

ACCESS GUIDE

KINGS PLACE

Welcome to Kings Place.

We aim to make your visit to Kings Place as comfortable as possible. Please inform our Box Office team of your access requirements when booking, so we can recommend the best seats for you and ensure you have the best possible experience.

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



HOW TO BOOK

KINGS PLACE

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

By phone or in person:

Our Box Office will open two hours prior to the first performance of the day and will close fifteen minutes after the last performance of the day.

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.

Our phone lines are currently open during Box Office opening hours only. Please call the Box office on 020 7520 1490 and speak to one of our advisors.

By Post

Please write to us at

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

By email:

If you would like to get in touch with us outside of Box Office opening hours, please [email info@kingsplace.co.uk](mailto:info@kingsplace.co.uk).

Just let us know if you require a wheelchair user space, an aisle seat, a seat near the front, or have any other requirements and our Box Office team will be happy to reserve seats for you. Please let us know the best times and contact phone number to reach you on in order to process payment.

If you are Deaf or hard-of-hearing or cannot pay over the phone for any reason, we are happy to take payment when you arrive at the venue.

Complimentary essential companion tickets

Kings Place offers an essential companion ticket, which can be booked by contacting the Box Office. This complimentary ticket is available to disabled customers who require additional support or assistance to facilitate their visit and who would be otherwise unable to attend our events.

ACCESS SCHEME

KINGS PLACE

If you have access requirements, we recommend joining the Kings Place Access Scheme to enable online booking options.

You can join the Access Scheme in a number of different ways:

- Download and fill out the online form on the Kings Place website, then e-mail it to info@kingsplace.co.uk
- Collect a form from our box office and post it to: Box Office, Kings Place Music Foundation, 90 York Way, London, N1 9AG
- Phone our box office team during opening hours on 020 7520 1440
- Speak to our box office team in person during opening hours

Once signed up to the Access Scheme, you will be able to book Access, Wheelchair User and Essential Companion tickets online. You will also be able to select Wheelchair Accessible seats during the online booking process, something which is only available to Access Scheme customers. If you do not wish to join our Access Scheme, we can still offer you these ticket types and seats, but booking will need to take place over the phone or in-person with our box office team.

GETTING TO KINGS PLACE

KINGS PLACE

Kings Place is located 300 metres from King's Cross Station, providing both London Underground and National Rail services. The main entrance is situated on York Way and the venue is located within a modern, steel-framed building clad in glass.

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.



GETTING TO KINGS PLACE

Car

Kings Place does not have any customer parking available, but there are a number of parking options in the immediate vicinity. Our building is outside of the Congestion Charge Zone and the postcode is N1 9AG.

The nearest public car park is at [St Pancras International Station](#) on Pancras Road, which is open 24 hours/7 days a week. Alternatively, there is also [King's Cross Car Park](#) on Canal Reach. This is a 250-bay car park in the Tapestry building, located at 3 Canal Reach, London N1C 4BA. Their opening hours are 8am – 10pm, 7 days a week.

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.

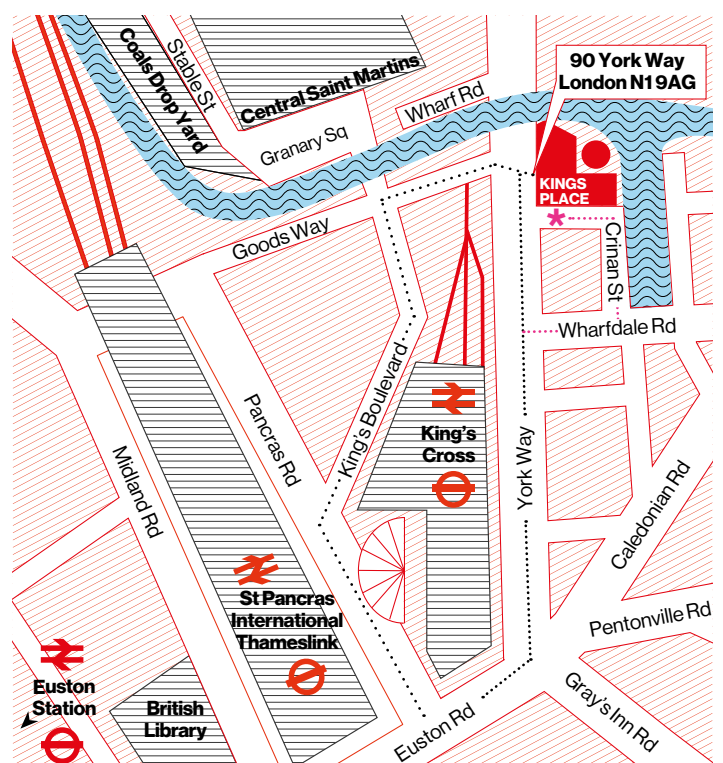
Blue Badge holders can also park on the double yellow lines between the Crinan Street parking bays for **up to three hours**, providing the clock card is displayed and set at the time of arrival and the vehicle is not parked where it can cause a dangerous obstruction. Please ensure that your badge, and if applicable your clock, are displayed on the dashboard with all information clearly visible

Drop Off / Pick Up*

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

There are also taxi ranks located at King's Cross and St Pancras Stations.



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).

The Balcony and Concert 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 seven 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. Please note that the Balcony is not open for every event.

VENUE SPACES

KINGS PLACE

Hall Two and the St Pancras Room

Both Hall Two and the St Pancras Room have level access from the Concert level foyer (Level -2, Basement level). These two spaces have flexible seating configurations, meaning that wheelchair users can be accommodated in any location within the venue space. Events in Hall Two and the St Pancras Room are typically General Admission so please advise Box Office of your seating preferences in advance and these will be reserved for you.



Lifts

The eight-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 that can accommodate larger wheelchairs and mobility vehicles. Please ask a member of Box Office staff for assistance in reaching the lifts.

Accessible Toilets

Accessible toilets are available on the ground floor, balcony level and concert level. On the ground floor, these are located next to the main building reception. On the balcony level, these are located at the bottom of the stairs from the foyer to the gallery level. On the concert level, these are located between the concert bar and cloakroom. The balcony and concert levels can be accessed via the lift.

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

FACILITIES FOR VISUALLY IMPAIRED AUDIENCE MEMBERS

Seating options

Please advise us of your access requirements when booking so that Box Office 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 our Front Of House team.

ASSISTANCE DOGS

Customers are welcome to take assistance dogs into the event spaces. Please inform the Box Office team when booking if you would like your dog to remain with you in the auditorium during the performance, and we can advise the best seating location. Alternatively, assistance dogs 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.

We also welcome participating in assistance dog training. Please email info@kingsplace.co.uk or contact **020 7520 1490**.

ASSISTED HEARING FACILITIES

KINGS PLACE

Kings Place has a magnetic induction loop in Hall One and the St Pancras Room, and an infrared system in Hall One and Hall Two.

Magnetic loop

A magnetic induction loop is available in Hall One and the St Pancras Room. To use this induction loop, audience members should switch their hearing aids to the 'T' position in order to pick up the magnetic signal.

Infrared System

In Hall One and Hall Two, audience members who do not use a hearing aid (or whose hearing aids do not have a 'T' setting) can access our infrared system via a necklace receiver and headset.

In Hall Two, audience members whose hearing aids have a 'T' setting can access the infrared system by using a receiver necklace and a mini/personal magnetic loop. Audience members should switch their hearing aids to the 'T' position to pick up the personal loop's signal.

Receivers, headsets and personal loops can be requested on the day from any member of our Front of House team or pre-arranged for collection by contacting the Box Office team in advance.

FOOD AND DRINK

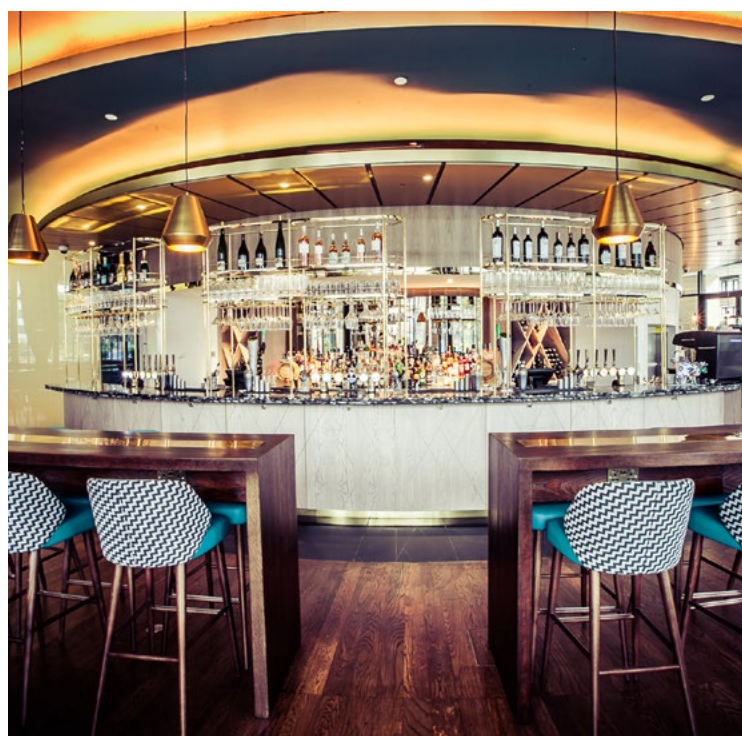
KINGS PLACE

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. These facilities are operated by Green & Fortune Ltd, a company established specifically for Kings Place.

Rotunda Restaurant/Bar

Rotunda Restaurant is located at ground level. 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** or e-mail **enquiries@rotundabarandrestaurant.co.uk**



Concert Bar

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

Food and drink menus are available in large print on request. Please speak to a member of the Green & Fortune team if you require a large print menu.



ADDITIONAL QUERIES

KINGS PLACE

Additional Queries

If you have any specific requirements or additional queries, please contact our Box Office staff before your visit by email info@kingsplace.co.uk or during Box Office opening hours on 020 7520 1490.
