

## ACCESSIBILITY - THE GLEE CLUB GLASGOW

**Address:** Glee Club Glasgow, 11 Renfrew St, Glasgow, G2 3AB

If you have any **medical condition** or **disability** that you think will affect your visit, we will do our best to help and accommodate your needs in a respectful and (if required) confidential manner.

**You will need to contact us before you make a booking, and book your tickets directly through the venue to ensure access.** To book tickets by phone, call us between 9.30am and 5.30pm, Monday to Friday on 0121 693 2248 or email [access@glee.co.uk](mailto:access@glee.co.uk) with your access requirements and the show you wish to see in order to make a booking. **Feel free to request a call back** from our friendly team. We will aim to respond to any emails within 2 working days. Spaces may be limited and will be sold on a first come first-served basis.

If you are a **wheelchair user**, it is really useful for us to know what type and size of wheelchair you have when you contact us, in order to place you in the best position possible for you to enjoy the show. Please be aware we have a **limited amount of wheelchair spaces**, which will be sold on a first come first-served basis.

**Wheelchair users and those unable to navigate stairs** will be shown to the auditorium via a lift, with one of our lovely members of floor staff. When you arrive at the venue (the earlier the better), **please make yourselves known to the staff on the door**, who will gladly assist you and your party with access.

We can provide step-free **level access** via a customer lift, and access to our **disabled toilets** is available with a radar key.

**Companion / Personal Assistance** tickets are available free of charge for customers who cannot attend a show without support or assistance. In some instances, we may ask for proof of access requirements, such as an Access Card, PIP letter or blue badge. **You must contact us before you make a booking, and book your tickets directly through the venue to ensure access for you both.** Please call the box office on 0121 693 2248 or email [access@glee.co.uk](mailto:access@glee.co.uk).

**Assistance dogs** are welcome in the venue. Please let us know in advance so we can plan accordingly.

If you are **hearing impaired**, please let us know, as we can arrange for the use of an individual portable hearing loop (telecoil / t-setting required). Please let us know no later than a week in advance of the show you are attending, so we can ensure it is available for your use.

**Strobe lighting** is not used in any of our Comedy Carousel, Friday Night Comedy & Saturday Night Comedy shows. Please be aware that some touring productions may employ strobe effects. In these instances, we will endeavour to alert customers by online announcement, signage at the box office, or public announcement.

If you have **difficulty queuing**, please let us know in advance by contacting the box office, and we can arrange queue-jump entry for you.

Please feel free to contact us about any queries or requirements on **0121 693 2248** or [access@glee.co.uk](mailto:access@glee.co.uk).

## Getting Here

### By Foot:

The Glee Club is located next to Cineworld on Renfrew Street, our entrance can be found on the right of the cinema entrance.

### By Car:

The venue is located close to Buchanan Bus Station, Royal Concert Hall and Buchanan Galleries Shopping Centre.

### Parking:

Concert Square public Car Park is the nearest car park, opposite the club. There are 700 Spaces available. There are designated disabled parking bays, though not free to Blue Badge Holders.

On street parking is also available after 6pm in the area. Alternative nearby car parks are Buchanan Galleries on Killermont Street or Cambridge Street Car Park, which has limited free parking for Blue Badge Holders.

### By Train:

Glasgow Queen Street is the nearest train station, 0.4 miles from the venue. Glasgow Central is 0.5 miles from the venue.

Buchanan Street Subway stop is 0.3 miles from the venue.

For details on trains to and from these stations see:

<https://www.scotrail.co.uk/>

<http://www.nationalrail.co.uk/>

### By Bus:

Buchanan Bus Station is 0.1 miles from the venue.

### By Taxi:

Glasgow Taxis is the largest supplier of licensed cabs. See -

<https://www.glasgowtaxi.co.uk/>

Uber also operates in Glasgow. See - <https://www.uber.com/en-GB/cities/glasgow-uk>

**For more information please contact our box office from 9.30am and 5.30pm, Monday to Friday on 0121 693 2248 or email [access@glee.co.uk](mailto:access@glee.co.uk).**