



Access Guide 2026

This guide has been designed to answer all your accessibility questions and how we can help. At The Platform, we are dedicated to ensuring all customers have an enjoyable time at our shows as well as making the experience is physically accessible and welcoming. We are committed to the **Attitude Is Everything Live Events Access Charter** for best practice.

How to Contact Us

The Platform, Old Station Buildings, Marine Road, Central Morecambe, LA4 4DB

Email: platformboxoffice@lancaster.gov.uk

Box Office: 01524 582803

Box Office Opening Hours: Tuesdays & Thursdays 12pm - 4pm

Venue Summary

The Platform has various event layouts, which are all clearly stated on each event, below are the 3 most common layouts explained:

Theatre Seated	Unreserved seating set out in fixed rows. Maximum capacity 350
Cabaret Event	Unreserved seats set around small round tables. Maximum capacity 200.
Standing Event	Standing room only, no seats*. Maximum capacity of 750.

***Please note: a limited number of pre-booked accessible seats will be available for Access/CEA Card Holders Only at Standing Events.**

These will NOT be available on request at the event.

Viewing Areas

We have no specific viewing platforms/access areas.

THEATRE and CABARET events have limited access seats located over on the far-right hand side of the venue, providing easy access to toilets, bar and emergency exits.

STANDING events have a secure designated accessible area with limited theatre seats in-front of the stage to the right side of the venue, providing easy access to toilets, bar and emergency exits. Entry into this area is strictly limited to Access/CEA Card Holders Only and must be pre-booked (see below).

Pre-Book Seating

Always pre-book these facilities via our box office or relevant ticket online before attending.

A limited number of pre-booked accessible seats will be available for Access/CEA Card Holders Only. Access is strictly via pre-booking before the show only and will not be available to book on the day of the show. To book a space you must contact our Box Office during opening hours and provide proof of your Access/CEA card.

PLEASE NOTE: For **STANDING EVENTS** the accessible seating area is within a secure barriered area, located close to the stage on the right-hand side of the venue, with toilets, bar and fire escapes near by. Due to limited space within this area, only one personal assistant/companion or accompanying guest is permitted to join you. Any additional guests must be requested in advance and are subject to confirmation on the night.

WHEELCHAIR USERS: Due to the design of our venue we have a limited 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 limited amount of Personal Assistance Tickets available to all customers with a valid Access Card displaying the '+1 Customer Needs Assistance' symbol. To book, please contact Box Office during opening hours and provide proof of your Access/CEA Card.

Please see www.accesscard.online for more information.

REPEAT BOOKINGS

You can request that we maintain a record of your Access/CEA Card Number on your Platform Account. This will allow us to store your access requirements for convenient booking in the future.

Early Access

If you have mobility restrictions due to a medical condition, we can offer a 5-minute early access before we open doors to the general public.

You must contact the Box Office via email at least 24 hours before the event to request this. On the day of the show, arrive 10-15 minutes before doors, where security will ensure you are the first to enter and we will assist with your requirements.

Accessible Parking

We do not have any parking on site, however, there are 2 accessible carparks next to us. There is limited parking on Marine Road Central outside the venue with 3 dedicated accessible spaces.

Venue Information

VENUE OPENING TIMES: The Box Office will open at the same time as doors for any event. Staff will be on site to assist with any pre-booked early access customers.

THE PLATFORM

ARRIVING AT THE VENUE: Upon arrival to the venue, if you have early access booked, staff will greet you in through the doors. Security will check for any prohibited items, and our stewards will be on-hand to assist you.

TOILETS: Our venue has Gents, Ladies, and Accessible/Changing facilities.

VENUE BAR: The Main Bar does not have a lowered serving area. However, we can serve from the side of the bar if you notify a member of staff. During busy shows, we may operate a Quick Bar on the other side of the venue. As this is a smaller bar, it doesn't stock the full range of the Main Bar.

MEDICAL REQUIREMENTS: The Platform welcomes customers who need to bring medicines, equipment, food or drink to manage a medical condition. We only ask you make us aware of your needs when booking your ticket(s).

Please don't hesitate to contact Box Office if you have any concerns regarding bringing necessary medical supplies.

In the event of an emergency, please approach a member of security who be wearing FGH branded clothing, any of our bar staff or anyone with a blue LCC Venue Lanyard.

ACCESS TO PERFORMANCE: Unfortunately, we are unable to offer any Audio Enhancement at this time except for a Hearing Loop at The Box Office. We are currently exploring options to improve this in the future.

ASSISTANCE DOGS: We welcome assistance dogs only 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.