

AT YOUR SERVICE...

EXCELLENCE AS STANDARD



An Accessibility Guide for Conference Delegates

ACC Liverpool, Kings Dock,
Liverpool Waterfront L3 4FP

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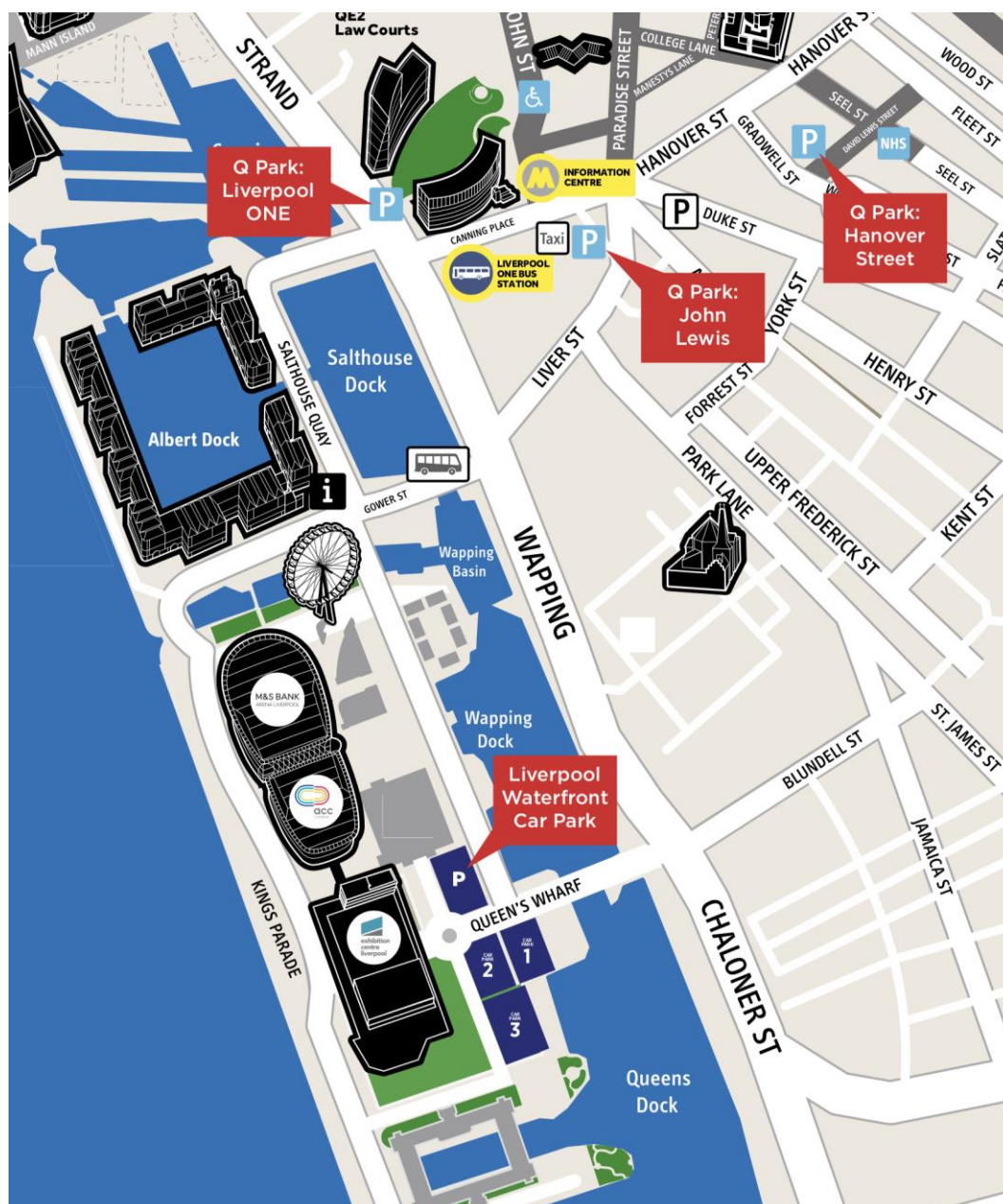
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Accessible Parking

Pay and display car parking is available on-site at the Liverpool Waterfront Car Park and Car Parks 1, 2 & 3. Please see the map below for on-site car park locations as well as additional nearby city car parks.

Visitors may also be dropped off on the river side of the building at our designated “Drop-Off Point” for coaches and taxis. There is a ramped access to the Riverside entrance doors.



Designated cycle bays can be found on the Riverside entrance (road level).

Venue Access

The venue is fully accessible via access ramps from the city centre, car park and taxi drop off point. All steps have designated support railing for assistance.

Convention Centre

Access to the Galleria (main entrance level for ACC Liverpool) is fully accessible from the car park. The automatic double entrance doors are permanently staffed when an event is taking place. The Galleria flooring is slate.

Guest Relations is situated on the ground floor which is the main reception point for the building and also an information point for visitors providing local information, taxi bookings and recommendations on things to do and see in the city. The 1207 Coffee Shop is also located on the Galleria.

There are two lifts available from the Galleria to both the upper and lower levels. Each lift has an accessible width of 1300mm and visual and audible floor indicators. There are also escalators which can be used to access the other levels. Stewards are situated at both escalators to assist delegates.

The conference rooms are situated on the upper level where stewards are available to assist disabled delegates. The conference level lighting is bright and there are contrasting colours to assist with navigation. Both the conference level and lower levels are carpeted.

In Hall 1 (main auditorium tiered seating) there are 12 designated spaces for wheelchair users and assistants. These spaces can be used for assistance dogs. Hall 1 is also accessible on two different levels with the lower of the two levels providing access to the main stage. The designated spaces offer clear sight lines of any performance.

Arena

M&S Bank Arena Liverpool has been designed with accessibility in mind, with designated drop-off points and accessible seating spaces, as well as wide corridors and doors. There are 100 accessible seats in level access dedicated bays.

For overall accessibility requirements, please contact the Guest Relations desk on arrival but please do not hesitate to contact us beforehand for any specific requirements you would like to discuss.

Hearing Assistance

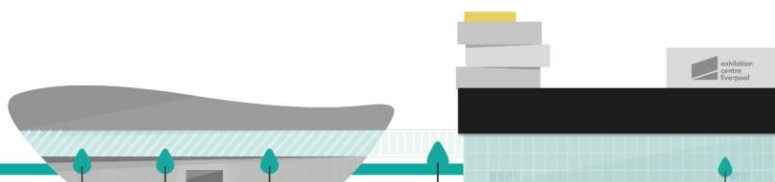
The Convention Centre features an infra-red assisted listening service, which is available in specific seating areas for conference use. A personal neck loop can be collected from a member of ACC staff or at the Guest Relations desk. Our arena also features an infra-red assisted listening service; however a separate personal neck loop is required for this venue. Please enquire for more details if you require this service. In the case of an emergency, trained stewards will assist any delegates with a hearing impediment to evacuate the building.

BSL interpreters are provided at the discretion of the organisers of the conference.

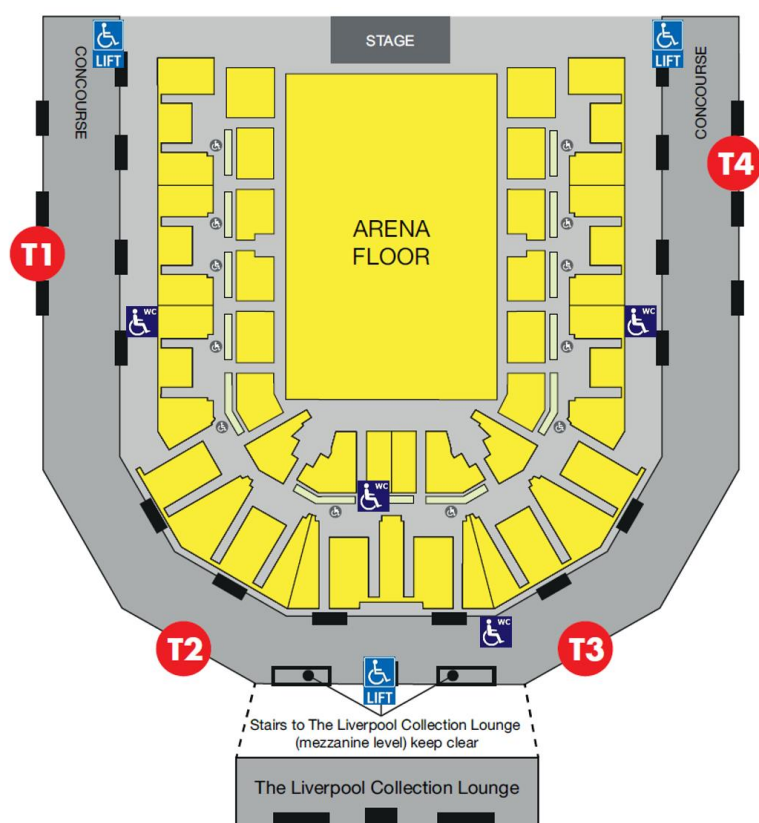
Assistance Dogs

ACC Liverpool welcomes delegates with assistance dogs. Please ensure that your assistance dog is clearly identifiable when entering the building to ensure that our Stewards are aware of their presence. Facilities for assistance dogs are available on request.

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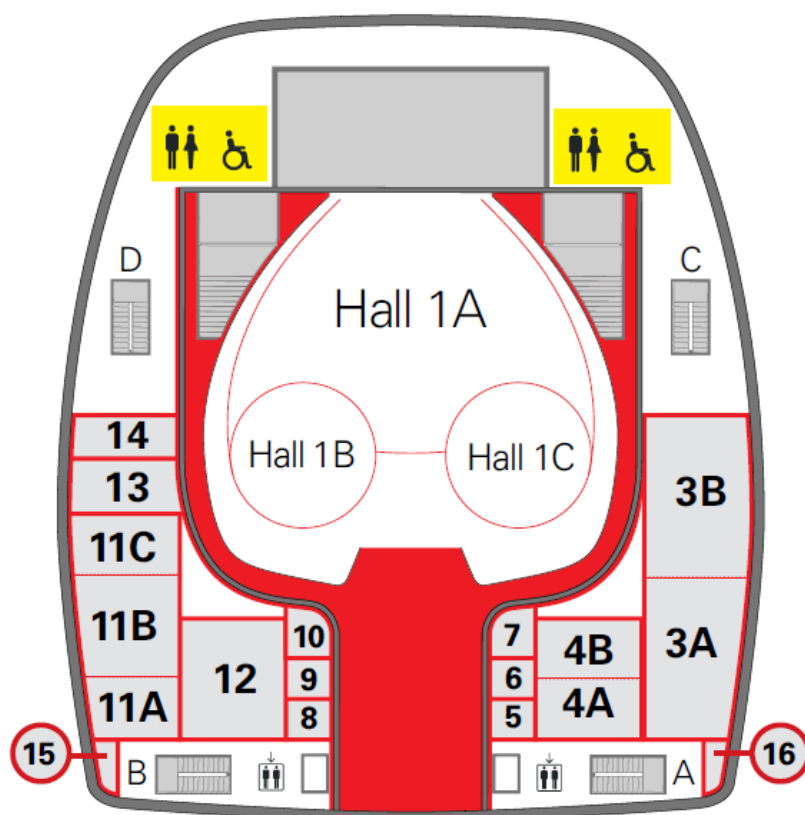


Venue Layouts



Arena

Convention Centre



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Toilets

Convention Centre

Conference Level	2 Separate Unisex Disabled Toilets – toilet, dryer, paper towel and soap dispenser.
Stage Level	2 Separate Unisex Disabled Toilets – toilet, dryer, paper towel and soap dispenser.
Mezzanine Level	2 Separate Unisex Disabled Toilets– toilet, dryer, paper towel and soap dispenser. Both have baby changing units.
Lower Level	2 Separate Disabled Toilets one for Ladies and one for Gents – toilet, dryer, paper towel and soap dispenser.

M&S Bank Arena

There are seven accessible toilets in M&S Bank Arena, these facilities are available on every level of the venue.

- 2 Separate Unisex Disabled Toilets on Concourse Riverside
- 2 Separate Unisex Disabled Toilets on Concourse Cityside
- 1 Unisex Disabled Toilet on Concourse D-End
- 2 Unisex Disabled Toilets in the Basement D-End

Please refer to the map on page 2 of this document.

Cloakrooms

There is a cloakroom situated on the Galleria level, with a low desk for easy access. The cloakroom is manned throughout the open periods of conference.

First Aid

Should first aid assistance be required please contact a member of the ACC Liverpool team. The two first aid rooms are located on the Arena side of the building and stewards will be able to escort you to these rooms. Alternatively, first aid assistance can be called to your location in the building.

Lifts

M&S Bank Arena

There are two lifts on the arena concourse, (please see image on page 2), at either end. These lifts allow full access to both the arena floor level and the VIP box level.

Convention Centre

There are two lifts on the Galleria, (please see image on page 2), at either end. These lifts allow full access to the Lower Galleria level and Level 2 for the Auditorium, meeting rooms and link bridge.

Taxis

Please find a list below of local taxi companies who can provide wheelchair accessible vehicles. Please specify the requirement for wheelchair access on booking.

Delta Taxis	0151 924 7373
Alpha Taxis	0151 722 8888
Com Cabs	0151 298 1234 (credit card bookings)
	0151 298 2222 (cash bookings)

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Bus Services

For detailed information regarding bus services operating throughout the area please visit www.merseytravel.co.uk

The closest bus stop to ACC Liverpool is located on Kings Parade, adjacent to the river side entrance to the convention centre.

Local Services

For this section we will be using the 20 symbols designed and used by DisabledGo.

DisabledGo is an award-winning disability organisation that has been in operation since 2000 and are one of the largest disability organisations in Europe. They produce online access guides in a great deal of detail to a huge range of venues. For further details please visit www.disabledgo.com



Wheelchair User - venue is accessible to a person who can independently power their wheelchair



Wheelchair User with Assistance - venue is accessible to wheelchair users, assistance may be required



Mobility Impaired Walker - entrance has no more than three medium steps.



WC Adapted - There are adapted toilets on the premises.



WC Standard - step free access to standard toilets, ground or other floors accessible by lift.



Large Print - Large print information is available on the premises.



Braille - Braille information is available on the premises.



Assistance Dog - The service provider welcomes assistance dogs onto the premises.



Hearing System - A sound enhancement system is available at certain locations within the premises.



Contacting the venue - contactable by one or more of the following: Textphone, Fax or Email.



Parking 3 stars - The venue has it's own car park for use by patrons.



Parking 2 stars - Blue Badge on street parking available.



Parking 1 star - Public Car Park near to the venue.









Sign Language used - The service provider state they have a trained sign language member of staff.








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Restaurants

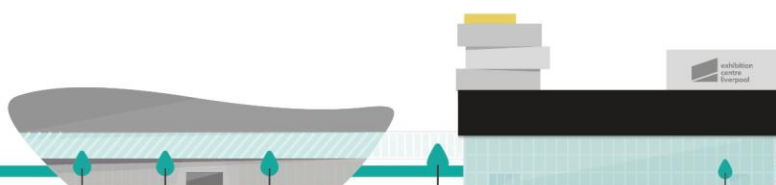
<p>Alma de Cuba St Peter's Church, Seel Street, Liverpool, L1 4BH Tel: 0151 702 7394 Fax: 0151 708 8751 Email: info@alma-de-cuba.com Web: http://www.alma-de-cuba.com</p>		<p>Liverpool's most spectacular restaurant and bar, set inside the magnificent conversion of the former St Peter's Church. Winner of Best Bar, Best Restaurant and UK's Best Venue accolades, with an eclectic mix of Cuban, Hispanic and Latin American influences.</p>
<p>Ask Unit 5 Queen Arcade, Liverpool, L1 1RH Tel: 0151 709 0080 Fax: 0151 709 0080 Web: http://www.askcentral.co.uk</p>		<p>ASK is the perfect place to relax and enjoy mouth-watering risottos, an extended range of hearty al forno dishes and all your favourite pastas, pizzas and salads.</p>
<p>Barburrito Liverpool One, Liverpool, L1 8JF Tel: 0151 708 5085 Fax: 0151 707 1376 Email: liverpool1@barburrito.co.uk Web: http://www.barburrito.co.uk</p>		<p>At Barburrito, we serve freshly prepared fast food, inspired by the street stalls of Mexico. No need to wait... we make every one of our fresh dishes right in front of you. Choose from burritos, tacos, nachos and burrito bowls - restaurant quality food you can eat with your hands.</p>
<p>Fly In The Loaf Hardman Street, Liverpool, L1 9AS Tel: 0151 708 0817</p>		<p>This bar and restaurant wins plaudits from locals and visitors for its delicious food and quality beer, good vibes and great service. The name refers to the old bakery which originally occupied the site.</p>
<p>Gourmet Burger Kitchen Liverpool One, Liverpool, L1 8JF Tel: 0151 709 3609 Fax: 0151 707 8834 Email: Liverpool@gbkinfo.com Web: http://www.gbkinfo.com</p>		<p>Gourmet Burger Kitchen uses only the freshest ingredients including 100% Aberdeen Angus beef, home made sauces and organic meats such as wild boar, buffalo and lamb and a wide variety of vegetarian options; GBK's relaxed and informal style caters for absolutely everyone.</p>
<p>Hard Days Night Hotel – Blakes Restaurant Central Building, North John Street, Liverpool, L2 6RR Tel: 0151 236 1964 Fax: 0151 255 1263 Email: info@harddaysnighthotel.com Web: http://www.harddaysnighthotel.com</p>		<p>Blakes Restaurant offers an A La Carte Menu which has a selection of Starters, Main Courses and Desserts created by our Executive Head Chef Andrew Scott using locally sourced and organic produce reflecting the current season. We also have our 'All You Need is Blakes' menu which offers a selection of specials.</p>









<p>Il Forno Restaurant 132 Duke Street, Liverpool, L1 8LY Tel: 0151 709 4002 Fax: 0151 707 9424</p>		<p>Named one of the top 10 Italian restaurants in the UK by Antonio Carlucci, Il Forno is a slice of Italy situated in the heart of Liverpool city centre.</p>
<p>La Tasca 4 Queen Square, Liverpool, L1 1RH Tel: 0151 709 7999 Fax: 0151 709 7744 Email: Liverpool@latasca.co.uk Web: http://www.latasca.co.uk</p>		<p>Spanish food thrives on the freshest, quality ingredients and the cultural identity of 17 contrasting regions. Our menus are just bursting with Spanish flavours. Authentic paellas, cooked in a traditional style in a classic paella pan, are a great way to enjoy the taste of Spain!</p>
<p>Las Iguanas Liverpool One, Liverpool, L1 8JF Tel: 0151 709 4030 Fax: 0151 709 7473 Email: Liverpool@iguanas.co.uk Web: http://www.iguanas.co.uk</p>		<p>Las Iguanas serve up a mouth-watering menu of South American dishes cooked fresh to order by our skilled chefs, from Brazilian-style lime chicken to favourites like Fajitas. In the bar you'll find casual dining with tasty Latin tapas and a classic cocktail selection.</p>
<p>The Racquet Club – Ziba Restaurant 5 Chapel Street, Hargreaves Buildings, Liverpool, L3 9AG Tel: 0151 236 6679 Fax: 0151 236 6870 Email: info@racquetclub.org.uk Web: http://www.raquetclub.org.uk</p>		<p>Ziba Restaurant is renowned for its excellent quality of food using locally sourced produce from their organic farm shop and meat from the family farm. They have an award winning wine list.</p>
<p>The London Carriage Works 40 Hope Street, Liverpool, L1 9DA Tel: 0151 705 2222 Fax: 0151 709 2454 Email: eat@hopestreethotel.co.uk</p>		<p>Prestigious restaurant serving modern international food, with an emphasis on the use of local, organic and fresh seasonal produce. The innovative and experimental menus are complemented by a carefully selected wine list.</p>
<p>Meet Argentinian Restaurant 2 Brunswick Street, Liverpool, L2 0PL Tel: 0151 258 1816 Fax: 0151 258 1816 Email: meetargentinia@googlemail.com Web: http://www.meetrestaurant.co.uk</p>		<p>Meet allows diners to enjoy the tastes of Argentinian cuisine and authentic Argentinian steak in traditional South American surrounding</p>
<p>The Monroe Duke Street, Liverpool, L1 5AG Tel: 0151 707 9933 Web: http://www.themonro.com</p>		<p>Highly recommended gastropub serving award winning, wallet friendly meals, traditional real ales and organic wines.</p>



<p>Nando's Liverpool One, Liverpool, L1 8JF Tel: 0151 709 7780 Fax: 0151 709 5243 Web: http://www.nandos.co.uk</p>		<p>Nando's speciality is succulent, Portuguese, flame-grilled PERi-PERi chicken served in a fun, relaxed atmosphere. Nando's prides itself on excellent value for money and traditional Portuguese hospitality. The legendary PERi-PERi chicken served has a truly unique taste and is guaranteed to spice up your tastebuds.</p>
<p>Pan American Club Albert Dock, Liverpool, L3 4AD Tel: 0151 702 5846 Web: http://www.panam-venue.co.uk</p>		<p>A contemporary bar and restaurant located in Britannia Pavilion, Albert Dock offering a bistro menu at lunch time and à la carte in the evening. Fabulous food, great service and plush surroundings makes this venue perfect for every type of occasion.</p>
<p>Pizza Hut Liverpool One, Liverpool, L1 8JF Tel: 0151 708 6600 Fax: 0151 709 3277 Email: liverpool2.999@pizzahut.co.uk Web: http://www.pizzahut.co.uk</p>		<p>In 1958, Frank and Dan Carney had an idea for a great local pizza restaurant in Wichita Kansas. The small 25 seat restaurant only had room for 9 letters on the sign... the building looked like a hut... so 'Pizza Hut' was born! Fifteen years later, we opened the first UK restaurant and since then we've become the biggest Pizza Company on the planet!</p>
<p>Sapporo Teppanyaki Restaurant 134 Duke Street, Liverpool, L1 5AG Tel: 0151 705 3005 Fax: 0151 708 4963 Email: Antonio@sapporo.co.uk Web: http://www.sapporo.co.uk</p>		<p>Sapporo Teppanyaki restaurant offers a truly unique dining experience – watch as the talented show chefs combine the theatre of Teppanyaki style cooking with authentic Japanese cuisine.</p>
<p>Thomas Rigby's 23-25 Dale Street, Liverpool, L2 2EZ Tel: 0151 236 3269 Fax: 0151 236 2961 Email: thomasrigbys@btconnect.com</p>		<p>A traditional award winning pub serving fine food and speciality beers. Warm welcoming staff ensure you relax away from the hustle and bustle of the city.</p>
<p>Wagamama Liverpool One, Liverpool, L1 8JF Tel: 0151707 2762 Fax: 0151 709 1499 Email: Liverpool@wagamama.com Web: http://www.wagamama.com</p>		<p>Wagamama restaurants are the most popular chain of award winning pan asian noodle bar in the uk eating at Wagamama is a very relaxed and informal experience, with our unique bench style seating and serving arrangement. Using the latest technology, your order will be zapped wirelessly to the kitchen, where it is prepared fresh to order.</p>
<p>Yee Rah Liverpool One, Liverpool, L1 8JF Tel: 0151 709 7897 Email: Liverpool@yeerah.co.uk Web: http://www.yeerah.co.uk</p>		<p>Yee Rah is combining classic international dishes alongside Thai influenced dishes, therefore offering a unique menu. You are part of this exciting concept and will be at the forefront of its conception.</p>



<p>YO! Sushi Liverpool One, Liverpool, L1 8JF Tel: 0151 515 2241 Email: yo.liverpool@yosushi.com Web: http://www.yosushi.com</p>	  	<p>YO! Sushi, the uber cool, iconic Japanese restaurant is based on the innovative concept of a Japanese 'kaiten' (conveyor belt) sushi bar.</p> <p>YO! Sushi's food is fresh, seasonal and prepared daily by trained chefs. You can choose from a tasty variety of over 90 dishes, including sashimi, maki and hand rolls through to hot staples such as Chicken Katsu Curry and Salmon Teriyaki.</p>
<p>Zizzi Liverpool One, Liverpool, L1 8JF Tel: 0151 707 8115 Email: enquiries@zizzi.co.uk Web: http://www.zizzi.co.uk</p>	  	<p>Zizzi provides the finest quality ingredients across a range of pasta, pizza, salads and main courses and the finest Italian wines.</p> <p>The sophisticated surroundings provide the perfect setting for an indulgent and memorable dining experience.</p>

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