**Accessible Online Information**

We are committed to making a visit to the Scottish Event Campus (SEC) an enjoyable experience for everyone.

The venue is easily accessible for visitors with mobility difficulties and accessibility needs. We work closely with ‘Attitude is Everything’ who improve disabled people’s access to live events by working in partnership with audiences, artists and the event industry to implement a Charter of Best Practice in the UK. We currently hold a Gold Award and we are committed to continually improve our venues in order to maintain the Gold Level.

In addition to this, we also work very closely with AccessAble, a UK leading provider of accessibility information: <https://www.accessable.co.uk/>

**Alternative Information Formats**

Alternative formats (printed, large print, audio, etc.) of online information can be produced on request. If another format would help please just email us at info@sec.co.uk or use our online contact form at <https://www.ovohydro.com/about/contact-us>

Our website also has added functions from Recite Me, including a text reader, font/colour change, alternative languages and text to MP3 download facility. Explore all functions by clicking on the ‘Website Accessibility’ button in the main menu.

**Contact Details**

If you have a question regarding accessibility of our venues, please contact our Customer Experience Team. We aim to respond to questions within 5 working days:

Customer Experience Team Contact Details:

**Contact number**: 0141 248 3000

**Email**: info@sec.co.uk

**Address:**

Customer Experience Department

 SEC

Freepost

GW6274

Glasgow

G3 8BR

**To book accessible tickets for events via telephone, please contact our Box Office team on 0141 576 3230 (open Mon-Fri 9am-2pm).**

**Venue Descriptions**

**OVO Hydro**

The **first two floors** of OVO Hydro are fully accessible with lifts and automated doors.

**Important:** There is no lift to the 3rd and final floor of the venue, there are stairs along with handrail assistance to gain access to this floor. Please take this into consideration when booking tickets. People with mobility issues are recommended to book tickets on the ground, level 1 or level 2 as these have lifts to all floors.

All Entry doors East, South and West into the Hydro are wide for accessible users

All Exit doors East, South and West into the Hydro are wide for accessible users

Broad, flat, accessible concourse

**The SEC Armadillo**

The main doors in the SEC Armadillo have been widened to provide easier access for wheelchairs. Please contact a steward who will be pleased to open for you. The upper levels, Loch Suite and Seminar Suite are accessible by lift.

Entry to The Armadillo via the main doors are wide for accessible users

Exit from The Armadillo via the main doors are wide for accessible users

There is also an accessible Entry/Exit passageway via the first floor of the SEC Centre

Broad, flat, accessible concourse

**The SEC Centre**

The SEC Centre has automatic doors at both East and West entrances. Every hall in the SEC Centre is at ground level therefore making every event easily accessible for wheelchair users.

Wide accessible doors at both the East and West Entrances/Exits of the SEC Centre

Automatic Entry Doors to the SEC Centre both East and West entrances

Automatic Exit Doors leaving from the SEC Centre both East and West exits

Broad, flat, accessible concourse

All Halls are at Ground Level making them easily accessible

Level 1 of the SEC Centre is also largely accessible with wide open spaces and corridors

**Lift and Wheelchair Access**

**OVO Hydro**

Lifts operate to the concourse areas on the first two floors out of three within the venue and are wide enough to accommodate a standard wheelchair. Lift dimensions and key door sizes are as follows:

Fireproof Elevator:

121cm width:

with handrail assistance

**SEC Armadillo**

There are accessible lifts that take you to each floor of the Armadillo

**SEC Centre**

There are lifts available to take patrons up to the first and only level of the SEC Centre, making the building fully accessible.

**For all three of our venues:**

If you have your own wheelchair and wish to bring it to an event you’re welcome to do so. The venue do have a small number of wheelchairs available to borrow, but these are available on a first-come, first-served basis\*.

Please note that wheelchairs can only be borrowed for one event day at a time. Collection and drop off is at the following points:

SEC Centre- cloakroom on the main concourse

SEC Armadillo- from stewards in the ground floor lobby

OVO Hydro - the information desk from the east entrance

To advise use of your intention to borrow a wheelchair in advance of your visit, please fill in the form;

**\*Please note: Requests must be made at least 48 hours in advance of your event.**

**Sunflower Lanyards**

Sunflower lanyards are now available to customers who may need extra help when attending events at the SEC. Wearing a sunflower lanyard highlights to our colleagues that you have a hidden disability without you needing to declare it.  This means you can concentrate on enjoying your visit knowing that if you need any additional support, any of our colleagues will be able to support you. For more information, including how to order a Sunflower Lanyard, please visit [hiddendisabilitiesstore.com](https://hiddendisabilitiesstore.com/)**.**

**Sensory Backpack Service**

The SEC Campus is a buzzing, exciting hub for all kinds of events. We appreciate that for some, this can be a difficult environment.  To help make your visit as enjoyable as possible, the SEC has a number of sensory backpacks, which are available to borrow, free of charge. These are primarily for children and adults with Autism and other Sensory Processing Disorders.

Each backpack contains a fidget toy, sensory distraction, earplugs/ear defenders and a feelings card. We can also provide a lanyard to discreetly allow our venue staff to appropriately offer assistance. Children’s packs also include a soft toy and sunglasses. Please note: some items included may be unsuitable for young children.

Collection and drop off is at the following points:

**SEC Centre** - SEC Centre Information Desk.

**OVO Hydro**- OVO Hydro Information Desk or SEC Centre Cloakroom.

**SEC Armadillo** - SEC Centre Cloakroom.

Backpacks are available on a first-come, first-served basis.

Backpacks should be returned to one of the pick-up locations, but children are welcome to keep the soft toy. Items are sterilized between use, however there are sterilizing wipes included in the bag.

**\*Please note: Requests must be made at least 48 hours in advance of your event.**

**Bookable Access Facilities**

**OVO Hydro**

Accessible seating is available within the Arena Bowl and Hospitality Suites. Alternating blocks have easily accessed viewing platforms where wheelchair users, companions and those with mobility issues can enjoy excellent views of the stage.

These seats are situated in open areas and on the same level as the concourse, so there are no steps to navigate. All accessible seating is positioned near exits and toilets.

Other accessible seating is available in other areas one level up which can be accessed via a lift.

**The SEC Armadillo**

Accessible seating available for booking in this specific venue. Alternating blocks have easily accessed viewing platforms where wheelchair users, companions and those with mobility issues can enjoy excellent views of the stage.

These seats are situated in open areas. All accessible seating is positioned near lifts, exits and toilets.

**SEC Centre**

Accessible seating available for booking in this specific venue. Alternating blocks have easily accessed viewing platforms where wheelchair users, companions and those with mobility issues can enjoy excellent views of the stage.

These seats are situated in open areas. All accessible seating is positioned near lifts, exits and toilets.

**Booking Tickets**

Customers who wish to buy tickets for accessible positions in the OVO Hydro, SEC Armadillo & SEC Centre can now do so online via our websites (ticketing powered by Ticketmaster), or continue to use our accessible booking line on 0141 576 3230 (open Mon-Fri 9am-2pm).

We offer accessible positions in various areas to accommodate visitors with a variety of access requirements.

Please note the following when booking online:

* Wheelchair positions are for wheelchair users.
* 'Ambulant' positions are for patrons with disabilities/conditions that are unable to use general arena seating/standing.
* Patrons requiring a hearing induction system or other services (BSL/Audio Description etc) should call the venue on 0141 576 3230 (open Mon-Fri 9am-2pm) for more information.
* The accessible ticket policy limits one free carer/companion ticket to each accessible ticket purchased. If you need more than one essential carer/companion or additional positions in your booking, please call the venue on 0141 576 3230 (open Mon-Fri 9am-2pm).
* By purchasing an accessible ticket, you confirm you or a member of your party require this position. Proof of eligibility/disability must be provided before the event - you will be contacted by Ticketmaster no later than 72 hours after your order.
* Tickets may be cancelled if misuse is suspected/found.

If you have any further questions or would prefer to discuss your specific requirements before booking, please call our accessible booking line on 0141 576 3230 (open Mon-Fri 9am-2pm) or email us at booking.enquiries@sec.co.uk.

**Travel Guide**

**Accessible Parking**

The main car park is the multi-storey at 10 Stobcross Road, G3 8YW, which is operated by Glasgow City Council. The car park is open 24 hours and has designated blue badge parking bays spread across levels 0-4. Designated car parking bays cannot be reserved for individual use. For more information about this please cvisit <https://glasgow.gov.uk/index.aspx?articleid=27315>

The carpark has an accessible walkway attached that takes you directly to the campus. Lifts are available to gain access to each level of the carpark as well as for exiting and entering the carpark walkway making it fully accessible at all ends.

The total distances from the multi-storey carpark to each of the venues are as follows:

OVO Hydro South entrance/exit: 128m

SEC Centre East entrance/exit: 265m

SEC Centre Hall 5: 307m

SEC Centre Hall 4/Hall 2: 360m

SEC Centre Hall 3: 482m

**Taxi/ drop off for customers**

There is a drop off area available when events take place in the OVO Hydro. This can be accessed via Stobcross Road at the rear of the SEC Centre. A Courtesy shuttle runs to assist customers from the drop off point to the front of the campus. Please note the shuttle bus runs depending on the event so please contact us to check and prepare carefully.

**Public Transport**

Low level trains run frequently between Glasgow Central and Argyle Street stations and Exhibition Centre station. On disembarking at Exhibition Centre, a lift is available to take you to street level. A covered walkway connects the station to the Campus.

**Arrival Information**

It is best to check event timings prior to arrival at <https://www.sec.co.uk/whats-on>, as opening times vary on an event by event basis. Please note that you may have to queue on arrival to enter the venue and should consider this when planning arrival.

We run buggies to assist people with accessible needs to get from one area to another on Campus. Please note that the buggies are event dependent. Contact the Customer Experience Team to check the details of whether the buggies are running on the event date you are attending.

Please contact our Customer Experience Team for more information.

Customer Experience Team Contact Details:

**Contact number**: 0141 248 3000

**Email**: info@sec.co.uk

**Address:**

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**Toilets and Changing Places Facility**

Accessible toilet facilities are within easy reach of any location inside our 3 venues.

Radar keys for accessible toilets are available from stewards, or may be purchased from the Information & Business Centre in the SEC Centre and the Information Desk in the OVO Hydro.

Stewards located around the venue will help you in finding the nearest toilet from your seat.

 One Changing Place facility is available and that is located only in the OVO Hydro.

Located on Level 2 of the OVO Hydro and accessible via the foyer lifts, our Changing Place facility includes the following facilities:

* Bench - Height Adjustable, Adult Sized, Wall Mounted
* Hoist - Ceiling , Loop
* Peninsular Toilet
* Washbasin Height Adjustable
* Non Slip Floor
* Floor Space (sq. m) - 10
* Emergency Alarm
* Privacy Screen
* Managed
* Disabled Parking

This facility is located on Level 2 and is available when the OVO Hydro is open for an event. If you require to use it outwith event opening hours please contact us:

Customer Experience Team Contact Details:

**Contact number**: 0141 248 3000

**Email**: info@sec.co.uk

**Address:**

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***Medical Requirements***

Customers who need to bring medical items with them to an event are asked to make this known to the venue prior to arrival to avoid any security related concerns and allow us to ensure you enjoy your experience. Please note that prescription medication must be contained inside the original packaging with your name and this must be then matched and verified with your own ID.

Drinks for medical conditions are permitted into the venue in plastic bottles up to 500ml. The bottle should be sealed at the time of entry and declared to a steward.

**Access to the Performance**

**Access to Performance Services**

If you are attending an event and require any of the following services:

* BSL Interpreter
* Audio Description
* Captioning

Please request this when booking tickets or email us at booking.enquiries@sec.co.uk  Please allow at least 4 weeks’ notice prior to the event to in order to fulfil the request. Please note that the provision of an interpreter is not always guaranteed depending on the event itself.

**OVO Hydro**

Induction loop systems are available for use within the Cloakroom, Box Office/Info Desk and Bar/Food Outlets.

A hearing assistance system is installed within the main Arena bowl for customers with a hearing impairment.

An infra-red loop system is available in blocks 204, 205, 206, 213, 214 & 215 on Level 2, and are reliant on the touring production for each individual event, so the operation of these can vary.  Infra-red headsets are available from the Information Desk during events.

Customers will be asked to sign out a headset which is to be returned at the end of the show to a member of staff. Information on this service will be provided upon booking with our sales staff. For further information please contact our box office team on 0141 576 3230 (open Mon-Fri 9am-2pm).

**The SEC Armadillo and SEC Centre**

Induction loop systems are available for use within the Information Desk, Box Office, Cloakroom, Loch Suite, Lomond and upon request in the Meeting Academy.

The SEC Armadillo Auditorium is equipped with our Sennheiser Mobile Connect system.  Upon arrival to the venue please follow these instructions:

* Download the Sennheiser Mobile Connect app
* Connect to our dedicated venue hearing loop Wi-Fi (Please obtain this from our Box Office)
* Open the Mobile Connect app
* Scan our venue QR code (located at the SEC Armadillo Box Office)
* Choose the show stream.

For more information about our induction loop systems at the venue please email info@sec.co.uk

**Assistance Dogs**

Assistance dogs are welcome at the venue, but please be aware that noise levels can be high during some events. At the time of booking please let our Box Office Team know if an assistance dog will be accompanying you to the venue. We do not take responsibility for any assistance dogs and ask that the dog remains with or in sight of the owner. For more information on Assistance Dogs, you can visit [www.assistancedogs.org.uk](http://www.assistancedogs.org.uk)

**Strobe Lighting and other special effects**

Strobe lighting and other special effects may be used on occasions during performances, however this can vary on an event by event basis. If you have any questions relating to a specific event please email us at info@sec.co.uk

**Useful Information**

**EMERGENCY EVACUATION**

We operate a PEEP (Personal Emergency Evacuation Plan) registration system. For customers who may require one, please ask our customer service agents for more information at point of booking or on entry into the venue.

**FOOD & DRINK OUTLETS**

All of our food and drink outlets are fitted with low level counters to aid customers when purchasing products. We also strive to ensure that all our overhead signage is provided in large colour contrasting clear text.

Low level counters: **85.1cm**

**SHOP & MERCHANDISE OUTLETS**

Our shop and merchandise outlets are fitted with low level counters.

Low level counters: **85.1cm**

**Low level counters throughout the whole campus**