



colston hall

Bristol's home of music

Accessibility Information

Colston Hall aims to be as accessible as possible for disabled people or anyone who may need a little bit more help to attend an event.

Our foyer and main auditorium is completely accessible for visitors with disabilities. Lifts at both our Trenchard Street and Colston Street entrances will take visitors to all levels and wheelchair users can now access seats in the balcony. Please speak to the box office for more information.

A system of ramps and lifts provides access to The Lantern.

Stairs are designed to ensure handrails and steps are as supportive and identifiable as possible for visitors who may need assistance in using them.

Hall 1 can accommodate 9-11 wheelchairs and The Lantern can accommodate 2 wheelchairs.

The box office and bars in the foyer all have lowered accessible counters.

Patrons are encouraged to mention any accessibility requirements they have when booking tickets - we are flexible and will do our best to meet all requirements.

Assistance

Anyone who requires assistance to attend an event at Colston Hall will be allowed to bring a companion who will be admitted free of charge. Please ask about Essential Companion tickets when booking. Colston Hall can provide an assistant for those wanting to attend a concert alone.

Facilities for deaf and hearing impaired visitors

Colston Hall has an infra-red hearing system. On arrival, please contact a duty manager or steward for loan of an infra-red necklet receiver to be used in conjunction with your hearing aid.

Colston Hall will provide a BSL interpreter for concerts if required and we are notified in advance.

Registered assistance dogs

Registered assistance dogs are admitted and we can look after your dog during the show if you require.

Accessible toilets

Our accessible toilet facilities are at stalls and balcony level and are signposted in the building.

Brochures

All our print is available in large print, braille or audio on request. Please contact the box office in the details at the bottom of this page.

Baby changing facilities

Unisex baby changing facilities are available on all floors.

Car park access

The car and coach drop off point is at the front of the Hall on Colston Street and at the rear entrance in Trenchard Street.

Additionally there is accessible car parking facilities on the ground floor of the public car park at Trenchard Street, which leads to level access to the Hall. Please be aware that this is not free parking for Blue Badge holders. Assistance may be needed for some users of the car park as Trenchard Street is on a steep incline.

Fire and emergency

In the event of an emergency, lifts will not be available for the use of those with mobility problems. Refuge stations with evacuation chairs will be provided with trained staff members to assist with escape.

Contact us

If you would like to discuss your accessibility requirements with us, please telephone the box office on 0844 887 1500 (calls cost 5p per minute plus your phone company's access charge), email boxoffice@colstonhall.org or write to us at:

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Colston Street
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