Accessibility

The O2 is fully accessible. Lifts and public areas are designed for wheelchair use. We have accessible seating and staff available to help.

Booking

**Book tickets in person**

Tickets for The O2 arena, indigo at The O2, Building Six and Up at The O2 can be bought in person at The O2 box office.

The O2 box office is open daily (12pm – 7pm) and on arena event nights until the main act starts. The main box office has a wheelchair accessible window and enhanced audio system.

The box office for Up At The O2 is open daily  from 9.30am to 7pm.

**Accessible booking line**

The accessible booking line is open Monday to Friday (9am – 7pm), Saturday and Sunday (10am-6pm).

* For BSL Interpreting service from SignVideo - click [here](https://vimeo.com/143014580)to see how the service works and click the logo below to start a chat (available 9am-6pm Mon-Fri)

* Typetext 18001 020 8463 3359.
* Call 020 8463 3359
* Email access@theo2.co.uk for information only.

If you need more details about access and facilities please email or call on the numbers above.

The O2 accepts the Access Card – for more information on this card please visit www.accesscard.org.uk

**BSL Interpreter Services**

*“Everybody, can you see where those lights are?  Can you see that woman?  She is a sign language interpreter. Every time I watch her, she moves me. I hope I'm singing well for you to interpret” -***Adele. March 2016**.

The O2 is proud to offer BSL interpretation for our events.  Please contact our accessible booking team at least 28 days prior to the event, so we can book your tickets and make arrangements for your interpreter.  Contact us via a BSL Interpreter by clicking [here](https://sv2.me/public_access.php?hash=f24c83fbd6feef5b2009b3ba58611071) (available Monday to Friday (9am-6pm). The O2 Access lines are open 9-7pm Monday – Friday and 9-6pm at weekends. Our Typetext number is 18001 020 8463 3359. You can also enquire via access@theo2.co.uk and we can then make arrangements to book your tickets in.

Getting to The O2

The O2 is a large site. You’ll need to cover a fair distance from North Greenwich Station and the car parks. Contact us before your event if you need help.

Tube and bus

Accessible features at North Greenwich station:

* low-level ticket machines and a gate to the right of the ticket barriers for wheelchair access
* an induction loop
* step-free access to all platforms with lifts
* step-free bus stops
* accessible toilets
* assistance dogs are welcome

Get more details on accessible public transport in London from [tfl.gov.uk](http://www.tfl.gov.uk/plan-a-journey/).

MBNA Thames Clippers

**Boats**

All of the boats are wheelchair and pram accessible by ramp. There's a limit of four wheelchairs on the larger boats, but they can accommodate a further three folding wheelchairs. Electronic wheelchairs are also welcome. Members of the Thames Clippers Mobility Scooter Recognition Scheme are able to bring their mobility scooters on board.

**Facilities**

All boats except the Star, Storm and Sky Clippers have accessible toilets and larger boats have baby changing tables. Their size and door dimensions are:

Sun and Moon clippers

1510mm (wall with door) x 1650mm

Door width 860mm

Typhoon Class

1560mm (wall with door) x 1710mm

Door width 890mm

**Piers**

All piers are wheelchair accessible except London Bridge, Wandsworth Riverside Quarter, Putney and Cadogan piers. Ramps are used for boarding.

**MBNA Thames Clippers Mobility Scooter Recognition Scheme**

If you’d like to bring your mobility scooter on board Thames Clippers you can contact the customer services team to make an appointment to check that your scooter is suited to travel.

Email web@thamesclippers.com or call 020 7001 2200 for more information about accessibility and the Mobility Scooter Recognition Scheme.

**Guide and assistance dogs**

You can bring a Guide or Assistance dog on board with you without charge. Thames Clippers welcome all Guide and Assistance dogs, including:

* Fetch and carry dogs
* Mental health companion dogs
* Seizure-alert dogs

Please remember that Guide or Assistance dogs aren't allowed on seats.

**Audio and visual information**

All of the boats have audible ‘next stop’ announcements on board. And the piers have visual ‘next boat’ information.

**Assistance**

Thames Clippers crews on board the boats and staff at the piers are more than happy to offer help and assistance.

Parking

**Drop-off point**

We have an accessible drop-off point for cars and coaches. It’s about 150m from The O2’s main entrance. And it’s clearly signposted.

**Disabled access parking**

**Coming to an event?**

Pre book disabled access parking for £14. On the day it’s £16. [Click here](https://tickets.aegeurope.com/theo2parking/disabledparking) to book. Or call 020 8463 6718. Make sure the blue badge holder is in the car with you.

**What if I’m not coming to an event?**

For everything else, parking is charged at hourly rates in Car Parks 2, 3 and 4. If you’re going to Cineworld, you get four hours' free parking in Car Parks 2 and 3. Your four hours start once you’re in the car park. When the film’s finished, take your unpaid ticket and cinema stub to the parking office (opposite Car Park 2).

* 0 – 2 hours £5
* 2 – 4 hours £7
* 4 – 6 hours £9
* 6 – 9 hours £10
* 9 – 12 hours £11
* 12 – 14 hours £13
* 14 – 16 hours £16
* 16 – 18 hours £20
* 18 – 24 hours £42

Look out for a steward if you need help while you’re in the car park. Or use the intercom system at the car park entrance. Our parking office is open 24 hours a day and is at the top of Car Park 1.

Emirates Air Line

Emirates Air Line is completely step-free with wide aisle gates and lifts available at both terminals.

**Wheelchairs**

Emirates Air Line is step-free and wheelchair accessible. Please be aware that there are weight restrictions on motorised wheelchairs and only single battery power source motorised wheelchairs up to a width of 80cm can travel.

Cabins will slow down to allow easy access. There are always staff on hand at both terminals to help passengers when boarding and leaving the cabins.

If you need any more accessibility information, please call TfL on 0343 222 1234.

If you're arriving by public transport, North Greenwich Tube station and Royal Victoria Docks Royal Victoria DLR station have step-free access from platform to street.

**Mobility scooters**

Unfortunately mobility scooters are unable to travel as the cabins have a maximum weight allowance.

**Groups with restricted mobility**

If you are travelling in a group that has accessibility needs please let us know before you arrive so that we can make sure you have a smooth journey. Call TfL on 0343 222 1234.

**Assistance dogs**

Assistance dogs travel free. Please make sure they are always on a lead and not sitting on the seats.

**Pushchairs and buggies**

We welcome pushchairs and buggies on the Emirates Air Line. Please make sure that gangways, lifts and passages are kept clear.

Venue Information

The O2

**Getting around**

The O2 is fully accessible. Lifts and public areas are designed for wheelchairs. And our staff are here to help. Whenever you need them.

**Assistance dogs**

Assistance dogs are welcome in all venues. Water bowls are available too. Just ask.

**Personal assistants (PAs)**

Personal assistants can get one free ticket to any event when a disabled visitor pays full price. Let us know that you’re bringing your PA when you book. And book in advance to make sure you get the tickets you need.

**Special arrangements**

Get in touch with customer services at least 28 days before your visit if you need a visual interpreter, BSL translator or sign interpreter for your event.

The Avenue - restaurants and bars

**Toilets**

There’s an accessible toilet block under the cinema escalators. The bars and restaurants also have accessible toilets. And accessible lifts.

The O2 arena

**Getting around**

If you’ve got a ticket for accessible seating, you can use any entrance. People with mobility issues may find it easier to use Entrance B. The main concourses are level and step free. And there are accessible lifts spread over all levels.

**Queuing**

Talk to a member of staff at the arena entrance if you have a disability that means you can’t queue. They’ll sort out priority entry for you. As soon as the doors open. Usually the time printed on your ticket is the time the doors open.

**Wheelchair access**

Wheelchair escorts are available on event days only. Just call 0208 463 2211 once the event doors open (this is usually the time printed on your ticket) and we’ll meet you with a wheelchair to take you to your seat.

Our viewing platforms are on Level 1 with free standing fold out seats available for friends, family and PAs, and non-wheelchair users. The bays are raised above the fixed seating areas. That means you can stay seated and still have a clear view of the action. Even if the audience is standing. Each bay has a steward who’s there to help if you need anything. The accessible bays are all in easy reach of accessible toilet facilities including the changing places unit.

**Accessible seating**

Accessible seating is available on each level for anyone who can walk and leave a seat in case of emergency. Accessible seating includes: seats on the aisle, seats with few or no steps nearby, seats that have nothing directly in front of them and seats closest to the toilets. Please note that on some events people may stand/dance in their seats. If you have difficulty standing please mention this at the time of booking as the viewing platforms may be more suitable. If you have your own wheelchair, it will be left with the nearest information desk until the end of the event. Or until you want to leave.

**Assistance dogs**

Assistance dogs can stay in wheelchair bays. Talk to the nearest information desk if you’re in the accessible seating area. They’ll look after your dog for the whole event. Or for any period during the event.

**Toilets**

Accessible toilets are unisex. And they’re available on all levels. They’re near our wheelchair bays.

We’ve also got a Changing Places fully accessible toilet by Block 106 on Level 1. Contact your nearest steward for access. Or visit the Level 1 information desk. These toilets are larger than a standard wheelchair accessible toilet and include a height-adjustable changing bench, a hoist and room for up to two PAs.

**Customer with Medical Requirements**

Should you need to bring medicines or medical equipment this will be fine. If, for your peace of mind you’d like a form confirming this please just email access@theo2.co.uk and we can send you one.
If you need to bring food or drink to manage a medical condition please ask for an exemption form by email access@theo2.co.uk stating which event you are attending.
On event days we have medics on site who can assist you if needed.

**Assistive Listening Devices (ALDs)**

Assistive Listening Devices are available for people with or without a hearing aid. The ALDs work with digital hearing aids and hearing aids that have T-position settings. Earphones are available if you don’t have a hearing aid.

Visit any information desk to get an ALD. You’ll need to leave a form of ID with us that you can pick up when you bring the ALD back.

**Electrical equipment**

A power supply is available on some wheelchair bays for anyone with medical needs. Let customers services know what you need before you buy your ticket.

**Special effects**

Some events involve pyrotechnics, flashing lights and other special effects. Contact customer services for details of any special effects expected at your event.

indigo at The O2

**Getting around**

indigo is about 30m from The O2’s main entrance. The main concourse is a step free, smooth surface.

**Wheelchair access**

There’s a wheelchair bay at ground level for standing events and accessible seating is on every level.

**Toilets**

Wheelchair accessible toilets are on every level.

Up at The O2

As a general rule, you can complete the climb if you can walk unaided. Call 020 8463 2680. Or email boxoffice@upattheo2.co.uk to discuss your trip. We also run wheelchair climbs.

Wheelchair climbs take up to three hours. Each wheelchair booking is from £28 and includes a free ticket for a personal assistant. You can also buy tickets for up to eight friends and family members.

**Climb details**

You’ll get a special wheelchair that you’ll need to move yourself into. If you can’t, a personal assistant or family member can help.

A full room tracking hoist is available, but you’ll need to bring your own sling. Up at the O2 staff aren’t allowed to help with the transfer between chairs.

You’ll climb with four guides who will use a pulley system to help you up and down. On the way down, you’ll descend backwards.

If you’re not sure whether the climb is right for you, call 0208 463 2680.

**Wheelchair measurements**

Seat width is 45cm / 18 inches.
Seat depth is 40cm / 16 inches.
The frame measures: width – 70cm / 28 inches. Height – 99cm / 39 inches (from the floor to the top of the backrest).
There’s also an optional headrest.

Cineworld

**Getting around**

The lift goes to all levels. And all the concourses are step free.

**Buying tickets and snacks**

There’s a lower counter at the ticket, snack and ice cream bars.

**Seating**

Accessible seating is available in all screens.

**Toilets**

There are wheelchair accessible toilets.

**Audio description**

Audio description is available for some films.

Building Six

**Getting around**

The lift goes to all levels.

**Toilets**

Wheelchair accessible toilets are on all levels.