

ACCESSIBILITY INFORMATION PACK 2025

Thank you for purchasing your ticket. **Exhibition White City** is dedicated to being inclusive and accessible, giving world-class experiences to everyone.

HOW TO BOOK

We have a range of accessible facilities onsite and offer complimentary Personal Assistant (PA) tickets. To get a free PA ticket, or to use our accessible facilities you must complete our Accessibility Request Form and upload a supporting document [HERE](#).

Supporting documentation we accept:

- Front page of DLA / PIP letter
 - Front page of Attendance Allowance letter
 - Evidence that registered severely sight impaired (blind)
 - Recognised Assistance Dog ID card
 - Credibility's Access Card showing you require a +1/+2 to accompany you
 - Doctor's or Hospital note (for temporary conditions)
-

CARER/ PERSONAL ASSISTANT TICKET

If you are applying for a PA ticket, please don't purchase one for your PA as it is free of charge and will be sent to you when we have approved your request.

Complimentary PA tickets can only be added to tickets purchased via Kaboodle.

TRAVEL GUIDE

Address:

Exhibition White City
Ariel Way
London
W12 7SL

By Train and Tube:

The easiest way to access Exhibition White City is via Wood Lane station (Circle and Hammersmith & City lines), followed by Shepherds Bush station (Central and Overground Mildmay line). Both stations have step-free access via a lift.

- Wood Lane station – 146 metres (2 minutes)
- Shepherds Bush station – 805 metres (12 minutes)

By Bus:

Exhibition White City is located next to White City Bus Station. The numbers 31, 49, 148, 207, 228, 237, 260, 316, C1 and SL8 stop near the venue. 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 Taxi:

For drop-offs and pick-ups, please use our designated point on Ariel Way, W12 7SL

Parking:

There is no parking available at the venue. The nearest car park is Westfield Car Park B, the basement car park under John Lewis, entry between 09:00 and 23:00, exit 24/7. Followed by Westfield Car Park A, the basement car park under Waitrose, entry between 05:00 – 03:00, exit 24/7.

WHAT TO DO WHEN YOU ARRIVE

At the event, there will be security stewards directing the queues; if you require priority access or need to collect tickets, please make yourself known to one of these stewards, who will be able to contact the access team on your behalf.

Once inside the venue, there will be a number of security staff as well as venue team members that will be available to help with any queries you may have.

TOILETS

We have accessible toilets on both the ground floor and first floor. Both of which can be unlocked using a RADAR key. If you have a RADAR key, please bring this with you. We have staff located next to the toilet to assist if not. Please note we also hire out RADAR keys from the ground floor bar; this is free of charge but will require a £5 deposit.

MEDICAL REQUIREMENTS

We understand that our guests may need to bring medication and/or medical equipment to take care of a medical condition. If you have any concerns regarding being allowed entry with any items, please get in touch with us via email accessibility@exhibitionwhitecity.com in advance of your booked event. For all of our events, we have a fully trained medical team situated on site. Please use this facility if at any time you feel you need to do so.

VISITORS WHO ARE DEAF OR HARD-OF-HEARING

If you require captioned or signed facilities, please do get in touch with us beforehand and we can confirm if we are able to arrange this.

VISITORS WHO ARE WHEELCHAIR USERS

We have a designated access space for all shows for wheelchair users. This is a limited capacity space, and if you require seating or a space for a wheelchair, please let us know when completing your Accessibility Request Form. Once you have purchased your ticket and completed the form, we will get back to you to confirm. If you come in a wheelchair and no space is available, there are other areas that are accessible via our lift.

ACCESS AREA

We have designated a viewing platform located in our main performance space. This area is exclusively for the use of attendees with lifelong access requirements and is a sectioned off area away from the main crowd with seating. Venue staff will be on hand to

assist, and to ensure only valid attendees are able to access the platform. If you wish to use this area, please complete our Accessibility Request Form. Once we have received and reviewed this, we will email back to confirm. Please note, due to limited spaces guests that have booked the access area can only be accompanied by one other person in the viewing platform area. If not booked in advance, we may not be able to accommodate on the day.

ASSISTANT DOGS

We allow guide dogs and assistant dogs at the events, please email us at accessibility@exhibitionwhitecity.com in advance so we can advise the procedure to follow if you require assistance at an event.

STROBE LIGHTING

Occasionally, performances will use strobe lighting. We do our best to deter productions from doing so as we appreciate it will prevent some people from attending. We will update the relevant Performance Information page on our website if strobe lighting is being used. If you have any concerns, please get in touch via accessibility@exhibitionwhitecity.com. Please note, though we will do our best to reply to you with a solid answer in good time, we may have to liaise with external promoters to get this answer, which can increase the response time. If strobe lighting is being used as part of a performance that you have purchased tickets to, we will offer a refund or exchange if strobe usage means you cannot attend.

We aim to make your experience as enjoyable as possible. If there is anything we have not mentioned above, please do not hesitate to get in contact with us via accessibility@exhibitionwhitecity.com.