



Access Guide to Metronome

Metronome opened in 2018 as a national centre for live music, comedy and spoken word. Situated in the heart of Nottingham's Creative Quarter, the venue was designed with disabled access in mind, offering equal opportunity to all visitors.

We work closely with 'Attitude Is Everything' who improve disabled people's access to live music by working in partnership with audiences, artists and the music industry to implement a charter of best practice in the UK.

This guide provides you with all the information to help you plan an enjoyable visit. It is also available on our website.

Ways to get in touch

If you want to talk to us about your specific needs, please get in touch.

Email access@metronome.uk.com



Your opinion matters

We are constantly working to improve the visitor experience, so please let us know of anything you feel we could do better.

Access and equipment

Access into Metronome is at street level via automatic glass doors. Our In-house security team are on hand at the entrance to ensure the safety of all our visitors. Once inside, step-free access throughout enables disabled visitors to move freely around the venue.

Our low-counter box office is located to the right of the main entrance, here is where our team will scan your ticket(s). If you have purchased tickets in advance, you will need your customer order number or ticket.

Portable hearing loop equipment is also available from the box office.

From the box office a ramp leads down into the foyer, where the accessible toilet is located. A lift in the foyer provides access to the mezzanine and viewing area above the main auditorium.



Toilets

The accessible toilet is located in the foyer, a short distance from the main stage, bar and mezzanine. It is kept locked with a Radar key, which is available from reception or the bar. Other toilet facilities are also located in the foyer.



Mezzanine

The mezzanine is a viewing area in the gallery above the main auditorium. This provides a fantastic view for wheelchair users during standing-only gigs and is fully accessible via the lift in the main foyer.

The six available spaces in the mezzanine are allocated on a first-come, first-served basis upon booking. We kindly ask that anyone looking to use this facility book a 'Mezzanine Wheelchair Access' ticket (see buying tickets section) and to make themselves known to box office staff on arrival. Our staff will direct you where to go and can offer assistance throughout the evening, if required.

Buying tickets

Tickets for all events can be purchased from our website metronome.uk.com. They can also be purchased in person from Metronome's reception and box office from 9.00am – 5.00pm, Monday – Friday, or during an event until 9.00pm.

Tickets can also be purchased via telephone 0115 9932300. This service is available from 9.00am – 5.00pm, Monday – Friday.

For standing events, we have six available wheelchair spaces in the mezzanine (see mezzanine section). These are allocated on a first-come, first-served basis upon booking. We kindly ask that anyone looking to use this facility book a 'Mezzanine Wheelchair Access' ticket.

Customers with access requirements can bring an essential companion, if required. Please email access@metronome.uk.com to request an essential companion ticket, free of charge.

Queueing

Customers that have difficulty standing and queuing can get in touch by calling **0115 9932300** or emailing access@metronome.uk.com to arrange early entry.

Ordering drinks

If required, Metronome staff can serve drinks directly to you, or customers can use the OnTapp app to order drinks directly to your table.

Strobe lighting

If strobe lighting is used during the performance, there will be display signage in the foyer, bar and entrance.

Performers access

There is level access to the dressing rooms from the load-in door and from the auditorium floor. The stage can be accessed by our stage lift.

Emergency evacuation

In case of an emergency evacuation, please make your way out through the nearest exit. If you are in the mezzanine, a member of our staff will assist to the nearest fire exit. We have an evacuation chair next to the mezzanine and an alarm.



Assistance dog policy

Assistance dogs are welcome in the venue and can stay with its user during the gig. If you require assistance please email access@metronome.uk.com. Our staff are able to look after the dog outside of the auditorium if required.

Seated shows

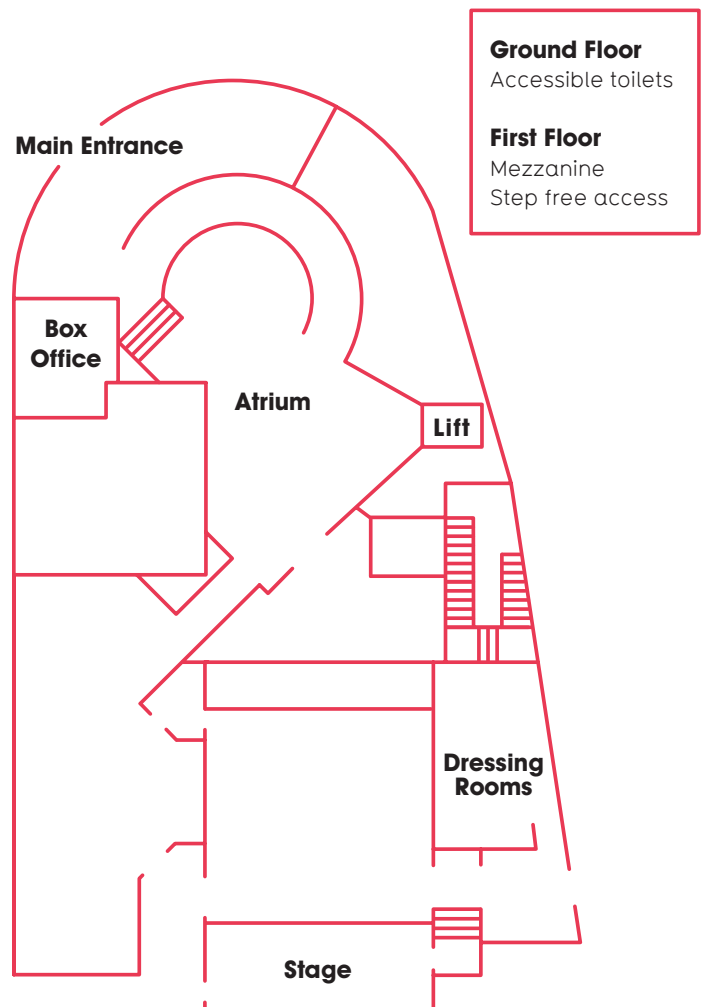
At seated shows, we are able to adjust the seating in the first three rows to give wheelchair users an excellent vantage point, here their partners/ companions can sit alongside them.

We ask anyone attending in a wheelchair to let us know when booking – or before the event – that you will require space for your wheelchair in the venue, so that the seating can be set up in advance.

Layout seating and standing

The layout of each event varies on the type of event. This information will be available on each event listing on our website metronome.uk.com/whats-on. If you would like to speak to us about the layout please call **0115 9932300** or email access@metronome.uk.com. We will always do our best to meet your requirements.

We will give you the option of where you wish to view the stage, however following a risk assessment busier shows may mean the mezzanine is the safest option.



Getting here

Metronome
Marco Island
Huntingdon Street
Nottingham
NG1 1AP

Find us on Google maps.

Doors to each event usually open at 7.00pm but times for each specific event will be on each event listing on our website metronome.uk.com/whats-on. You may require early access to familiarise yourself with the venue.

Bus

Due to our city centre location, Metronome can be accessed by many bus routes, plus we are located 0.4 miles from Victoria Bus station. Plan your journey by visiting the Nottingham City Transport website nctx.co.uk or the Trent Barton website trentbarton.co.uk. Nottingham's buses are low-floor and fully accessible, with a rear-facing wheelchair space and priority seating. 75% of buses have audio and visual announcements.

Train

Nottingham Station is 0.8 miles from Metronome. You'll find plenty of taxis outside the station, and Uber operates in this area. The train station is also fully accessible.

Tram

The nearest tram stop is at the Lace Market, 0.4 miles from the venue. Nottingham has Park & Ride car parks situated just outside the city, with a regular tram service running throughout the week. You can plan your journey on the tram website thetram.net. The tram network in Nottingham is also fully accessible.

Taxi

Many taxi companies now operate vehicles capable of transporting wheelchair-using or mobility impaired passengers, including D&G. You can find out more information on their website dgcars.co.uk.

Car

The nearest car park is Victoria Centre car park (Basement car park). The postcode is **NG1 3HF** and you can access via York Street or Glasshouse Street.

There are 74 disabled spaces and blue badge holders can park for free for up to two hours before charged. Customers can take advantage of the evening rate (**5.00pm – 6.00am**) for just **£5.00**.

Blue Badge parking

Badge holders may park for free in the pay and display bays on Bath Street and Brook Street,, however spaces are limited.



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Marco Island
Huntingdon Street
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