

Accessibility FAQ

Booking accessible tickets

Companion tickets must be added at the time of booking.

- **Wheelchair-accessible seating:** For wheelchair users and one companion.
- **Ambulant-accessible seating:** A seated area with limited stairs and nearby accessible toilets. It is not suitable for wheelchair users, customers unable to use stairs, or those with large mobility aids.
- **BSL seating:** Please book the dedicated BSL seating area.
- **Other seated options:** Customers who need a companion but do not require specific accessible seating should purchase the exact number of seats needed, then contact Ticketmaster to request a refund for the companion ticket.
- **Accessible standing:** If fully standing is suitable and seated access is not required, purchase the exact number of tickets needed, then contact Ticketmaster after booking to request a refund for the companion ticket. Please note that stairs lead to the standing pitch.

Proof of accessibility is required after booking for all accessible tickets. If it is not provided, the booking may be cancelled. Extra tickets cannot be added after booking.

Once the booking has been amended, customers will be contacted and asked to submit proof of accessibility, unless they are already registered.

1. How many stairs are required to access mobility seating?

- **Level 0 seats:** Located towards the back of the blocks. Customers will descend into the bowl and may need to negotiate a maximum of **four steps** to reach Level 0 ambulant seats.
- **Level 1 seats:** Lift access is available. These seats are in the front row of Level 1, and customers may need to negotiate approximately **20 steps** to reach them. Once seated, customers must remain seated for the duration of the show; however, they will have an unobstructed view. This must be clearly explained during the online booking journey, with a tick box confirming the customer understands this requirement.
- **Level 3 seats:** Lift access is available. Some seats have level access; others require customers to negotiate a maximum of **two to three steps**.

2. Which seats should customers requiring a BSL interpreter book?

A BSL interpretation section is available across **Blocks 102 and 104** on every concert night. Allocated seats are in **Rows 11–14, Seats 50–59**. The interpreter will be positioned on the wheelchair platform at the front of the raised block.

3. Are accessible toilets accessible only with a RADAR key?

Yes. All accessible toilets require a RADAR key. A Changing Places facility is also available on site.

4. Will stewards provide RADAR keys, or should customers bring their own?

Customers are advised to bring their own RADAR key. However, all supervisors hold RADAR keys and an access team is present at every concert, so assistance can be provided if needed.

5. Is wheelchair storage available for customers transferring to non-accessible seating?

Wheelchair storage is available at all accessible entrances, subject to space. Storage is limited, and wheelchairs are left at the customer's own risk.

6. Will customers with crutches, walking aids or wheelchairs be allowed in the general-admission area?

Collapsible chairs, crutches and other walking aids are strictly prohibited in the standing area at the Etihad Stadium due to safety concerns regarding unpredictable crowd movement on the floor.

7. What is the procedure for assistance dogs?

Customers wishing to bring an assistance dog into the stadium should contact access@mancity.com in advance. The team will confirm the requirements for the assistance animal.

8. Is dedicated Blue Badge parking available?

Blue Badge parking information is usually confirmed closer to the event. A Blue Badge parking allocation is generally available.

9. Are there nearby drop-off areas?

Drop-off arrangements may vary depending on event timings, road closures and other event-day conditions. Customers are advised to arrive as early as possible.

- **West side of the stadium:** Gate 11
- **East side of the stadium:** Gate 3
- **North side of the stadium:** Gate 2 Blue Car Park. Please note that this involves a short walk from the stadium and is not often used as an accessible drop-off point.

10. Is there closer taxi access?

Taxi drop-off arrangements are the same as those outlined above and may vary depending on event-day conditions.

11. Is fast-track entry available for customers who cannot stand or queue?

The stadium has accessible entrances at **D, H, S, W, A2 and Z2**. These entrances generally have shorter queues and wider doors.

Customers who cannot stand in a queue, or who need to enter through a non-turnstile door, may use one of these accessible entrances. Lifts are also located at each entrance. Customers should be directed to the accessible entrance closest to their seating location.

12. Can customers bring medication, food or water required because of a disability or dietary need?

Customers should contact access@mancity.com in advance. Medical-exception certification can be provided where necessary for customers who need to bring medication, food or water because of a disability or dietary requirement.