

THE PLATFORM

ACCESS GUIDE 2026

This guide has been created to help answer any questions you may have about accessibility when visiting The Platform. Our aim is for every visitor to feel welcome, comfortable and able to enjoy their experience with us. We are committed to making our events as accessible as possible and to provide a friendly, supportive environment for everyone attending a show. The Platform proudly follows the Attitude Is Everything Live Events Access Charter and continues to work towards best practice in accessibility. If you have any questions or specific requirements, our team will always be happy to help.

CONTACT US

The Platform, Old Station Buildings, Marine Road, Central Morecambe, LA4 4DB

Email: platformboxoffice@lancaster.gov.uk

Box Office: 01524 582803

Box Office Opening Hours: Tuesdays & Thursdays 12pm - 4pm

VENUE SUMMARY

The Platform hosts events in several different layouts. The format for each show is likely to be one of the below:

Theatre Seated	Unreserved seating set out in fixed rows. Max capacity 350
Cabaret	Unreserved seats set around small round tables. Max capacity 200
Standing	Standing room only, accessible seating available. Max capacity 750

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VIEWING AREAS

Theatre and cabaret events have a number of access seats located over on the far-right hand side of the venue, providing easy access to toilets, bar, and emergency exits.

Standing events have a secure designated accessible area with a number of theatre seats in-front of the stage to the right side of the venue, providing easy access to toilets, bar, and emergency exits

PRE-BOOKED SEATING

It's always helpful if you can pre-book these facilities via our box office or relevant ticket services online before attending. We will always try to make reasonable adjustments where possible.

We can provide pre-booked accessible seats for access customers. It is preferred if access is pre-booked before the show. This will guarantee that we can help. Due to capacity, sometimes it is difficult for us to provide on the day requests, but we will always endeavour to help where possible.

Wheelchair Users: Due to the design of our venue, we have a selected number of wheelchair spaces available. To ensure inclusivity and avoid disappointment, we kindly request that all wheelchair users purchase a wheelchair ticket at the point of sale. This will allow us to accommodate all our customers effectively.

Personal Assistance Tickets: Each show has a number of Personal Assistance Tickets available to all customers with access requirements. To book, please contact Box Office during opening hours.

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Proof of access requirements: To ensure safe, secure, and accessible access to council-managed venues, the Council operates a Nimbus access card system as the primary method of verification for individuals requiring access to facilities and services. Customers can choose between the paid Nimbus card, which provides access across all participating venues, and a free, venue-specific card, which provides access to a single venue.

Recognising that not all individuals may hold or be able to obtain a Nimbus access card, the Council will accept alternative forms of proof to demonstrate eligibility for reasonable adjustments or disability-related access. Acceptable alternatives may include confirmation from a support service, or official documentation such as PIP, a blue badge or DLA letter. The Council is committed to ensuring that no disabled person is disadvantaged by this access policy. Staff are trained to apply reasonable adjustments consistently.

Repeat Bookings

You can request that we maintain a record of your Nimbus access card number on your Platform Account. This will allow us to store your access requirements for convenient booking in the future.

EARLY ACCESS

If you have mobility restrictions due to a medical condition, we can offer a 5-minute early access before we open doors to the general public. Please contact the Box Office via email at least 24 hours before the event to request this to ensure we know to look out for you. On the day of the show, arrive 10-15 minutes before doors, where our staff will be ready to welcome you and assist with entry.

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ACCESSIBLE PARKING

The Platform does not have its own parking facilities. However, there are two accessible car parks located nearby, and limited on-street parking is available on Marine Road Central, including three designated accessible spaces close to the venue.

VENUE INFORMATION

Venue Opening Times: The Box Office will open at the same time as doors for any event. Staff will be on site to assist with any early access customers.

Arriving At The Venue: Upon arrival to the venue, if you have early access booked, staff will greet you in through the doors.

Toilets: Our venue has accessible toilets and changing facilities.

Venue Bar: Our main bar does not currently have a lowered serving area. However, our team will always be happy to assist by serving from the side of the bar if needed.

Medical Requirements: Visitors are very welcome to bring medication, medical equipment, or food and drink required for medical reasons into the venue. Please don't hesitate to contact Box Office if you have any concerns regarding bringing necessary medical supplies.

Hearing Loop: We currently have a hearing loop available at the Box Office.

Assistance Dogs: We welcome assistance dogs and can provide water on request.

Theatre Effects: Please be aware that strobe lighting, haze, smoke or other theatrical effects may be used during shows in our venue.