



The FlyDSA Arena is a purpose built venue offering excellent facilities for visitors with disabilities. The number of seats/spaces available varies for each show and we strongly recommend early booking. In order for us to offer you the most suitable seating location we need to be aware of your needs at the time of booking and so that we can also be prepared for your arrival on the day of the show. To ensure this and prevent customers from buying tickets in these locations that do not require them tickets are reserved and not available online but instead can be purchased by calling the box office ticket hotline 0114 256 56 56, emailing [boxoffice@flyarena.co.uk](mailto:boxoffice@flyarena.co.uk), calling a Supervisor on 0114 256 55 93 or in person from the venue.

If you are a disabled visitor that requires a personal assistant to attend the show with you then it may be possible to claim a complimentary personal assistant ticket. This can differ from show to show so please check availability with the box office at the time of booking your ticket. The box office will then need to ask questions to ascertain the nature of the disability to ensure you are offered the most appropriate seating and that you qualify for a complimentary personal assistant ticket.

If practical/necessary it may be possible to arrange a visit ahead of the show you are coming to. If you have any questions regarding our facilities or wish to book tickets and have special requirements please contact a Box Office Supervisor on 0114 256 55 93 or if you prefer and your enquiry does not require a more immediate response then please email [boxoffice@flydsaarena.co.uk](mailto:boxoffice@flydsaarena.co.uk).

#### Parking Facilities

Disabled car parking facilities are available at the Arena. Advanced purchased car park tickets will be cheaper than those purchased on the day and is the only way to guarantee your parking space - these are available online, in person from the venue or through the ticket hotline on 0114 256 56 56 with a limited number of space held for those wishing to book via dedicated phone line on 0114 256 55 93.

Advanced tickets will be £5 and £7 on the day for Ice Hockey, for all other events tickets will be £7 advanced and £10 on the day of the event - should there still be parking spaces available.

Anyone arranging to drop-off, meet or pick-up someone from an event must do so away from the venue and the car parks. We understand this can be inconvenient but is a necessary measure for the security of everyone coming to the venue. If any member of your party has mobility issues you must email us in advance to make alternative arrangements – contact [customerservices@flydsaarena.co.uk](mailto:customerservices@flydsaarena.co.uk). Please be aware that depending on the time you arrive and the volume of traffic it may take some time to accommodate - our parking staff will always try their best to find the most appropriate location but request this is pre-arranged.

Nearest disabled parking space to Entry B = 21.5m  
Furthest disabled parking space from Entry B = 152m  
The approach to Entry B has a paving slab surface

Nearest disabled parking space to Entry C = 40m  
Furthest disabled parking space from Entry C = 119.5m  
The approach to Entry C has a paving slab surface

Click [here](#) to view the public transport options available to customers visiting the Arena.

#### Access to Concourse Level

Concourse can be accessed via lifts located at Entries B & C or via an external ramp located on the Blue side of the building close to Entry C.

#### Box Office

The venue Box Office is located at Entrance C on the ground floor and has a purpose built low level counter. A hearing assistance system is installed on box office counters marked with the international symbol of deafness or hard of hearing for customers with hearing difficulties. There is ample parking outside the entrance, including disabled parking spaces.

Please [click here](#) to view our Box Office opening times. You can find the timings for a specific show by visiting the relevant page on this website.

#### Viewing Platforms

There are three viewing platforms accessed via red concourse, two via green and three via blue - these are called Seating Bays. On most concerts one personal assistant/companion is permitted to sit in this area with the customer who requires the assistant/companion. On family shows we will try to accommodate more if we can within the available space. We also try to hold the closest possible regular seating to accommodate additional family members. Everyone who attends the show is required to purchase a ticket unless otherwise stated on the event.

If you require access to the seating bay locations please call the box office and discuss your seating needs - these locations are not sold online to ensure as best as possible that they are only used by people who require access to these seating locations.

If you should have any queries please contact a Box Office Supervisor on 0114 256 5593 or email [boxoffice@flydsaarena.co.uk](mailto:boxoffice@flydsaarena.co.uk).

#### Accessible Toilets

We have three sets of accessible toilets on the ground level accessible to public (Entry B, C and D) plus 4 purpose built unisex facilities on concourse level - these are signed and directly accessed from concourse and are located 2 on Red concourse and 2 on Blue concourse. RADAR locks are used and a key can be obtained from Information on green concourse (although customers may have their own which they can also use). Please ask a steward who will advise of the nearest facilities.

#### Assistance Dogs

Assistance dogs are permitted into the venue and pass outs will be provided if the customer requires in order for toileting etc.

#### Strobe Lighting

If strobe lighting is going to be used at an event information advising customers of this is clearly displayed next to every set of doors on concourse. There would be no warnings during the performance.

#### Medical Services

British Red Cross are present at all of our events. We also supplement this with a paramedic and technician depending on the event and audience profile.

#### Changing Facilities

We have 1 assisted changing facility with a height adjustable adult-sized changing bench and a tracking hoist system located at Entry B should customers require.

### Care Room

We provide a care room that can be used during a show from the doors open time until the event ends.

This is a private room located just off reception at Entrance B - if you would like to use this room please contact a steward who will check on availability and arrange access.

### Medical Requirements

If you need to bring medicines, food, drink or equipment to manage a medical equipment please email [customerservices@flydsaarena.co.uk](mailto:customerservices@flydsaarena.co.uk) so we can arrange to make provisions for this.



### We are a CredAbility Verified Accessible venue

The Sheffield Arena accepts the Access Card. The card has been designed by CredAbility to easily and discreetly let businesses know the specific needs of disabled visitors. It translates a person's disability / impairment into symbols which highlight the barriers they face and the reasonable adjustments they might need.

[Nimbus Disability](#) created the Access Card and its associated Quality Assurance Scheme [CredAbility](#)

More information on the AccessCard can be found [here](#). The card costs £15 for 3 years. Apply for a card [here](#)



The Arena is working with Attitude is Everything, which is an organisation that supports the music industry to make live music events more accessible. We have achieved a bronze award and will continue to support the organisation, improving deaf and disabled people's access to live music.

For more information about the organisation, attitude is everything, you can visit their website [www.attitudeiseverything.org.uk](http://www.attitudeiseverything.org.uk).