

ACCESSIBILITY - THE GLEE CLUB BIRMINGHAM

Address: Glee Club Birmingham, The Arcadian, Hurst Street, B5 4TD

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. We are committed to ensuring that everyone can experience our venues with comfort and ease.

You will need to contact us before you make a booking, and book your tickets directly through the Box Office 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 with your access requirements and the show you wish to see. **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. In most instances, these are available to book directly online - please select as many 'Wheelchair Show Entry' tickets as the number of wheelchair spaces needed. For example, if you are looking to book one wheelchair space and one standard seat, please select one 'Wheelchair Show Entry' ticket and one 'Show Entry Ticket'.

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

Our customer lift is located in our staff entrance on Hust St. Unfortunately this is not regularly manned, so please head round to the main entrance in The Arcadian to alert the staff to your arrival.

Companion / Personal Assistant tickets are available free of charge for customers who cannot attend a show without support or assistance. In order to register yourself as eligible for free Companion / Personal Assistant tickets, please email access@glee.co.uk with your contact details, which event you are looking to attend and a copy of one of the following documents: Access Card (with +1 Symbol), Blue Badge (both sides), PIP letter / DLA Letter confirming entitlement to benefit, doctor's note confirming entitlement or Hynt Card.

Spaces are limited, and you must contact us before you make a booking, and book your tickets directly through the Box Office to ensure access for you both. Please call the box office on 0121 693 2248 or email access@glee.co.uk.

Most events in our Main Room are pre-allocated seating so please let us know if you have any **specific requests regarding where you'd prefer to be seated**. For most events, we can reserve aisle seating or seating near the exits or our facilities as needed, where available.

Assistance dogs are welcome in the venue. Some shows can include loud music / flashing lights. Please let us know in advance.

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 two weeks 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**, or wish to request **early access to the venue**, please let us know in advance by contacting the box office, and we can arrange queue-jump entry for you. Please note it is not always possible to admit entry before the advertised door times.

Seating information for the Birmingham Main Room: 54cm depth, 45cm width, 80cm height, 44cm seat height. These chairs have an unknown static spread load, and have no arm rests. Leg room is variable per event.

Seating information for the Birmingham Studio Room: 52cm depth, 44cm width, 93cm height, 46cm seat height. These chairs have a static spread load of 175kg, and have no arm rests. Leg room is variable per event.

The nearest **accessible parking** can be found at The Arcadian Car Park, Bromsgrove St, B5 6NU, approx. 0.1 miles from the venue.

Please feel free to contact us about any queries or requirements on **0121 693 2248** or info@glee.co.uk.

Getting Here

By Foot:

The entrance to the club is located within the Acadian Centre, which is opposite The Hippodrome. We are in the heart of the Chinese quarter and Gay Village.

By Car:

[Directions from M6](#)

Follow the A38(M) for 2 miles (signs for the city centre). At the end of the motorway, take the flyover signed M5 South West. Coming off the flyover, pass under the tunnel following signs for Inner Ring Road South. Take the next tunnel (Queensway). Follow signs for Bromsgrove A38 which takes you to a third underpass. On surfacing get in the left-hand lane and turn first left (Bromsgrove Street), go straight ahead and Arcadian Centre Parking is just on your left.

Directions from M5

Going over the traffic lights at Bristol Street (McDonalds on your left), move into the left lane (signed BR New Street). Continue forward and move into the right-hand lane. Turn full circle at this roundabout (Holloway Circus) and get in the left-hand lane. Turn first left (Bromsgrove Street), go straight ahead and Arcadian Centre Parking is just on your left.

Parking:

We are easy to find and have many car parks nearby that are clearly signposted.

The Arcadian Car Park (Bromsgrove St, B5 6NU) has disabled parking with access to street level.

By Train:

The Glee Club Birmingham is 0.3 miles from New Street Station and 0.5 miles from Moor Street Station.

Directions from Moor St Station

On exiting Moor Street station, use the crossing on the left-hand side, rather than the one to the right, and cross over the road towards the Bullring. Follow the road around to the right and beneath the underpass. On exiting the underpass, keep heading straight down the road past an entrance to the Bullring and Debenhams on your left-hand side. Head straight down towards the traffic lights. Turn left here, crossing Smallbrook Queensway and onto Hurst Street. You will see The Hippodrome theatre on your right. The path to our Glee Club entrance is opposite here, one hundred yards on the left next to The Green Room Cafe. Distance approximately 0.5 miles.

Directions from New St Station

When exiting on to the station concourse, please follow the exit signs for the Southside Exit. This exit will take you on to Hill Street and has both steps and a disabled lift. Cross over the road at the crossing point and turn left – towards the lower end of Hill Street. Carry on straight over the double-crossing at the Smallbrook Queensway Junction and carry on to Hurst Street. You will see The Hippodrome theatre on your right. The path to our Glee Club entrance is opposite here, one hundred yards on the left next to The Green Room Cafe. Distance approximately 0.3 miles.

By Bus:

The Glee Club Birmingham is served by the following routes 2, 3, 5, 5A, 6, 16, 16A, 17, 24, 31,35, 37, 45, 47, 50, 58, 60, 61, 63, 80, 82, 87, 89, 97A, 120, 127, 128, 900, 957, and X64.

Visit the National Express West Midlands website for details, or call Traveline on 0871 200 2233.

By Taxi:

There are a huge number of taxi firms that service Birmingham city centre and the surrounding areas. See a list [here](#). Uber also operates in Birmingham.

For black cabs look out for TOA (taxi rank just past The Hippodrome).

For more information please contact our box office from 9.30am and 5.30pm, Monday to Friday on 0121 693 2248 or email info@glee.co.uk.