

ACCESS GUIDE



WELCOME

Welcome to Kings Place.

We aim to make your visit to Kings Place as comfortable as possible. To help us give you the best possible experience please inform our Box Office team of your access requirements when booking in person or on the phone.

If you need this brochure in an alternative format please contact our Box Office.

Email: access@kingsplace.co.uk

Telephone: **020 7520 1490**





HOW TO BOOK

To guarantee the widest choice of seats, we advise you book in advance through our Box Office.

Just let us know if you require a wheelchair user space, an aisle seat, a seat near the front, or have any other requirements, so we can recommend the best seats for you.

Hall One has several dedicated wheelchair user spaces, and the flexible seating in Hall Two and the St Pancras Room allows us to accommodate wheelchair users in a number of locations depending on your preference.

BY PHONE:

Please call the Box office on **020 7520 1490** and speak to one of our advisors.

Normal Box Office opening hours:

Monday to Saturday 12pm – 8pm

Sunday & Bank Holidays - vary subject to programming.

Non Event Days – 12 - 5

Opening Hours may vary subject to programming.

Standard tickets booked online are always £2 less than all other bookings.

When booking online you will need to Login or Register before purchasing your tickets.



BY POST:

Please write to us at:

**Kings Place Music Foundation
Box Office
90 York Way,
London,
N1 9AG**

IN PERSON:

Kings Place Music Foundation Box Office is open Monday to Saturday from 12pm, closing 15 minutes after the start of the last performance.

The Box Office is situated in the ground floor atrium and is accessible from the main entrance, which has automatic doors and step free access.

Opening Hours may vary subject to programming.

COMPANION SEAT

If you would be unable to attend a performance without the assistance of a companion please contact the Box Office to enquire about companion seats.



GETTING TO KINGS PLACE

Kings Place is located 300 metres from King's Cross Station, one of the most connected locations in London and now the biggest transport hub in Europe.

The main entrance is situated on York Way, visible from the York Way exit at the end of platform one on King's Cross (train) Station.

Public Transport

The [Transport for London Journey Planner](#) provides live travel updates and options on how to reach Kings Place quickly and accurately. You may also call London Travel Information on 020 7222 1234.

Tube

The nearest tube station is King's Cross St. Pancras, on the Circle, Metropolitan, Hammersmith & City, Piccadilly, Northern and Victoria lines. The station has step-free access from the platform to the street level. From the tube station the quickest way to Kings Place is via King's Boulevard. You may also walk up York Way.

Train

King's Cross St. Pancras and Euston are the nearest mainline railway stations. Eurostar travellers arrive at St Pancras International.

Bus

The nearest bus route to York Way/Kings Place is the 390. [Click here for the 390 route information](#). Other services running to nearby King's Cross St. Pancras are bus routes 10, 17, 30, 45, 46, 59, 63, 73, 91, 205, 214, 259 and 476.



Car

Kings Place has no dedicated public parking. Limited parking is available to visitors in the surrounding streets.

Kings Place is easily accessible by car and is clearly signposted in the immediate area.

The building is outside of the Congestion Charge Zone.

If you are using sat nav our postcode is N1 9AG.

The nearest public car park is at [St Pancras International Station](#) on Pancras Road, open 24 hours/7 days a week including Bank Holidays.

Alternatively there is also [kings-cross-car-park](#) on Canal Reach, 250 bay car park in the Tapestry building – 3 Canal Reach, London N1C 4BA.

Opening Hours – Public Mon – Sun Inc. Bank Hols 8am – 10pm

Blue badge holders, or the driver of a passenger holding a valid badge, can park on Crinan Street in any of the 'Residents Only' or 'Pay & Display' bays for an unlimited time. Crinan Street runs adjacent to Kings Place and offers street level access to Kings Place.

Crinan Street also has one single bay with a yellow line, where Blue badge holders can park for up to three hours, providing the clock card is displayed and set at the time of arrival. Please ensure that your badge, and if applicable your clock, are displayed on the dashboard with all information clearly visible.

TAXIS

Visitors can pick up taxis either on York Way and the streets immediately surrounding Kings Place or at the taxi ranks at King's Cross and St Pancras Stations.

DROPPING OFF

For arrival by car, taxi or minibus, the most convenient set-down point is the corner of Crinan Street and York Way, parallel to the Santander Cycle docking station and directly adjacent to Kings Place.

Crinan Street is a one-way street, so needs to be accessed via Wharfdale Road (see map).

The main entrance to Kings Place is 100 yards from the drop off point, and has step-free access to the ground floor foyer.



HALL ONE

Hall One is the largest of our venues and seats 420 people. The Stalls floor of Hall One is situated on the Concert level (level -2, basement level) and the Balcony floor is situated on the Gallery level (level -1, basement level).

These floors can be reached via the main lift in the ground floor foyer. When attending a concert in Hall One the level and door you will need are printed on your ticket.

HALL ONE – STALLS

From the Concert level there is flat access to the two wheelchair user spaces at the back of the stalls, via the stalls east or stalls west doors.

There is sloped access to the two wheelchair user spaces at the front of the stalls. If you wish to avoid the slope to the wheelchair spaces at the front of the stalls, please ask a member of staff to assist you in reaching the access lift. There are no steps to any seats in the stalls.

HALL ONE – BALCONY

There are 7 steps from the outer balcony door to the inner balcony door, and there is a platform lift to the inner door for wheelchair users or audience members with limited mobility.

The balcony wheelchair user space is reached through the Balcony north inner door, and there is flat access to the wheelchair user space.

HALL TWO AND THE ST PANCRAS ROOM

Both Hall Two and the St Pancras Room have level access from the Concert level foyer. Flexible seating means that wheelchair users can be accommodated depending on their preference.



FACILITIES FOR VISUALLY IMPAIRED AUDIENCE MEMBERS

Please mention your requirements when booking seats so we can try and seat you towards the front of the auditorium.

LARGE PRINT PROGRAMMES

Large-print programmes are available for most of our concerts free of charge.

Please contact the Box Office at least a week in advance to pre-book a large-print programme.

You can collect it on arrival from the Box Office.

ASSISTED HEARING FACILITIES

There is an induction loop at Box Office to assist hearing-aid users. An infrared system is available in both Hall One and Hall Two. Two types of hearing enhancement are available – headsets for audience members who don't use a hearing aid, or neck loops for use when hearing aids are switched to the 'T' position.

Headsets are available on the day of a performance from any member of our Front of House team.

Alternatively they can be pre-arranged for collection by contacting the Box Office team in advance. Please mention your requirement to Box Office when booking.

ASSISTANCE DOGS

Visitors are welcome to take assistance dogs into the Halls or they can be left with a designated member of staff who will provide fresh drinking water and a comfortable place to reside whilst you enjoy the performance. Please inform the Box Office team if you would like your dog to remain with you in the auditorium during the performance, and we can advise the best seating location.



We also welcome participating in assistance dog training.

Please contact **020 7520 1490** or email

access@kingsplace.co.uk

LIFTS

The 8 person Front of House lift (1050mm wide x 1350mm deep) has automatic doors, tactile buttons, and voice announcements. The lift serves the ground floor (0), gallery level (-1) and concert level (-2).

There are two larger lifts for larger wheelchairs and mobility vehicles. Please ask a member of Box Office staff for assistance in reaching the lifts.

ACCESSIBLE TOILETS

Accessible toilets are located on the ground floor (at the top of the stairs to gallery level), balcony level (at the bottom of the stairs from the foyer to gallery level) and concert level (between the concert bar and cloakroom).

Visitors with radar keys have access to a private locked toilet located on the concert level (between the concert bar and cloakroom).

FOOD AND DRINK

Kings Place has a range of facilities for eating and drinking, offering food and drink for all occasions, from coffee, brunch and deli-style sandwiches to evening and private dining. This is operated by Green & Fortune Ltd, a company established specifically for Kings Place.

GREEN AND FORTUNE

Green & Fortune is our café located in the Atrium, the central hub of Kings Place, accessible from the main entrance, which has automatic doors and step free access.

The counter is at accessible height.

ROTUNDA RESTAURANT AND BAR

Rotunda Restaurant is located at ground level within the beautiful Kings Place Rotunda. The bar and restaurant have moveable chairs and tables at an accessible height. To help us ensure you have the best possible visitor experience at Kings Place please inform restaurant staff of your access requirements when reserving on the telephone.

For reservations please call **020 7014 2840**.

CONCERT BAR

The Concert Bar at Concert Level will usually be open for drinks before and during performances in Hall One and Hall Two. It is accessible via the main lift by Box Office in the ground floor foyer.

Food and drink menus are available in large print on request.



ADDITIONAL QUERIES

If you have any specific requirements or additional queries please contact our Box Office staff before your visit on **020 7520 1490**.

