

Alexander's is an inclusive venue and we welcome all deaf and disabled customers. We will do all we can to make your visit as enjoyable as possible so please do not hesitate to get in touch and let us know if there is anything more we can do. You can contact us by;

Email – [access@alexanderslive.com](mailto:access@alexanderslive.com)

Phone – 01244 401402 (please note at the moment we are closed Mon – Fri and operating on reduced hours so it might be difficult for us to answer – Please accept our apologies for this)

Postal – 2 Rufus Court, Northgate St, Chester. CH1 2JW

Social Networking – Please also feel free to contact us via facebook, twitter or Instagram.

<https://www.facebook.com/AlexandersLiveChester/>

<https://twitter.com/alexanderslive>

<https://www.instagram.com/alexanderslive/>

We will aim to respond to all enquiries within 2 working days.

### The Venue

Alexander's has step free access to the front entrance, bar and seating areas. This is via Abbey Road which as lovely as it is, has those good old Chester cobbles to contend with. In house there are two steps down to the dancefloor area.

We do have access to a fully accessible toilet via Northgate street (less than 100m) and the Bar Staff hold the key to this. Please notify them if you require use of this facility and they will be more than happy to assist you and show you the way.

### Bookable Access Facilities

We offer a ticket for personal assistants. If you require this service, please contact us directly either via phone or email to book.

If you know the venue and know where you would feel most comfortable please let us know when booking and we will ensure your seat/table is reserved for you. If you haven't been to the venue before, please feel free to pop in or give us a call and we can talk things through with you and make some suggestions. There are several spots that are better for wheelchair users and some that are near exit points if you feel you might require some time away from the performance space.

### Travel and Parking

We do not have any parking at the venue, however, Blue Badge holders can park on yellow lines in Chester just outside the venue on Northgate St (less than 25m) for up to 3 hours. There are designated bays with no time restrictions on Saint Werburgh St (less than 500m) or in Garden Lane Carpark (less than 650m). The nearest dedicated blue badge only carpark is on Frodsham Street, CH1 3JJ, and is also about 650m.

Chester Bus Interchange is 500m away with access to Northgate St via George St.

Chester Train Station has full disabled access and is approx. 1km away. There is a taxi rank directly outside the station and to the right. Accessible taxis are usually available.

### Coming to a Show

We are usually open from midday as a café/bar so if you would like to access the venue when it is slightly quieter and with no queues this is absolutely fine. If you let us know your arrival time, we will ensure your table is reserved and ready. The venue usually gets busy from 8pm so we would recommend coming earlier if you can.

We will check you in at the main entrance and will show you to your table if you have one reserved. We will give you a hand stamp or wristband so if you need to leave the venue you will be able to re-enter at any point throughout the show.

If you are pre-booked, we will have all your details to hand, but you may like to bring a copy of your ticket or e-ticket to speed up the process.

### Medical Requirements

If you need to bring medicines, food or drink to manage a medical condition or medical equipment this is absolutely fine but we ask that you let us know upon booking so we can ensure the staff on the night are made aware of your requirements. Please just email this information along with the show you are attending to [access@alexanderslive.com](mailto:access@alexanderslive.com).

If there is an emergency on site or you require any medical assistance please contact any member of staff immediately.

### Assistance Dogs

We welcome anyone that may want to come with an assistance dog but please do let us know upon booking so we can make arrangements. Some shows can get quite loud so please do be aware of this.

### Strobe Lighting

Most shows at the venue will not have strobe lighting. However, we will always make sure the event description on the bookings page of the website with note this if there is to be strobe lighting or any flashing images.