venue designed for all, P&J Live prides itself on being accessible to everyone. If you are able to or have someone to assist you, please visit [P&J Live's AXS Page](https://www.axs.com/aberdeen), select the event you wish to see and click on ‘Wheelchair Tickets’ or ‘Ambulant Accessible Tickets’ to select your required seating and any companion tickets (if required).

All general tiered seat, Blocks 101-116 do require going up or down steps to access them. The balcony level, Blocks 201-210 can be accessed by using the lift and no stairs are required for Row A, however, the use of stairs is required for Rows B-D.

**Free Companion Tickets**

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 time of booking before payment is made.

You have the option to book a companion ticket online at the time of purchase. If you are unable to book online please contact 01224 469297 with your seating requirements. If the information you require is not listed here or you need information on the venue itself, then please email us at info@pandjlive.com.

**Please note, our Box Office is closed on non event days - please note the following opening timings;**

Evening Events - Open from 5pm on the day, closed when the main act is on stage
Earlier Events - Open 1 hour before doors open, closed when the main act is on stage

If you are unable to book online, please contact 01224 469297 with your seating requirements. If the information you require is not listed here or you need information on the venue itself, then please email us at info@pandjlive.com.

**Car Parking**

Blue Badge is subject to availability on a first come first served basis. Accessible parking is available in both the overground and subterranean car park levels. When entering via the subterranean car park, accessible customers may utilise the VIP entrance to avoid queuing. Accessible customers entering from the overground car park on the main piazza may also utilise the VIP entrance at the main doors to avoid queuing. If you need any assistance, please speak to a member of staff on arrival.

**Public Transport**

Stagecoach services will run through the event complex daily, with the bus stops located a short walk to P&J Live, located behind Aloft TECA. The PJ1 bus service operates on selected event days from Aberdeen Union Square to P&J Live, the bus stop is located behind the Hilton TECA.
For more info, click [here.](https://www.pandjlive.com/visiting/bus/)

**Drop off & pick up points**

There is a taxis pick-up and drop-off point located on the P&J Live site, as well as a dedicated taxi rank in operation during major events. The drop-off point is located to the left of the main piazza when exiting the building.

**Our facilities include**

**Queuing**

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 Entrance**

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

**Accessible Parking**

Accessible parking is available in both the over ground and subterranean car park levels. When entering via the subterranean car park, accessible customers may utilise the VIP entrance to avoid queuing, making use of the lifts or escalators. Accessible customers entering from the over ground car park on the main piazza may also utilise the VIP entrance to avoid queuing.

**Changing Places Facility**

We have a Changing Places Facility on our main concourse level - this facility provides a spacious environment that is safe, clean, comfortable and accessible to all who require it.

**Assistance Dogs**

Assistance dogs are welcome at the venue, however we ask you to please check the event’s 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 a best alternative option.

**Hearing Assistance**

If you have any specific requests for performances such as use of our Hearing Loop, British Sign Language Interpretation and Captioning please contact the venue via email - **info@pandjlive.com**

To allow us to make any reasonable adjustments to provide any additional services please allow us 4 weeks’ notice prior to the event date.

**Accessible Seating**

We have accessible seating available on all levels of the building, including within our main arena for concerts and shows. Locations will vary depending on the show layout, the layout will be visible when purchasing tickets on the Ticketmaster website.

All general tiered seat, Blocks 101-116 do require going up or down steps to access them.

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

**Special Medical Need**

If you have any specific special or medical needs please do not hesitate to get in touch with us prior to your visit so that we can work together to make your experience as smooth as possible at P&J Live.

Customers who need to bring medical items with them to an event are asked to make this known to the venue prior to arrival to avoid any security related concerns. Remember to include as much information as possible stating the event you are attending and your requirements.

*info@pandjlive.com*