

RCGP Annual Conference Accessibility

| | |
|-------------------------------------|----------|
| Accessible Parking | 2 |
| Cycling | 2 |
| Taxis | 2 |
| Bus Services | 2 |
| Venue Access | 2 |
| Hearing and Sight Assistance | 3 |
| Assistance Dogs | 3 |
| Catering | 3 |
| Toilets | 4 |
| Cloakrooms | 4 |
| First Aid | 4 |
| Registration | 4 |
| Quiet Space | 4 |
| Baby Care | 4 |
| Restaurants around Liverpool | 4 |

Accessible Parking

Visitors driving to the ACC Liverpool campus will find accessible parking available in the adjacent Kings Dock Car Park. There are 88 accessible spaces spread over 7 floors for the ease of visitors.

Lifts in the car park feature a mirror to aid reversing out of the lift and have both visual and audible floor indicators. Stairwells are clearly marked and have handrails on both sides. The route from the car park to the entrance of the Exhibition Centre is accessible for wheelchair users, although assistance may be required for ACC Liverpool as the route does include some ramps.

Visitors may also be dropped off on the river side of the building at our designated "Drop Off Point" for coaches and taxis. There is a ramped access to the Riverside entrance doors. Designated cycle bays can be found at our Riverside Entrance (road level)

Cycling

A number of cycle routes enable cyclists to easily get around Liverpool and visit ACC Liverpool by bicycle. You can find out more about the routes available from [Liverpool City Council's website](#). You can take your bike for free on ferries and trains in Merseyside, though remember it's busy in peak hours. Most stations have free, secure cycle storage too.

Taxis

Please find below a list of local taxi companies who can provide wheelchair accessible vehicles. Please specify the requirement for wheelchair access on booking.

Davy Liver Ltd 0151 709 4646

E2A Cabs 0151 229 1066

Mersey Cabs 0151 298 1234 (credit card bookings)
0151 298 2222 (cash bookings)

Bus Services

For detailed information regarding bus services operating throughout the area please visit <https://www.merseytravel.gov.uk/> for further information.

The closest bus stop to ACC Liverpool is located on Kings Parade, adjacent to the river side entrance to the convention centre

Venue Access

The venue is accessible via access ramps from both the city centre, car park and taxi drop off point. All steps have designated support railing for assistance.

The main entrance level for ACC Liverpool is the galleria, with two entrance points, one on the city side and another on the river side. Both entrances have automatic double entrance

doors which are permanently staffed when an event is taking place. The Galleria flooring is slate.

Guest Relations is situated in the Galleria, which is the main reception point for the building and also an information point for visitors providing local information, taxi bookings and recommendations on things to do and see in the city.

There are two lifts available from the Galleria to both the upper and lower levels. Each lift has an accessible width of 1300mm and visual and audible floor indicators. There are also escalators which can be used to access the other levels. Stewards are situated at both escalators to assist delegates.

The conference rooms are situated on the upper level where stewards are available to assist delegates. The conference level lighting is bright and there are contrasting colours to assist with navigation. Both the conference level and lower levels are carpeted. In Hall 1 (main auditorium tiered seating) there are 12 designated spaces for wheelchair users and assistants. These spaces can be used for assistance dogs. Hall 1 is also accessible on two different levels with the lower of the two levels providing access to the main stage. The designated spaces offer clear sight lines of any performance.

Hearing Assistance

The venue has an infrared hearing system and this is in Hall 1 and rooms 3, 4, 11 and 12. In order to make use of this system, delegates should turn their hearing aids to 'T'. A personal neck loop can be collected from a member of ACC staff or at the Guest Relations desk. Please enquire for more details if you require this service. In the case of an emergency, trained stewards will assist any delegates with a hearing impediment to evacuate the building.

Assistance Dogs

ACC Liverpool welcomes delegates with assistance dogs. Please ensure that your assistance dog is clearly identifiable when entering the building to ensure that our Stewards are aware of their presence. Facilities for assistance dogs are available on request.

Catering

The ACC hospitality team cater for a range of dietary requirements and label food accordingly. They are fully trained and on-hand to provide an inclusive service. If you have a particular dietary requirement please advise us during the registration process or contact rcgp@haymarket.com.

Toilets

Conference Level - 2 separate unisex disabled toilet

Stage Level - 2 separate unisex disabled toilet

Mezzanine Level - 2 separate unisex disabled toilets, both have baby changing units

Lower Level - 2 separate disabled toilets one for Ladies and one for Gents

Cloakrooms

There is a cloakroom situated on the Galleria Level with a low desk for easy access. Cloakrooms are manned throughout the open periods of conference.

First Aid

Should first aid assistance be required please contact a member of the ACC Liverpool team. The two first aid rooms are located on the Arena side of the building and stewards will be able to escort you to these rooms. Alternatively first aid assistance can be called to your location in the building.

Registration

At registration there will be a low desk suitable for wheelchair access.

Quiet Space

There will be a quiet space for any delegate who struggles with a traditional conference setting, this will be located on the Mezzanine on the Conference Level.

Baby Care

There are baby changing facilities available at the venue. Please follow signage or ask a member of staff to direct you. There is also a dedicated Parent Room with a screen relay available. Please ask a member of the registration team for directions on arrival.

Restaurants around Liverpool

For more information on accessible restaurants and other venues around Liverpool please check www.accessable.co.uk