



**FULL DETAILS OF
DISABLED ACCESS AT
KOKO**

UPDATED NOVEMBER 2017

KOKO is keen to promote equality of opportunity for people with disabilities, and to take the necessary steps to meet their requirements. Since 2008, KOKO's been working with [Attitude is Everything](#), to improve Deaf and disabled people's access to live music.

This guide is designed to inform everybody who comes to KOKO what we can offer customers who may have particular requirements.

Bookings and Ticketing:

If you have accessibility requirements and wish to attend a KOKO show, first buy a ticket through any of our ticketing channels, then contact the venue prior to the show, and we can provide you with an allocated space in the accessible viewing area. We do not sell 'accessible viewing area' tickets, just general admission. If the event is sold out we cannot sell extra tickets.

We offer disabled guests a complimentary ticket for personal assistants (please see opposite), this is done via email below. Please note, this excludes meet and greets or VIP packages.

Prior to purchase or arriving please contact: Lydia Tella, Assistant Manager on 0207 388 3222 (10:30am to 5pm) or email: lydia@koko.uk.com

Personal Assistance Ticketing Scheme:

People with accessibility requirements may need to have someone with them. We offer a 2 for 1 Ticket Policy for personal assistants. This arrangement is made through the venue and not the ticketing agencies, please contact us for more details. Aside from this we do not offer a reduced rate ticket price. The service we offer is of equal quality to all our customers so a discount is not necessary.

ACCESS

Getting to KOKO:

There are single yellow lines located around KOKO on Crowndale Road and Bayham Street. Disabled Badge holders can park here. Mornington Crescent Tube Station is directly across the road from KOKO. Camden Town is 1.1 miles from KOKO. Please visit tfl.gov.uk for further information on London Public Transport.

Into KOKO:

There is ramp access into the venue via the doors on the left hand side as you look at the building. The ramps are removable and put in place immediately by security when needed. People with disabilities are offered priority entry (queue jumping!)

Inside KOKO:

The accessible viewing area is located underneath the Royal Box on the balcony level. Once inside, there are no steps and easy access to the accessible viewing area which we will lead you to. There are great sight lines to the stage. However, please note there is no level access to all areas of the venue, KOKO is an old Victorian Theatre (no lifts) and there is no access to the main dance floor for wheelchairs.

To reach the accessible viewing area: once you've entered through the main doors, head through either ticket check point and go down through the tunnel heading to the auditorium. You will then find yourself on the balcony level. Head to left and follow the balcony around.

Smoking:

The smoking area is located on our roof terrace. If a person using a wheelchair wants to go outside to smoke, security will put the ramps in place when needed.

Accessibility for performers:

The stage is directly accessible from the outside via a ramp through the fire exit. As yet there is no accessible toilet backstage.

SERVICES AND FACILITIES:

Accessible Toilet:

This is located next to the accessible viewing area. It has a code to get into it which will be issued to the customer on the night. There is step free access to it from the left and right hand sides of the balcony level.

Accessible Bar:

We do not have an accessible bar however we will provide a bartender if required.

Induction Loop:

KOKO has induction loops in our Box Office, in the Foyer, and in the auditorium. For more information please speak to a manager.

Large Groups:

We try and accommodate everyone's requirements. If someone has accessibility requirements and is with a large group of people we will try and keep the group together however it may not be in the designated accessible viewing area. Large groups are strongly encouraged to call in advance to make arrangements.

Evacuation Policy:

All of our security are trained to know how to assist disabled customers in case of emergency. We do not have a specific emergency or refuge point but disabled customers are asked when they enter the building to remain in the accessible viewing area in case of emergency. Every disabled person is allocated a member of security when they arrive who is to go to their assistance if we need to evacuate.

Deaf and Visually Impaired customers:

Visually impaired customers are more than welcome to use the accessible viewing area if they would like to. As well as offering an induction loop, deaf or hard of hearing customers are also more than welcome to stand at the front of the gig and security are aware of this. We also welcome phone calls via text relay on 0870 4325527.

People with Photosensitive Epilepsy:

We use strobe and flashing lighting in the venue and if you need further information about this please ring the venue on 020 7388 3222 and ask to speak to a manager.

Assistance dogs:

Assistance dogs are welcome in the venue, please be aware that we will say hello to them, provide a water bowl and probably a biscuit or two.

Medicines:

If you need to bring any medicines, food or drink to manage a medical condition, or medical equipment you are welcome to do so. We don't have any medical equipment at the venue. Please inform the manager on duty when you arrive before going through search.