



At the Motorpoint Arena Nottingham and National Ice Centre we do our utmost to ensure that neither by action nor inaction, will any individual or group be reasonably excluded from any activities, facilities or services we offer.

The venue is easily accessible for visitors with mobility difficulties and accessibility needs. We work closely with 'Attitude Is Everything' who improve disabled people's access to live music by working in partnership with audiences, artists and the music industry to implement a charter of best practice in the UK.

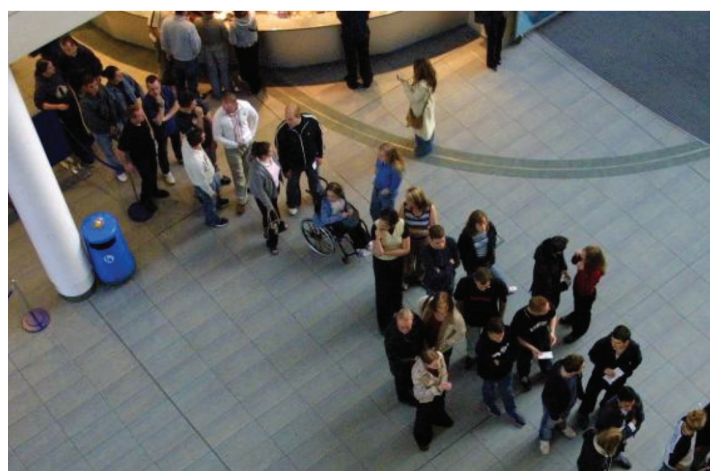
We were awarded Gold level of the Charter of Best Practice in September 2013. We also work with 'CredAbility', a quality assurance system committed to supporting disabled customers. We are a CredAbility Verified Accessible venue.

In 2015 we introduced the Access Card. The card has been designed by CredAbility to easily and discreetly let businesses know the specific needs of disabled visitors. It translates a person's disability / impairment into symbols which highlight the barriers they face and the reasonable adjustments they might need.

We operate a PEEP (Personal Emergency Evacuation Plan) registration system. For customers who may require one, please ask our Box Office staff for more information.



National Ice Centre Changing Places Facility



Accessibility for All

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ACCESSIBLE EVENT SEATING

Accessible seating is available within the Arena bowl and Hospitality Suites. Alternating blocks have easily accessed viewing platforms where wheelchair users, companions and those with mobility issues can enjoy excellent views of the stage and the event. These seats are situated in open areas and on the same level as the concourse so there are no steps to navigate. All accessible seating is positioned near exits and toilets.

Ice Skating

We offer ice skating opportunities for people with disabilities and their families. Depending on individual requirements, the ice can be accessed on skates, in a wheelchair or in one of our purpose built sledges (sledges must be booked in advanced). Coaches can be booked in advance at an additional charge to provide support. Booking in advance is essential and structured lessons and one-on-one coaching are also available separately. Ice can be hired on a private basis for groups, please enquire with our Box Office for more information. For further information or to book email Box Office or call 0843 373 3000.

Drop Off and Entrances

We have a taxi rank located on Lower Parliament Street, this allows vehicles to drop off and pick up. The main entrances can be accessed by using the lift on Lower Parliament Street from the taxi rank, or via Bolero Square situated just off Barker Gate. Both entrances allow flat floor access and are both equipped with an automatic opening door.

Accessible Parking

A public blue badge holder car park is situated directly next to the venue, located on Dean Street. This facility is operated by Nottingham City Council and works on a first come first serve basis. On street parking is also available on nearby streets if you are looking for somewhere close to park.

Lifts and Wheelchair Access

Lifts operate to all floors within the venue and are wide enough to accommodate a standard wheelchair. Lift dimensions and key door sizes are as follows:

- Main foyer lifts are 79cm wide, 207cm high and open automatically.
- External public lift is 79cm wide, 139cm high and opens automatically.
- T&D's Café Bar lift is 79cm wide, 207cm high and opens automatically.
- Executive Suite concourse doors are 70cm wide and do not open automatically.
- Main foyer automatic doors are 90cm and open automatically.
- Public Skating entrance doors are 160cm wide and do not open automatically.

Hearing Loops

A hearing assistance system is installed within the main arena bowl for customers with hearing difficulties; this is accessed via an infra-red headset available from the Box Office during events. Please note customers will be asked to sign out a headset for use and return to a member of staff after the event. Please contact our Box Office on 0843 373 3000. Hearing loops are also installed in our conference suites located on levels 3 and 4 of the venue, instruction on how to enable this function will be given at point of booking with our sales team.

Accessible Facilities

Accessible toilets are provided on every level and are situated in all our main public areas, as well as meeting all standards set out in British Standard Design of buildings 8300.

Changing Places Facility

Our changing places facility is located on Level 3 of the venue and is accessible via the main foyer lifts. The room includes a mobile height adjustable changing bench, ceiling track hoist system and plenty of space to operate safely. The facility is available between the hours of 9.00am and 11.00pm, for those that require a RADAR key, please contact a member of Box Office in the main foyer. Please note for health and safety reasons, we do not provide slings for the hoist.

Food and Drink Outlets

All of our food and drink outlets are fitted with low level counters and foot recesses to aid customers when purchasing products and we strive to ensure that all our overhead signage is provided in large clear text.

Shop and Merchandise Outlets

Our shop and merchandise outlets are fitted with low level counters.

Skate Hire

Our skate hire is fitted with a low level counter and designed with clear contrasting colours and text.

Assistance Dogs

Assistance dogs are welcomed in the venue, however please be aware that noise levels are increased during certain events. Please inform one of our Box Office team if an assistance dog will be accompanying you to an event upon booking.

Sensory Tours

For those customers that require familiarising themselves with the venue before attending an event or skating session, please contact our Box Office on 0843 373 3000 to arrange a suitable time.

Literature

Braille copies of our terms and conditions are available upon request from the Customer Services desk in the main foyer. Marketing material is also available in large print upon request.

Emergency Evacuation

The National Ice Centre operates a Personal Emergency Evacuation Plan (PEEP) for all our disabled customers. This highlights the nearest and safest exit out of the venue in the event of an emergency; you will be offered this upon your booking or arrival at the venue. If you have any questions or queries regarding access to the venue please contact our Accessibility Officer via 0843 373 3000.