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**PLYMOUTH
PAVILIONS**

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CONTACT DETAILS

Reception - 01752 936363

Our phone lines are open Mon-Fri 10am to 2pm

Access Enquiries - access@plymouthpavilions.com

General Enquiries & Feedback - enquiries@plymouthpavilions.com

Postal Address

Plymouth Pavilions, Millbay Road, Plymouth, PL1 3LF

INTRODUCTION

Plymouth Pavilions is a multipurpose venue located in the centre of Plymouth and is the largest purpose-built arena in Devon and Cornwall. The venue hosts a wide variety of events throughout the year including live music, comedians, corporate functions, banquets and family shows. Over the years, we have had the pleasure of hosting high profile acts, including Oasis, Ed Sheeran, Sam Fender, Becky Hill and many more.

Full details of all upcoming events, shows and performances are available on our official website:

<https://plymouthpavilions.com/whats-on/>

Our Arena can hold a maximum of 2,542 guests for a seated performance, up to 4,000 for a standing concert and up to 700 for a banquet. The venue has multiple food and drink outlets throughout the Venue.

OUR COMMITMENT

We are committed to equal opportunities and creating a friendly welcoming environment for all. Our dedicated and experienced venue team are here to help regardless of how you contact us, whether it is by phone, email, post or in person.

If you need any information provided in a larger font, or an alternative format, we will do all that we can to help. Please contact us for assistance.

FACILITIES THAT PLYMOUTH PAVILIONS OFFERS:

- Step free access from the main entrance to Bar area.
- Step free access to the Café area, toilet facilities and our main Arena.
- Our Box Office, security and information desk is also step free with a low level counter and induction loop.
- Accessible toilets.
- Ambulant toilets.
- Accessible viewing riser platforms (for certain performances).
- Complimentary tickets for personal escorts and carers.
- Experienced venue staff that can help with any requirements.
- Access email address.
- Future: Nimbus Access Scheme.
- Online ticketing facility for purchase of access tickets.

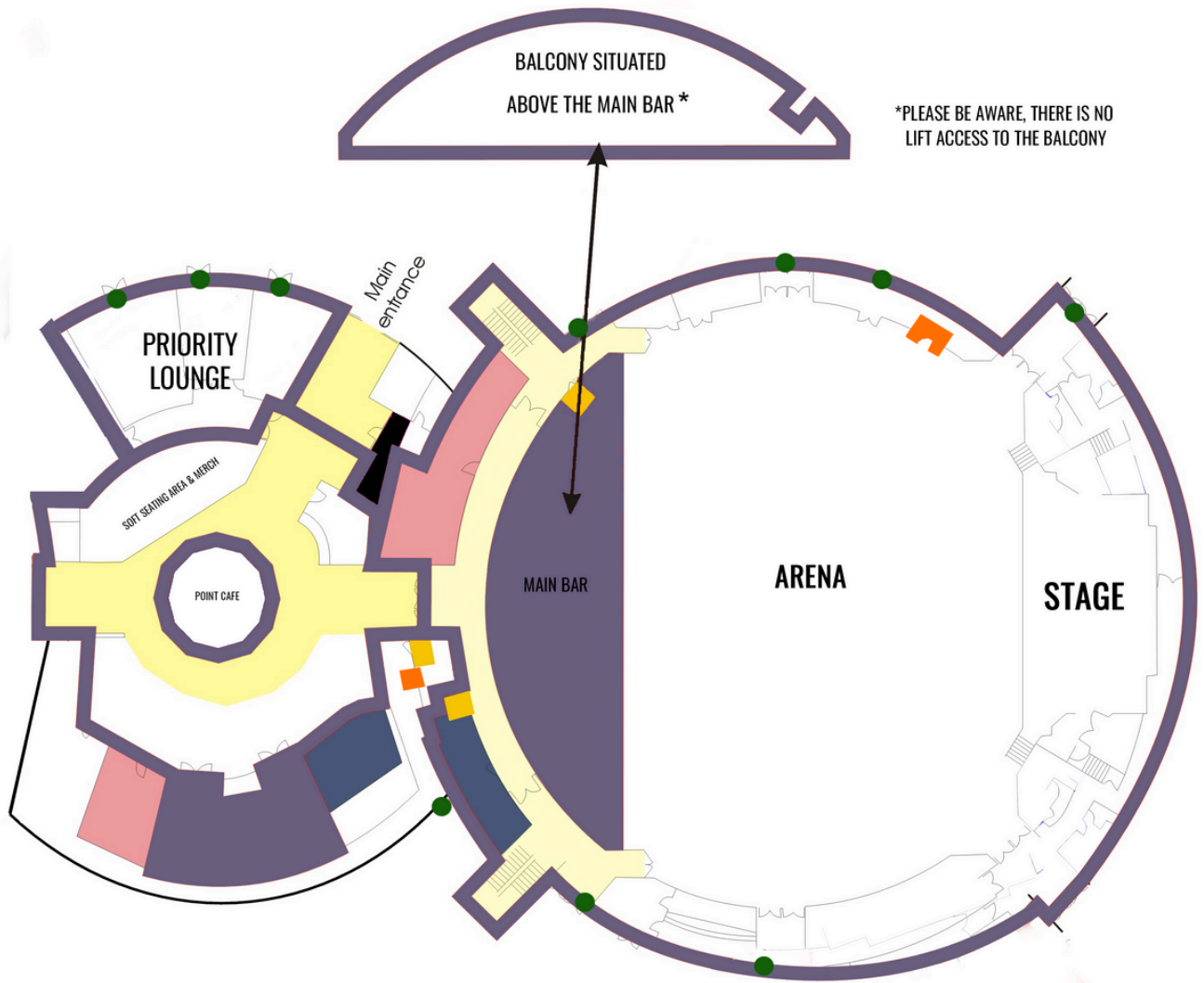
CHANGES TO ACCESS REQUIREMENTS

If your access needs have changed since booking your tickets, please contact us and we will do everything we can to help you. This will be subject to ticket availability.

ACCESS TICKET AVAILABILITY

The amount of wheelchair spaces varies for each event and performance and is based on the capacity associated with the format of the performance and setup of the Arena. This is set by each show and promoter.

SITE MAP - PLYMOUTH PAVILIONS



- | | |
|---|--|
| Public walkway | Ladies toilet |
| Ticketing Office | Gents toilet |
| Arena walkway | Accessible toilet |
| Fire Exits | First Aid Room |

**PLYMOUTH
PAVILIONS**

BOOKING ACCESS TICKETS

CURRENT

If you have access requirements, and wish to purchase tickets for a show, please email access@plymouthpavilions.com and request tickets for the show of your choice. Please leave your contact details.

From there our team can contact you and give you guidance on our venue facilities and enable us to book you the best seats for your requirements.

Please note, if you wish to purchase access tickets for an upcoming show, you must email after the on-sale time.

FUTURE

We are teaming up with Nimbus and will have access tickets available online before year end of 2024. More information to come once we are live with the scheme. We will contact all customers once this is live.

EVENT DAYS

Venue opening times and start times vary from event and performance. We recommend that customers check social media announcements and the website in the lead up to an event or performance. For all the latest information and show times please check the dedicated event show page on the Plymouth Pavilions website.

CARER & ESCORT TICKETS

Subject to availability, we can offer tickets for an escort or carer who is assisting or supporting an access customer whilst attending an event. This ticket would need to be requested at the time the booking is being made as it cannot be added retrospectively. Further information may be required.

Escorts and carers are expected to help with way-finding, assisting the customer into and out of the venue and auditorium, buying and carrying food and drink and undertaking all access requirements of the person they are attending the event with. They are not expected to leave the customer alone for long periods of time, be unable to meet with customer's access requirements, or be inebriated at the event.

ARRIVAL GUIDE

Our Venue is located just off of Millbay Road. The entrance, including the Box Office, is open 60 minutes before the start of any event.

We accommodate a limited amount of disabled parking spots to the right of the main entrance, based on a first come, first serve basis. We recommend bringing a Blue Badge to allow security to determine that you require parking close to the main entrance. Please note that on-site disabled parking cannot be guaranteed and cannot be pre-booked.

We also have drop off bays located just outside the main entrance of the arena. However these are not parking spaces so the car can only stay as long as it takes for the passenger drop off.

Please look out for our 'Priority Entrance' flag to the right of the main entrance, which will direct you to the correct side of the entrance to enter the venue to ensure a smoother ingress.

MAIN ENTRANCE



ACCESS DROP OFF POINT



EXITING THE ARENA

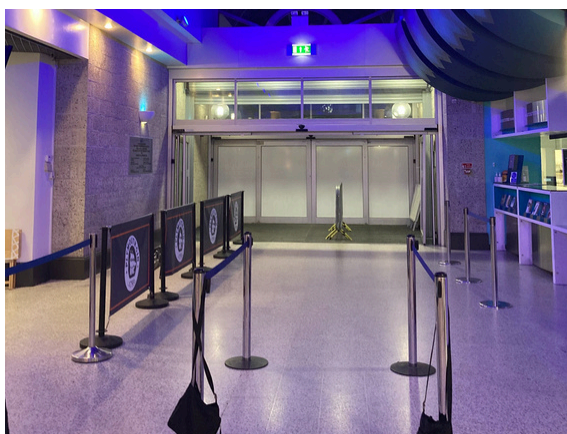
Once an event or performance has finished, egress is via multiple exits in the Arena, these exits are all step free. Visitor Services Assistants will be on hand to assist with any questions.

Special consideration will be made for guests with medical needs and parents caring for infants. We ask this is communicated to the venue ahead of visit for ease of entry.

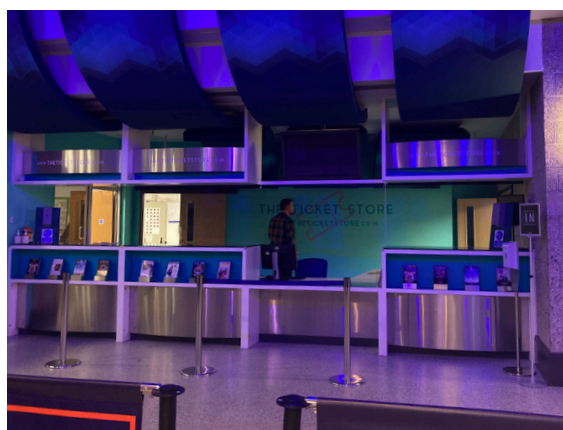
GETTING AROUND THE VENUE

The ground floor is completely step free, and includes everything you need for an amazing night out at Plymouth Pavilions. This includes the Main Entrance, Café, Main Bar, Priority Bar and the Main Arena. All public fire exits are also on the ground floor in the event of an emergency.

MAIN ENTRANCE



BOX OFFICE & INFO DESK



REFRESH CAFE



MAIN BAR



ACCESS IN THE ARENA

STANDING EVENTS

For some standing events and performances, an accessible riser platform will be provided. This accessible riser platform needs to be booked at the time of purchasing your ticket. To do this, please see the "Booking Access Tickets" section above. Upon entry to the arena, our Visitor Services Assistants will be able to show you the best route to the riser platform. Whenever an accessible riser platform is provided, it will remain staffed by a Visitor Services Assistant throughout the event. If you have any questions, please do not hesitate to ask.

For your safety and for the safety of those around you, we do not allow people using crutches and/or walking aids onto a standing floor. Even though your friends could help look after you, crowd movement on the floor is unpredictable. We will always endeavor to find you an accessible position within the arena so that you can still attend the event.



SEATED EVENTS

For seated events, there is no riser platform. Instead, there will be seats allocated for wheelchair spaces and a carer if required. Seats will be adjusted to fit wheelchairs among the seated audience, allowing easy access out of the arena for egress and emergencies, usually at the end of the rows of seats. These seats are booked in the same manner as all other access tickets.

TOILET FACILITIES

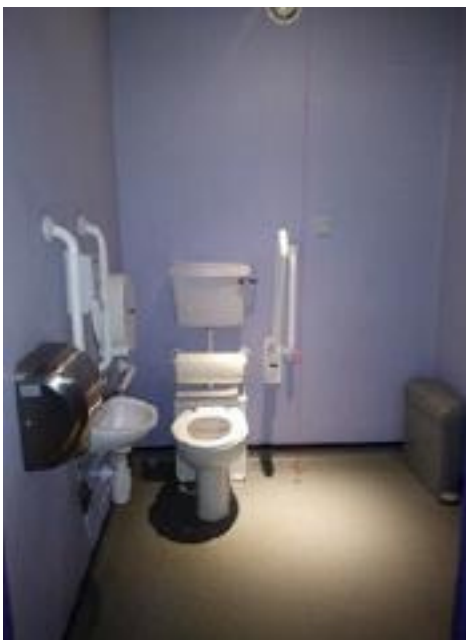
There are four accessible toilets on the ground floor of the venue. Please refer to the site map provided on page six of this document for their locations, the accessible toilets are highlighted in yellow.

There is also an accessible toilet outside of the upstage bar for those who do not use a wheelchair.

There are a number of ambulant toilet facilities located within the male and female toilets accessible from the bar area.

All of our ambulant and accessible toilet facilities have step-free access.

ACCESSIBLE TOILET CUBICLE



AMBULANT TOILET CUBICLE



MEDICAL REQUIREMENTS

We welcome attendees who need to bring medicines, food or drink to manage a medical condition. You are welcome to contact us in advance of your visit for advice should you have any concerns or questions. You are welcome to bring any supporting documents to the venue with you should you wish.

Our Security team understand that people may need to supply their own provision to self-manage their condition. If a member of security has any questions they will call a Duty Manager to discuss the matter in private.

Trained First Responders are available at all events. They are contactable via our Visitor Services Assistants or a Duty Manager. At least one first aid room is available at every event.

EMERGENCIES

In the event of an emergency evacuation, there will be an audible alarm in all areas of the building accessible to the public. A member of staff will give direct instructions from the stage to members of the public within the Arena. Our Visitor Services Assistants will be available to help where required.

ACCESS TO PERFORMANCE

Customers have the right to request an interpreter, once requested, we will try and provide one for that event, however this cannot be guaranteed. Alternatively, we have another options for hard of hearing customers to use a receiver.

Plymouth Pavilions uses the Sennheiser Tourguide 2020 digital wireless RF hearing assistance system.

Personal receivers are available at the venue with integrated stethoset headphones, or as discrete body packs, allowing the use of an induction neck-loop (for T coil equipped hearing aids) or your own headphones (3.5mm connection).

Customers wishing to use the system will be able to book out a receiver pack with lanyard when they arrive on site; they can then use a supplied earphone headset with the receiver.

We are committed to continually improving the services we can provide and endeavor to work with tours and promoters to increase all areas of accessibility in the future.

SOUND LEVELS

We have little influence to the sound levels on the events and performances that take place at Plymouth Pavilions. Artists and productions generally travel with their own sound and lighting equipment, including their own sound engineers and operating staff.

We do monitor both sound quality and decibel output closely and we will advise touring production crews when necessary. We are not able to request the volume be decreased on performances unless it is breaching legal limits. Ear plugs are available on request from the Box Office located at the Main Entrance.

SPECIAL EFFECTS

Please be aware that some events and performances will contain strobe lighting or smoke effects. Signage will be displayed in the venue to advise customers of this. If you need to know whether strobe lighting or smoke effects will be used on an event or performance, please contact us before booking your tickets and we will try our best to check with the promoter.

ASSISTANCE DOGS

Assistance dogs are welcome at Plymouth Pavilions. If you wish to take your dog with you into the Arena, please let our staff know when requesting tickets via access@plymouthpavilions.com so that suitable space can be allocated. Water for dogs can also be provided. Any waste bags can be disposed of in bins outside the front entrance of the building beside Millbay Road.

QUIET SPACES

The Plymouth Pavilions is a compact venue and does get very busy on event days. However, there are areas of the building that are quieter than others.

Our café seating area is generally quiet during performances. Events and performances with a designated quiet space will have mention of this on the show page. For events and performances without a designated quiet space, our staff will be happy to support customers in finding them an area in the building where they can take a moment away from the crowds.

If you are feeling uncomfortable or would like to be shown to a quiet space then please ask a member of the Visitor Services team, Security or a Duty Manager who will be happy to assist you.