

# Access Info at The 1865

## Welcome

At The 1865, we are committed to creating an inclusive and welcoming environment for all our customers. We are proud to support those with accessibility requirements to enjoy live events at our venue, and we are working hard to improve access in line with industry best practice.

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## Contact Us

Our dedicated Access Contact is:

**Email:** [access@the1865.live](mailto:access@the1865.live)

**Postal Address:** The 1865, Brunswick Square, Southampton, SO14 3AR

**Response Time:** We aim to respond within 5 working days.

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## Venue Access Overview

- **Step-Free Access:**  
Step-free access is available from the street to our **main entrance**, **stage bar** (when open), and **toilets**.
  - **Performance Area:**  
The main floor is accessible via a wide entrance. There are **no steps** to access the main standing/viewing area.
  - **Box Office Access:**  
Step-free from street level. Please speak to a member of staff on arrival for assistance.
  - **Alternate Entrances / Temporary Ramps:**  
Not required—our main entrance is step-free.
  - **Seating Area:**  
Accessed via two small staircases. Should this not be suitable, please inform us via email and we will review other options.
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## Bookable Access Facilities

## Free Personal Assistant Tickets

We offer a **free ticket for personal assistants** or support workers to ensure customers who require assistance can attend. This is a form of reasonable adjustment under the Equality Act 2010.

**You can request a PA ticket when booking your own.**

Once you've purchased a standard ticket, we kindly ask that you email [access@the1865.live](mailto:access@the1865.live) with a copy of valid proof such as an in-date **PIP letter**, **Carer's Card (CEA)**, or **Access Card**. You're also welcome to include any additional information that may help us provide the best possible experience during your visit.

## Viewing Area

We offer a dedicated, stewarded viewing area for standing shows, providing a clear line of sight to the stage. Access is via two small staircases, and seating is available at many events for those who require it, though availability may be limited on busier events. Where space allows, companions are also allocated seating. The nearest toilet is located approximately 30 metres from the viewing area.

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## How To Apply for Access Facilities

You can request access facilities by:

1. Emailing [access@the1865.com](mailto:access@the1865.com)
  2. Letting us know what support you require (PA ticket, viewing area, early entry, etc.)
  3. Sharing any helpful information
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## Travel Guide

- **Accessible Parking:** Unfortunately, we do not have venue-specific accessible parking. Public parking and on-street parking on Brunswick Square & within walking distance. Closest Blue Badge parking bays are SO14 3BB.
  - **Drop-off Point:** Taxis and vehicles can drop off outside the front entrance.
  - **Public Transport:**
    - **Southampton Central Station:** Approx. 1.5 miles (wheelchair accessible)
    - **Woolston Train Station:** Approx. 1.4 miles
    - **Local Buses:** Accessible stops within 100m (Bernard Street)
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## Arrival Guide

- **Venue Opening Times:** Typically, doors open at 7pm for live shows. Please check your tickets for exact times.
  - **What to Expect on Arrival:**
    - Our front-of-house staff will be on hand to assist.
    - Ask for a manager or security if you have any access needs, but please email in advance to arrange where possible.
  - **Priority Entry:** Available on request for those with accessibility requirements. Please email in advance to arrange.
  - **PA Ticket Collection:**
    - There are no physical tickets to collect. Instead, a member of staff at the step-free box office will have your name on the door.
    - Please bring photo ID and your confirmation email.
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## Toilets

- We currently do not have a fully accessible toilet on-site. However, we do have wider stalls than standard available in both the ladies' and gents' toilets, which some customers may find more suitable for their needs.

We recognise how important accessible toilet facilities are and are actively working with the landowner and *Attitude is Everything* (a live venue accessibility charity) to install a fully accessible toilet.

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## Customers with Medical Requirements

We welcome guests who need to bring:

- Medicines
- Food for medical reasons
- Medical equipment (e.g., EpiPens, glucose monitors)

If you have any concerns, please email us in advance. In case of emergency, speak to any member of staff—we are trained and here to help.

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## Access to Performance

At this time, we do not currently offer:

- Audio enhancement systems

- BSL interpretation
- Captioning or audio description

We are actively exploring solutions and welcome feedback on how we can better support access to performance.

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## Assistance Dogs

We welcome all assistance dogs at the venue.

If possible, please email us in advance so we can make any necessary preparations.

Water bowls are available on request, and we'll do our best to provide a comfortable space for you and your dog during your visit.

Please note: due to the volume levels at live events, we require that all assistance dogs wear appropriate hearing protection. If you have any questions or need guidance on this, feel free to get in touch.

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## Strobe Lighting

Some performances may include strobe or flashing lights.

**Warning signs** will be clearly displayed at the entrance, and announcements made where applicable.

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## Other Facilities

- Staff are trained and happy to help wherever possible—just ask.
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If you have any questions or need information in another format, please contact us at [access@the1865.live](mailto:access@the1865.live)