

TROXY

ACCESS GUIDE

INTRODUCTION

We're keen that everyone can enjoy Troxy shows and are committed to making our venue universally welcoming and accessible for everyone.

CONTACT DETAILS

For any access-related enquiries, please don't hesitate to email us:

accesstickets@troxy.co.uk or call us on 02077909000 a team member will be in touch within 2 business days. If you'd prefer, you can write to us at

**Troxy, 490 Commercial Road
London, E10HX**

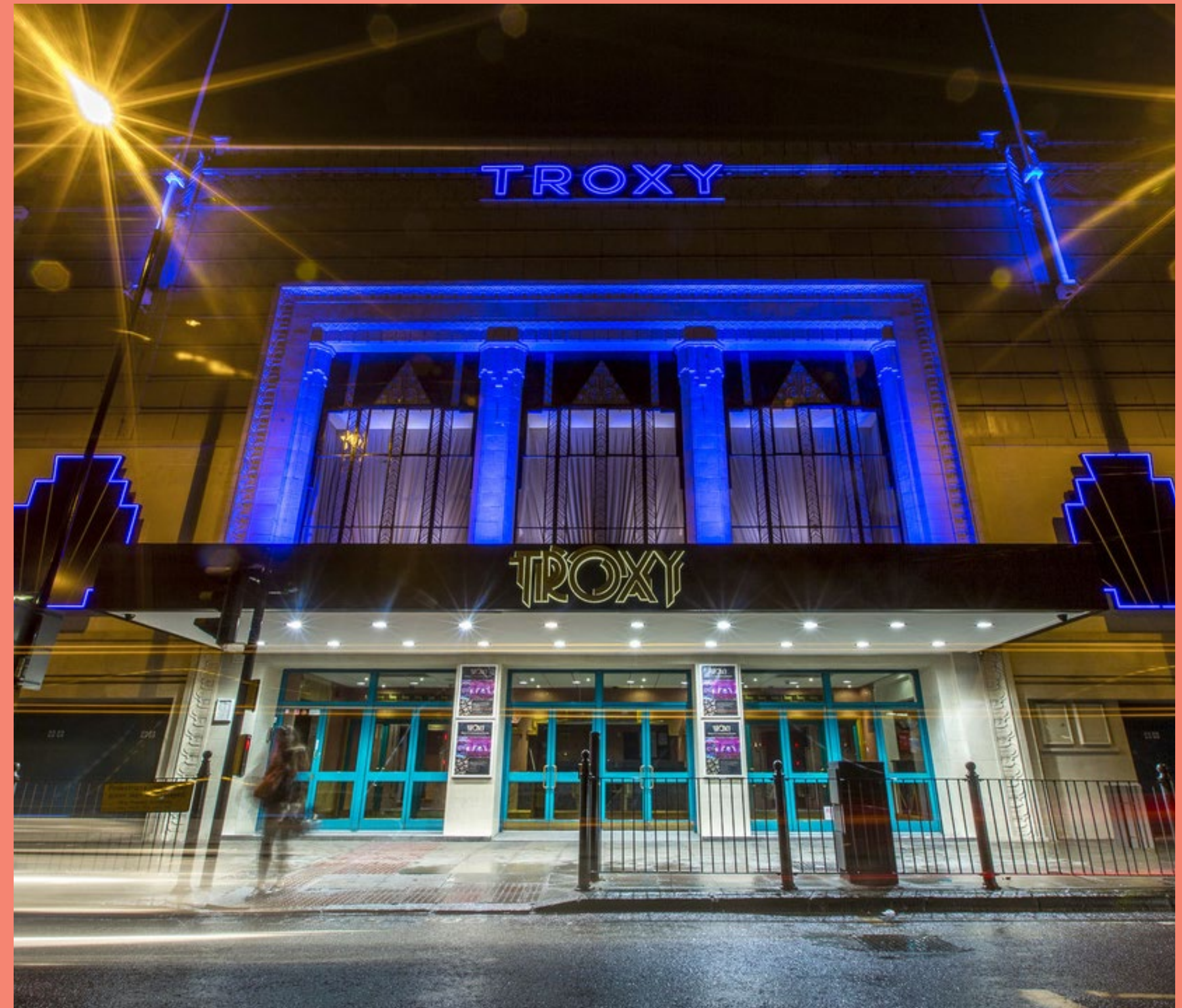
We will respond to your enquiries as soon as possible. In general, this will be within 3 business days, though postal responses and requests received outside working hours (weekends and holidays) may take a little longer.

VENUE DESCRIPTION

Our building has step-free access at the front entrance and throughout the upper section of the ground floor. Unfortunately, there is no lift to the circle seating, and this can only be accessed via steps.

The accessible toilet is on the left-hand side of the foyer near the main entrance and is available by Radar key. Don't worry if you don't have one with you – we have a spare you can borrow, please ask Security should you need it.

Please see our Visual & Audio Stories [here](#) or take a virtual tour of our venue [here](#) for more information.



ARRIVAL GUIDE

We offer first entry for all our accessible customers. We have a dedicated accessible 'queue'/'space' outside near the middle doors

for any accessible customer that needs priority entry. There is a sign that says 'Accessible queue' at the entrance so feel free to skip the queue and ask security to be let in early, so you have time to comfortably navigate the venue before it becomes busy. Once you're inside, there will be several Security Staff as well as Box Office team members. Should you require any assistance, or you have any concerns or questions, please don't hesitate to ask any of them for assistance.

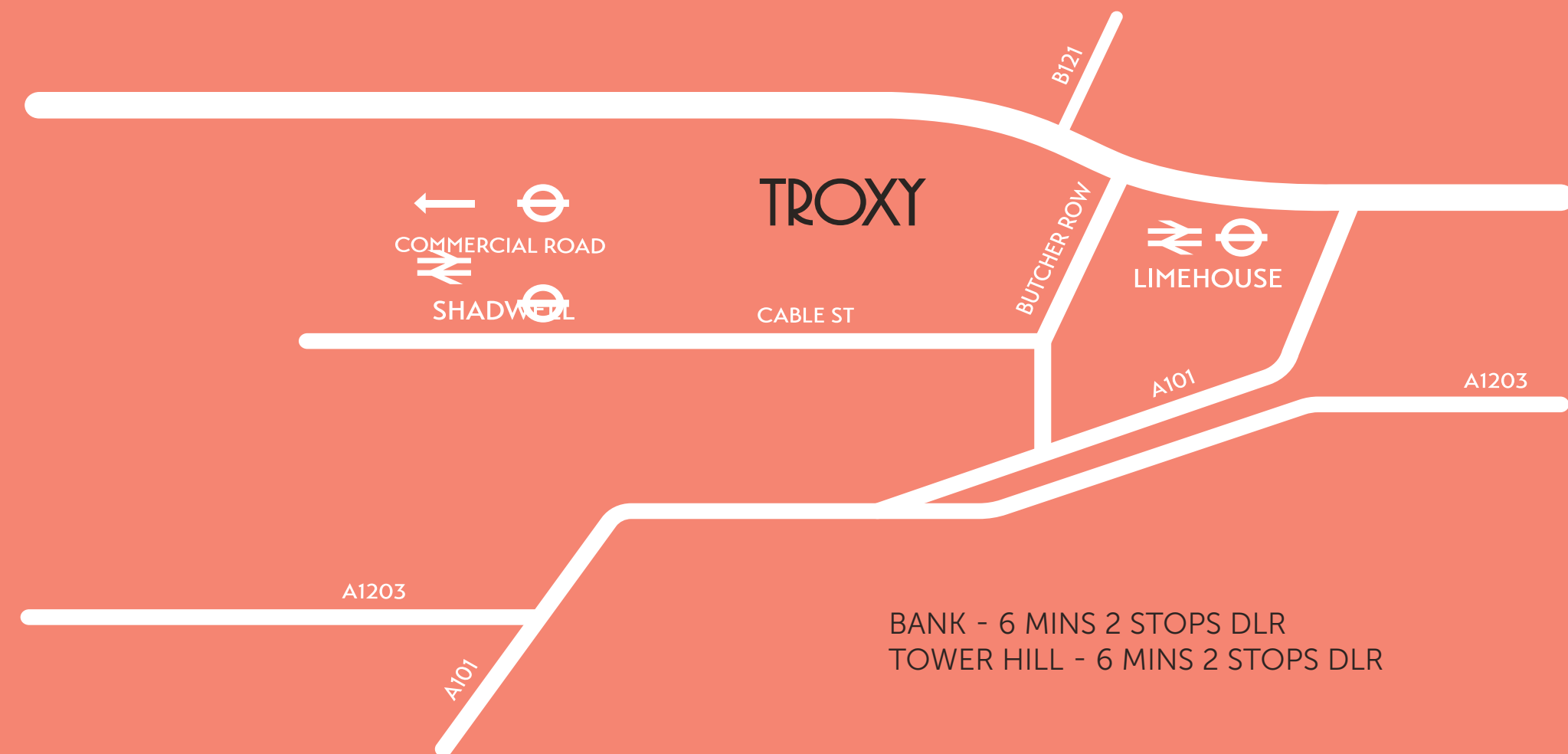
TRAVEL GUIDE

There are a number of transport options available for getting to Troxy. As well as leaving plenty of time, we recommend that you check the Transport for London Journey planner <https://www.tfl.gov.uk/plan-a-journey/> and Status Updates <http://www.tfl.gov.uk/roads/status/> to check for any disruption to services.

BY TUBE:

Troxy is 200 metres from Limehouse Station, which is on the DLR and the C2C line from Fenchurch Street Station to Essex with lift facilities. You can pick up the DLR line from Bank (Central/Circle/Northern and Waterloo & City lines), Tower Hill (Circle/District Line) and Canary Wharf (Jubilee Line). Limehouse is only two stops (6 minutes) from these three stations. Oh, and we're in Zone 2 if you're getting a travel card.

TROXY



BY BUS:

The following buses either go past Troxy or serve the local area:

- No 15 (Trafalgar Square to Blackwall Station)
- No 115 (Aldgate to East Ham)
- No 135 (Old Street to Crossharbour) D3 (Bethnal Green to Cross Harbour)

- N15 (Trafalgar Square to Romford)
- N550 (Trafalgar Square to Canning Town)
- N551 (Trafalgar Square to Gallions Reach).

All TFL bus routes are served by low-floor vehicles, with a dedicated wheelchair space and an access ramp. They can also 'kneel' to reduce the step-up from the pavement.

BY CAR

Please don't drive to Troxy. We're a public transport destination and well serviced by a TfL. Commercial Road is not a parking paradise. We have red lines, not yellow, so you'll be clamped, ticketed or towed – all of which will ruin your night out. Drop off and pick up is possible on Caroline Street down the side of the venue. Local streets have residents' parking zones and we like our Neighbours so would ask anyone looking for a parking space to respect them.

We fall in to Tower Hamlets controlled parking zone C4 – latest information can be found [here](#).

If you have no other option but to drive, there is a 24-hour car park next to Cineworld at West India Quay, run by Indigo Park Services. From there, you can get a taxi to us or catch the DLR at West India Quay (two stops). The nearest hotel, the Holiday Inn Express at Limehouse, is just 300 meters away and has secure parking. We recommend booking in advance at JustPark who also have other options, as do Your Parking Space who also have blue badge parking options.

BY TAXI:

Taxi drop off can be made on the side of the building, in



BOOKING PROCESS

We offer complimentary tickets for personal assistants / support workers to facilitate your attendance of our venue. As standard, our 'Accessible - Step Free Area' tickets come with one free ticket. Should you require one in the standing area please email us and we will send you a private link to your free companion ticket, providing there is space. Should you require one in any other areas of the venue, please get in touch and we will try and accommodate, if possible.

To purchase your ticket(s) and get your complimentary assistant seat(s), please go to our website where you will be redirected to our ticketing partner Ticketmaster. Accessible tickets, whether it is a step-free seat or wheelchair space, will be available on general sale there. Once you have purchased, please send us your proof of eligibility within 7days (or your ticket will be automatically cancelled). Once we have reviewed your proof, we will send you a link to your free companion ticket.

VENUE ACCESSIBILITY FOR WHEELCHAIR USERS

We have lowered counter positions at the Box Office. Our Main Space is very flexible, meaning that the position of wheelchair spaces changes depending on the demands of the event taking place.

We offer several wheelchair spaces within seated areas at performances for when seats are in use. In standing areas for gigs or for all-standing shows there is a viewing platform for wheelchair users and their companions. For all

performances, please make yourself known to our Security prior to doors opening, who will arrange priority entry and help you with any queries.

Our Main Bar has a dropped counter for service to wheelchair users and all our bar staff are briefed to come out from the bar to take your order in the other bars.

There are step-free toilet facilities on the left of the main entrance.

FACILITIES FOR BLIND OR VISION-IMPAIRED VISITORS:

If you have a form of vision impairment, our staff will be happy to assist if you require. All our bars have large print menus you can request, should you require any other large print material please let us know in advance by emailing accesstickets@troxy.co.uk or call us on 02077909000.

FACILITIES FOR DEAF AND HARD OF HEARING PATRONS:

Our box office desk is equipped with a hearing loop system for those using hearing aids. British Sign Language, Audio Description or Relaxed Performance can be arranged in advance, please get in touch with us via accesstickets@troxy.co.uk.

TOILETS

The accessible toilet located in the foyer near the main entrance, on the left-hand side, and is available by Radar key. Don't worry if you don't have one with you – we have a spare you can borrow!

CUSTOMERS WITH MEDICAL REQUIREMENTS

We welcome attendees who need to bring medicines, medical equipment, food or drink to manage a medical condition. If you have any concerns about being allowed entry with any items you require, please don't hesitate to get in touch. For music performances and large-scale events, we have trained medics on site and all of our Duty and Management Staff are First Aid trained.

ASSISTANCE DOGS

Guide dogs & Assistance dogs are all allowed to enter the building. If you would like your dog to be looked after whilst you are watching an event, this can be pre-arranged by getting in touch in advance. We will arrange for someone to meet you at Box Office, guide you to your seat, and stay with your dog throughout the event.

