

## **The Albert Halls Access Guide – The SAY Award Ceremony**

### **Contact person**

If you have any questions about the information in this document or need further information about the venue, please contact the box office at [alberthalls@stirling.gov.uk](mailto:alberthalls@stirling.gov.uk) or 01786 473544.

### **Opening times**

The Albert Halls box office is open Thursday and Friday, 10am – 4pm. Our sister venue, Tolbooth's box office is open Tuesday – Saturday, 10am – 5pm and can be contacted on 01786 274000 or [tolbooth@stirling.gov.uk](mailto:tolbooth@stirling.gov.uk) for queries outside of the Albert Halls Box Office opening times.

Please check event details for venue opening times ahead of your arrival.

### **Travel to the venue**

The Albert Halls is 0.5 miles from the Stirling train station and 0.4 miles from the Stirling bus station.

The front of the Albert Halls has four accessible customer parking spaces which can be reserved by contacting the Box Office at [alberthalls@stirling.gov.uk](mailto:alberthalls@stirling.gov.uk) or 01786 473544. The accessible parking spaces are approximately 30 feet from the entrances to the venue.

On street parking is available for badge holders approximately 100 feet from the venue.

Taxi drop-off is at the front of the building.

### **Access to the venue**

Access to the building is via Dumbarton Rd. The ground outside the venue is partially unsmooth, with cobblestone and concrete slab.

The main entrance is via four steps with a handrail at the front of the building. Step-free access is via a gentle ramp at the side of the building. The door into the venue from the

side of the building is opened via a button. All other doors are opened via pushing or pulling.

The ground floor has level access to all rooms. There is a standard lift which provides level access to the first-floor accommodation and the Lesser Hall. The balcony viewing area is accessed via six steps, there is no lift or ramp to the balcony.

## **Event spaces**

The Main Hall, ground floor bar and Lesser Hall are not carpeted.

There are no handrails throughout the building.

The balcony has unreserved seating. For The Scottish Album of the Year (SAY) Award Ceremony, the Main Hall is a seat-free room.

An accessible viewing area is available in the standing area on the ground floor. The area has capacity for 10 people, and seating can be made available on the platform. This platform can be booked by contacting the box office at [alberthalls@stirling.gov.uk](mailto:alberthalls@stirling.gov.uk) or 01786 473544.

The stage can be accessed via steps at either side of the stage through side doors or via tread stairs stage left. The stage and the stage level dressing room, are accessible via a chair lift from the ground floor. The toilets in the dressing room areas are gender neutral.

The temperature of the spaces can be adjusted—please ask staff for assistance.

## **BSL Interpretation**

The Ceremony will have BSL Interpretation. Attendees can view the BSL Interpreters from the Accessible Platform area at the front of the stage.

## **Toilets**

For The SAY Award Ceremony, all toilets are gender neutral.

There is an accessible toilet on the ground floor approximately 20 feet from the event space. There is a second accessible toilet on the first floor (accessible via stairs and

standard lift), with level access to the toilet from the Lesser Hall and accommodation. The first floor accessible toilet is approximately 20 feet from the balcony, via six steps.

### **Food and drink**

There will be a bar open on the ground floor for cold drinks, including alcohol. Access to the bar is via a high counter.

Attendees are welcome to bring food or drink, medicines, or medical equipment to manage a medical condition. No food will be available for purchase at the event.

### **Ticketing**

Young people aged 14 and above are welcome to attend The SAY Award Ceremony in the Balcony Seated Area. Attendees under the age of 18 must be accompanied by an adult.

Free tickets for personal assistants and carers are available, please contact the Box Office at [alberthalls@stirling.gov.uk](mailto:alberthalls@stirling.gov.uk) or 01786 473544.

### **Service Animals**

Service animals are welcome throughout the venue.

### **Health and safety**

Staff trained in first aid will be working in the building.

Alarm systems for emergencies are sound only.

If you feel unsafe at any point or require any sort of assistance, please speak to a member of staff.