

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. 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.

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 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 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

Please feel free to contact us about any queries or requirements on **0121 693 2248** or 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.glasgowtaxis.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,
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