



New Century

Comprehensive Accessibility Guide for
Attending Events

Accessibility at New Century

We're committed to making New Century as accessible and welcoming as possible. If you have any access requirements, our team will do their best to make sure you have a comfortable experience when visiting the venue.

If you have bought an accessibility ticket please fill out the form on our website to ensure you have told us about your requirements.

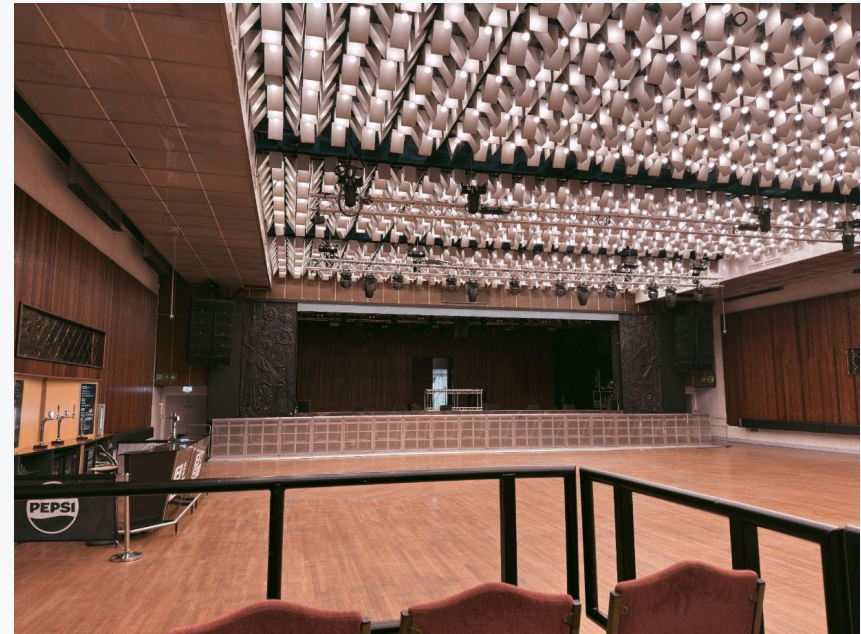
If you need support for an upcoming event, please contact us at access@newcenturyhall.com at least 7 days before the show so we can make the necessary arrangements.

Hall

Event accessibility details for shows taking place in the Hall
(First Floor)

Hall — Facilities & Platform

-  **Raised Viewing Platform:** 2-foot-high platform located at the rear of the venue with ramp access (seats up to 19 guests).
-  **Lift Access:** Level access to the 1st floor via keycard-operated lift with staff assistance on arrival.
-  **Accessible Toilets:** Two accessible toilets located on the first floor near the platform, plus one on the ground floor opposite the box office.
-  **Seated Events:** For fully seated shows, seats in the front few rows are reserved for access ticket holders.



Hall — Lift & Stair Navigation

Reaching the Venue

Located on the first floor above New Century Kitchen.

Accessible via two flights of stairs equipped with sturdy handrails on both sides, or via staff-assisted lift upon arrival.

During the Event

Need to return to the ground floor during a performance or show?

Simply ask any bar staff or security team member to operate the keycard lift for you at any point.

Locker

Event accessibility details for shows taking place in Locker
(Ground Floor)

Locker — Step-Free Access & Viewing



100% Step-Free Access: Located entirely on the ground floor. No stairs or lifts required to access the space.



Designated Viewing Area: Features a designated, barriered viewing space near the front, or you can choose where to stand/sit. Dedicated seating is available.



Seated Events: For fully seated shows in Locker, seats in the front few rows are reserved for access ticket holders.

IMAGE COMING SOON

Locker — Facilities & Support

Accessible Toilets

Located directly next to the barriered access area on the ground floor for quick, convenient, and easy access throughout the event.

On-Hand Support

Dedicated event staff and security personnel are stationed in the access area throughout the show to answer questions and assist as needed.

Arriving at New Century

Where to go and who to meet.

Assistance Dogs & Parking



Assistance Dogs Welcome: Guide and assistance dogs are welcome across all spaces including New Century Kitchen, The Hall, and The Locker. (A standard waiver may be requested upon entry).



Disabled Parking: While there is no on-site parking, designated Blue Badge parking spaces are located nearby in Manchester city centre. You can find nearby spaces on [this link](#).



Step Free Access: You can access the lobby at New Century without encountering any steps from the on-street parking, loading bays or local car parks. There is an outdoor lift if you are wanting to arrive from the steps side of the venue or ramps from Hanover Street. There are no steps directly into New Century

Arriving at New Century



Set Times

Official set times are published on New Century's Instagram story on the day of the event for your planning convenience.



Recommended Arrival

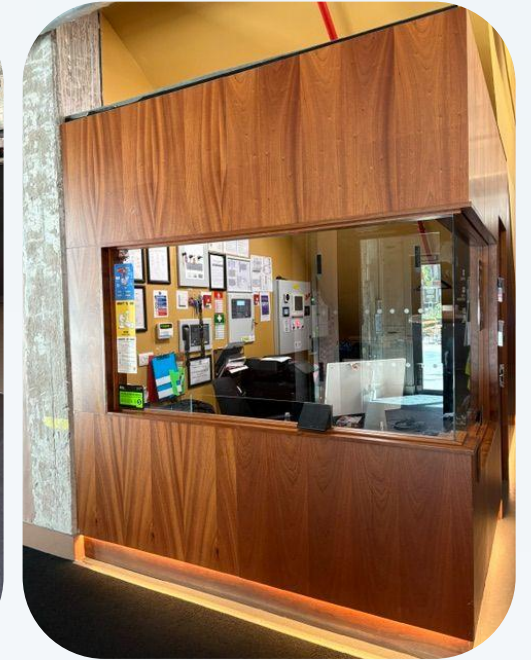
We advise arriving just before doors open (typically 7:00 PM - check your ticket provider's listing to confirm exact times).

Arriving at New Century



Fast-Track Entry

Head to the front of the main queue outside. Inform security you are on the accessibility list, and they will direct you straight to the box office.



Meeting Point

When you arrive at the box office, a member of staff will guide you to the access area, show you where the facilities are, and answer any questions you may have.

Purchasing Tickets

For you and for your carer.

Ticket Purchasing

 **Purchasing your ticket:** Head to the events page on our website and find the event you would like to attend. From there, you can purchase one of our accessible tickets.

If you have already purchased a general admission ticket, we may still be able to accommodate you depending on availability. Please complete the Access Requirements Form or contact access@newcenturyhall.com, and we will let you know if space is available.

Please note that we are unable to refund accessible tickets purchased in error, so when contacting the accessibility team it helps to have a screenshot or photo of your ticket purchase ready.

Carer & Personal Assistant (PA) Tickets

 **Complimentary Ticket:** Guests with accessibility requirements can request one free ticket for a personal carer or assistant for events in both Hall and Locker. Carer tickets are offered on a first come, first served basis, depending on venue capacity and space within the access area.

 **Documentation:** To arrange a carer ticket, please indicate it when completing the Access Requirements Form and provide proof such as a recent Access Card, DLA, PIP, or similar documentation.

We understand that some guests may require assistance but do not have formal documentation. If this applies to you, please contact us and we will review requests on an individual basis.

Once we have the relevant information, we will send you a link to claim your free carer ticket. We will also notify our box office team, so they are aware when you arrive.

 **Important Note:** Carers/PAs must be capable of assisting you in the event of an emergency evacuation.

Wheelchair Space Reservations

Wheelchair spaces per event

3

HALL

2

LOCKER

Capacity & Safety Regulations

Due to strict fire safety regulations, up to 3 dedicated **wheelchair** spaces are available per event in Hall and 2 spaces in Locker. There are additional seats available for guests with mobility issues.

Booking Process: Offered on a first-come, first-served basis. Please request via our online requirements form or by emailing access@newcenturyhall.com.

Venue Effects & Ticket Types

General Admission Tickets

New Century is primarily a standing venue.

Standard GA tickets do not guarantee a seat unless explicitly advertised as a fully seated show.

Strobe & Production Effects

Strobe lighting, theatrical smoke, and special sensory effects may be used during performances.

Contact us beforehand if you have sensory sensitivities or health concerns.



Contact Information



Email (Preferred)

access@newcenturymcr.com



Phone

0161 552 6719

Mon–Fri, 8am–4pm



Address

**34 Hanover Street
Manchester, M4 4AH**