

# 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](mailto: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

# Venue Information

## Venue Opening Times:

Please refer to the times displayed on your tickets, or confirmation emails for the correct door times. The Box Office will also open at the same time as the doors for any event.

Our Box office is also open every Tuesday and Thursday from 12pm-4pm.

## Arriving At The Venue:

If you have purchased an Access Customer ticket or Wheelchair ticket, we can offer priority access. On the day of the show, please queue at the Accessible Entry sign rather than the general queue, where our staff will be ready to welcome you and assist with entry

## 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.

## 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.

# 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.

## Viewing Areas

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. These are available to book online or via the box office. For your own assurance, we recommend you book or speak to us in advance of any event you wish to attend.

Proof of access requirements: To ensure safe, secure, and accessible access to council-managed venues, the Council are pleased to be working with Nimbus Disability, utilising their Access Card Scheme and Digital Access Pass system (DAP) as the primary method of verification for individuals requiring access to facilities and services. Customers can choose between the paid for Access Card, which provides access across all participating events and venues, and a FREE Platform Digital Access Pass, which provides access to a single venue The Platform. Once your application is approved, your Access Card or Digital Access Pass will be valid for three years and you will receive a digital ID number.

If you already have an Access Card, you don't need to apply again.

Recognising that not all individuals may hold or be able to obtain an Access Card or Digital Access Pass (DAP), Lancaster City 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 Access Card Number or Digital Access Pass (DAP) number. This will allow us to store your access requirements for convenient booking in the future.*

*Our Box Office team may contact you prior to the event regarding your access requirements*

# Priority Access

If you have purchased an Access Customer ticket or Wheelchair ticket, we can offer priority access before we open doors to the general public. On the day of the show, please queue at the Accessible Entry sign rather than the general queue, where our staff will be ready to welcome you and assist with entry

## The Platform Digital Access Pass

### How to Apply

To apply for your Platform Digital Access Pass, please click here:

<https://app.accesscard.online/apply/lancaster>

You will be directed to a simple application form where you can upload any validating evidence and provide a description of your access requirements.

Once your application is approved your Access Card or Digital Access Pass will be valid for three years and you will receive a digital ID number.

