

## **Accessibility Webpage**

We are committed to making a visit to the Scottish Event Campus (SEC) an enjoyable experience for everyone.

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 events by working in partnership with audiences, artists, and the event industry to implement a Charter of Best Practice in the UK. We currently hold a Gold Award and we are committed to continually improve our venues in order to maintain the Gold Level, and strive for the newly introduced Platinum Level.

In addition to this, we also work very closely with AccessAble, a UK leading provider of accessibility information: AccessAble

## **Contact Details**

If you have a question regarding the accessibility of our venues, please contact our Customer Experience Team. We aim to respond to questions within 5 working days:

Customer Experience Team Contact Details:

*Contact number:* 0141 248 3000

*Email Us:* [info@sec.co.uk](mailto:info@sec.co.uk)

*Address:*

Customer Experience Department  
SEC  
Freepost  
GW6274  
Glasgow  
G3 8BR

To book accessible tickets for events via telephone, please contact our Box Office team on 0141 576 3230 (open Mon-Fri 9am-2pm). Accessible tickets can also be purchased on Ticketmaster; <https://help.ticketmaster.co.uk/hc/en-us/articles/21753535884305-Accessible-Tickets-Everything-you-need-to-know>

## **Venue Descriptions**

The OVO Hydro

We have two dedicated accessible entrances for the OVO Hydro, located at the East Doors and West Doors of the venue. Any customer with accessible requirements is welcome to utilise either entrance, regardless of their ticket location for the event.



The concourse areas on the first two floors of OVO Hydro are fully accessible by lifts.

**Important:** Venue lifts and escalators can assist customers to the Level 2 concourse area, however most seats on Level 2 and 3 are only accessible by stairs with handrail assistance. Please take this into consideration when booking tickets. People with mobility difficulties are recommended to book tickets within our dedicated accessible seating areas which are fully accessible for all. Alternatively, we would recommend customers book tickets within Blocks 001 - 012 which have no stairs to navigate for access, or Blocks 050 - 058, 201 - 206 or 213 - 218 which have a maximum of 18 stairs with handrail assistance for access.

#### Key Venue Features

All Entry and Exit doors (East, South and West) for the OVO Hydro are wide for accessible users

Broad, flat, accessible concourse



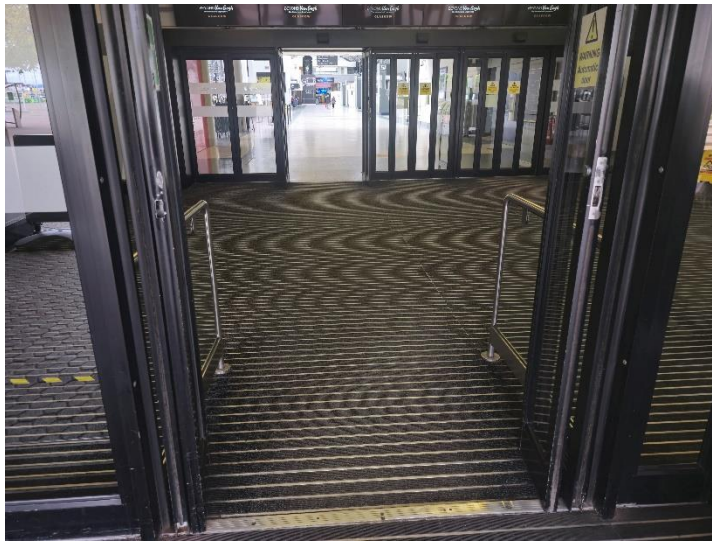
## The SEC Centre

The SEC Centre has automatic doors at both East and West entrances.

### Key Venue Features

Wide accessible doors at both the East and West Entrances and Exits of the SEC Centre  
Automatic Entry Doors to the SEC Centre both East and West entrances  
Broad, flat, accessible concourse

## Lift and Wheelchair Access



## The OVO Hydro

Fireproof Lifts with handrails operate to the concourse areas on the first two floors within the venue. Lift door opening dimensions are as follows: **120cm wide**

Lifts operate within the Hydro Club to take customers from the ground floor to the bar, restaurant and suite areas. Lift door opening dimensions are as follows: **91cm wide**

If you have your own wheelchair and wish to bring it to an event, you're welcome to do so. For live events (concerts, comedy events, etc) stewards can store your wheelchair for you during the event.

Our venue does have a limited number of wheelchairs available to borrow, but these are available on a first-come, first-served basis\*\*.

\*Please note that wheelchairs can only be borrowed for one event day at a time.\*

Collection and drop off is at the following point:

- OVO Hydro - the Information Desk on the main concourse

To request a wheelchair in advance of your visit, please fill in the form below;

**\*\*Please note: Requests made less than 48 hours in advance of your event may not be received.** For requests made within 48 hours of the event, you can still attend the collection point to request a wheelchair, subject to availability.



### **Sunflower Lanyards**

We support the sunflower lanyard scheme at the Scottish Event Campus.

Wearing a sunflower lanyard highlights to our colleagues that you have a hidden disability without you needing to declare it. If you require any additional support while in attendance, simply make any of our colleagues aware how best they can assist you. For more information, including how to order a Sunflower Lanyard, please visit [hiddendisabilitiesstore.com](http://hiddendisabilitiesstore.com).

### **Sensory Backpack Service**



The Scottish Event Campus is a buzzing, exciting hub for all kinds of events. We appreciate that for some, this can be a difficult environment. To help make your visit as enjoyable as possible, the SEC has a number of sensory backpacks, which are available to borrow, free of charge. These are primarily for customers with Autism and other Sensory Processing Disorders.

Each backpack contains a fidget toy, sensory distraction, earplugs/ear defenders and a feelings card. We can also provide a sunflower lanyard to discreetly allow our venue staff to appropriately offer assistance (please request this at your time of booking or collection). Children's packs also include a soft toy and sunglasses. **Please note:** some items included may be unsuitable for young children.

Collection and drop off is at the following point:

- OVO Hydro - OVO Hydro Information Desk.

Backpacks are available on a first-come, first-served basis.

Backpacks should be returned to one of the pick-up locations, but children are welcome to keep the soft toy. Items are sterilized between use, however there are sterilizing wipes included in the bag should you wish to use this yourself.

**\*\*Please note: Requests made less than 48 hours in advance of your event may not be received.** For requests made within 48 hours of the event, you can still attend the collection point to pick up a sensory pack, subject to availability.

## **Bookable Access Facilities**

### The OVO Hydro

Accessible seating is available within the Arena Bowl and Hospitality Suites. Dedicated blocks have easily accessed viewing platforms where wheelchair users, ambulant accessible customers, and their companions can enjoy excellent views of the stage. These spaces are situated in open, easily accessible areas of the venue.

Wheelchair accessible seats have no steps to navigate, with ground floor spaces being accessible via a ramp, and level 2 spaces being accessible via lift. Ambulant accessible seating has a maximum of 4 steps with handrail assistance for access into the row.

All accessible seating is positioned near exits to the concourse and accessible toilets.

## **Booking Tickets**

Customers who wish to purchase tickets for accessible positions in the OVO Hydro can do so online via Ticketmaster (our official ticketing partner); [Accessible Tickets: Everything you need to know – Ticketmaster Help](#), or by calling our accessible booking line on 0141 576 3230 (open Monday – Friday, 9am – 2pm). We offer accessible positions in various areas to accommodate visitors with a variety of access requirements.

Please note the following when booking accessible tickets:

- Wheelchair positions are intended primarily for wheelchair users.
- Ambulant accessible positions are for customers with disabilities/conditions that are unable to use the general seating/standing areas of the venue. These positions may have up to 4 stairs for access to the seats.
- Customers requiring access to a hearing induction system, or other services (BSL/Audio Description, etc) should call our accessible booking line on 0141 576 3230 (open Monday – Friday, 9am – 2pm).



- The accessible ticket policy limits one free carer/companion ticket to each accessible ticket purchased. If you require more than one essential carer/companion or additional positions in your booking, please call the venue on 0141 576 3230 (open Monday – Friday, 9am - 2pm).
- By purchasing an accessible ticket, you confirm that you or a member of your party require this position. Proof of eligibility/disability may be required. You will be contacted by Ticketmaster no later than 72 hours after your order regarding this if required.
- Tickets may be cancelled if misuse is suspected/found.

If you have any further questions or would prefer to discuss your specific requirements before booking, please call our accessible booking line on 0141 576 3230 (open Monday – Friday, 9am - 2pm) or email our accessible booking team via [booking.enquiries@sec.co.uk](mailto:booking.enquiries@sec.co.uk).

## **Travel Guide**

### **Accessible Parking**

The main car park is the multi-storey at 10 Stobcross Road, G3 8GS, which is operated by Glasgow City Council.



The car park is open 24 hours and has designated blue badge parking bays spread across levels 0-4. Parking bays cannot be reserved. For more information about this please click [here](#).

The car park has an accessible walkway (**59m** long) linking it directly to the campus. Lifts are available to gain access to each level of the carpark as well as for exiting and entering the carpark walkway.

Dimensions of the lifts within the car park are; **125cm x 190cm** and the door is **90cm** wide.

Dimensions of the lifts connecting the walkway to our campus are; **110cm x 130cm** and the door is **90cm** wide.

The total distances from the multi-storey carpark to each of the venues are as follows:

- OVO Hydro East Accessible Entrance: **109m**
- OVO Hydro South Entrance: **188m**
- OVO Hydro West Accessible Entrance: **289m**

- SEC Centre East entrance: **335m**

### Drop off for customers

There is a Drop Off area available, accessed via Stobcross Road, at the rear of the SEC Centre, when an event is taking place in the OVO Hydro, due to the closure of Congress Road to public vehicles.

A courtesy shuttle runs to assist customers from the drop off point to the front of the campus.



### Public Transport

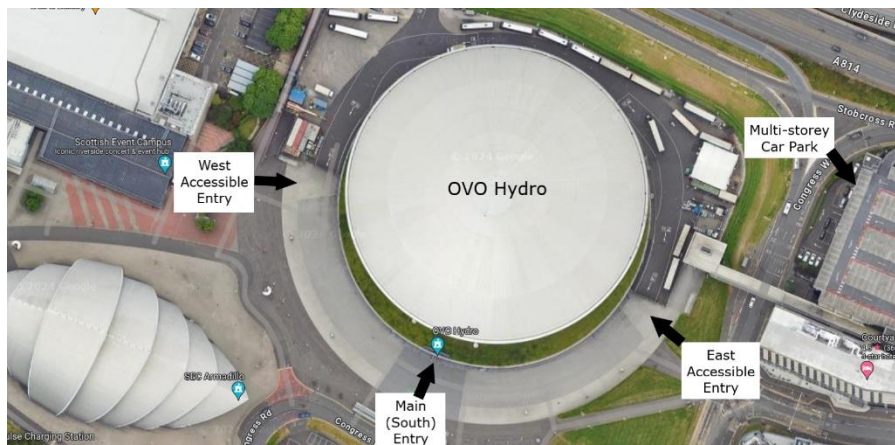
Low level trains run frequently between Glasgow Central/Argyle Street stations and Exhibition Centre station. **Please note:** Argyle Street station is **not** accessible by lift, so we recommend customers use Glasgow Central station if they require lift access.

On disembarking at Exhibition Centre, a lift is available to take customers to street level. On exiting the station, a covered walkway connects the station to our campus.

### Arrival Information

It is best to check event timings prior to arrival at [www.sec.co.uk/whats-on](http://www.sec.co.uk/whats-on) (usually available 2-3 days before the event), as opening times vary on an event-by-event basis.

We have 2 accessible entrances for access into the OVO Hydro. These are the East Doors (closest to the multi-storey car park) and the West Doors (closest to the train walkway/SEC Centre).



Please note that customers may have to queue on arrival to enter the venue, even at our accessible entrances.

Please contact our Customer Experience Team for further assistance.

Customer Experience Team Contact Details:

[Email Us](#)

### **Toilets and Changing Places Facility**

Accessible toilet facilities are within easy reach inside any of our 3 venues. These facilities can be accessed using Radar keys, which are available from stewards, or may be purchased from the Information Desk in the SEC Centre and the Information Desk in the OVO Hydro if you wish to have your own.

Stewards located around the venue can help point you to the nearest toilet from your location.

We have two Changing Place facilities on campus; one located on Level 2 of the OVO Hydro, accessible via the concourse lifts, and the other located inside the East entrance of the SEC Centre on the ground floor.



*SEC Centre Changing Places*



*OVO Hydro Changing Places*

Both Changing Place facilities include the following facilities:

- Changing Bed - Height Adjustable, Adult Sized, Free Standing
- Hoist - Ceiling, Loop (personal straps required)
- Peninsular Toilet
- Washbasin Height Adjustable
- Non-Slip Floor
- Floor Space (OVO Hydro) (sq. m) - 10
- Floor Space (SEC Centre) (sq. m) - 12
- Emergency Alarm
- Privacy Screen

If you require to use this facility outwith event/venue opening hours, please contact us:  
0141 248 3000 / [Email Us](#)



## **Medical Requirements**

Customers who need to bring medical items with them to an event, including food or drinks, are asked to make this known to our Customer Experience Team prior to arrival to avoid any security related concerns and allow us to ensure you have an enjoyable experience. **Please note:** prescription medication must be contained inside the original packaging with your name, and this must be then matched and verified with your own ID.

Drinks for medical conditions are permitted into the venue in plastic bottles up to 500ml. Cans are not permitted. The bottle must be sealed at the time of entry and declared to a steward.

Customer Experience Team Contact Details: [Email Us](#)

## **Access to the Performance**

### Access to Performance Services

If you require any of the following services, please request this when booking tickets or email us at [booking.enquiries@sec.co.uk](mailto:booking.enquiries@sec.co.uk):

- BSL Interpreter
- Audio Description
- Captioning

We require a minimum of 4 weeks' notice prior to the event in order to fulfil these requests. Please note that the provision of these services is not always guaranteed, depending on the event itself.

### OVO Hydro

Induction loop systems are available for use within the Box Office and Information Desk, and Cloakroom areas.

An infra-red loop system is available in blocks 204, 205, 206, 213, 214 & 215 on Level 2 of the venue, but are reliant on the touring production for each individual event, so the operation of these can vary. To book suitable seating in these areas, please call our Accessible Booking line on 0141 576 3230 (open Monday – Friday, 9am - 2pm).

Infra-red headsets are available from the Information Desk during events. Customers will be asked to sign out a headset which should be returned to the Information Desk at the end of the show. Information on this service will be provided upon booking with our Accessible Booking Team.

### The SEC Centre

Induction loop systems are available for use within the Box Office and Cloakroom.

For more information about our induction loop systems at the venue please [Email Us](#)

## **Assistance Dogs**



Assistance dogs are welcome at the venue, but please be aware that noise levels can be high during some events. At the time of booking please let our Accessible Booking Team know if an assistance dog will be accompanying you to the venue to ensure the area booked is suitable. To book suitable seating for you and your assistance dog, please call our Accessible Booking line on 0141 576 3230 (open Monday – Friday, 9am - 2pm).

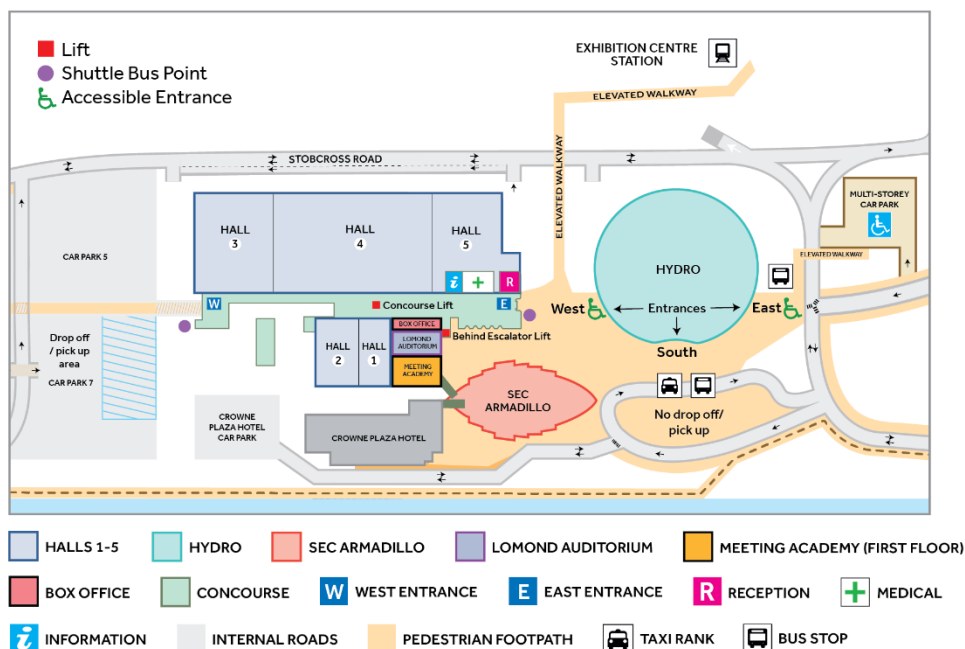
We do not take responsibility for any assistance dogs and ask that the dog remains with, or in sight of the owner at all times. For more information on Assistance Dogs, you can visit [www.assistancedogs.org.uk](http://www.assistancedogs.org.uk)

## **Strobe Lighting and Special Effects**

Strobe lighting and other special effects may be used during performances, however this can vary on an event by event basis. If you have any questions relating to a specific event, please [email us](#).

## **Useful Information**

[Distances to Key Points on Campus](#)



### Distances

Multi-storey Car Park (parking side of walkway) > Multi-storey Car Park (venue side of walkway) – 59m

#### SEC Centre

Multi-storey Car Park (venue side of walkway) > East Doors - 335m

Shuttle Bus Point at front of SEC Centre > East Doors - 36m

East Doors > Box Office - 69m

#### OVO Hydro

Multi-storey Car Park (venue side of walkway) > East (accessible)/OVO Doors - 109m

Multi-storey Car Park (venue side of walkway) > South Doors - 188m

Multi-storey Car Park (venue side of walkway) > West (accessible) Doors - 289m

Drop Off/Pick Up Point > Shuttle Bus Point at rear of SEC Centre - 50m

Shuttle Bus Point at front of SEC Centre > West (accessible) Doors - 64m

### Emergency Evacuation

We operate a PEEP (Personal Emergency Evacuation Plan) registration system. For customers who may require one, please [email us](#) in advance of your visit. **Please note:** we require at least 2 working days' notice for this.

### Catering Outlets

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

Low level counters: 83.5cm

### Merchandise Outlets

All our merchandise outlets are fitted with low level counters.

Low level counters: 88cm