



Assistance Animals Policy

We hope that everyone who visits The Albert Hall enjoys their experience. We recommend visitors who require additional assistance to contact us in order to speak to a member of staff in advance to get the best advice.

For assistance ahead of your visit, please contact:

The Albert Hall Box Office Team

Telephone: 0300 102 4255 (Option 4)

Email: box-office@thealberthall.co.uk

Assistance Animal Policy

Service Animals (SA) & Emotional Support Animals (ESA)**

We want to be a welcoming community building and recognise the right of customers to attend the venue with a service/assistance or emotional support animal.

The Albert Hall allows Service Animals (SA) and Emotional Support Animals (ESA) to accompany their handler to any location in the building or facility where members of the public or persons are permitted.

We would recommend that, if you plan to visit us with a SA or ESA, you notify us in advance of your visit, and book your tickets in advance so we can ensure we can accommodate this.

If you attend an event with an SA or ESA, we ask that you adhere to the following requirements to ensure that the experience of other guests isn't negatively impacted:

- They must be under control at all times i.e. on a lead/in a travel basket etc. and should remain clear of the main walkways.
- They must always remain quiet and close to the owner
- They must be house broken and not relieve themselves anywhere within the venue.
- They should avoid physical contact with staff or guests, in case of allergies and for health and safety purposes.
- They should not come into contact with food or beverages on sale in the venue.
- They must be well groomed, clean and hygienic.
- We reserve the right to assess requests for animals to attend on a case-by-case basis, considering the welfare of our guests, staff and the animal in question.

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- Staff may ask the guest & animal to leave if it breaches the requirements above or if the welfare of the animal is at risk.

Animals who do not fall under the category of Service/Assistance or Emotional Support Animals will be refused entry.

**Proof of registration may be required

Please direct any comments or complaints about this policy to:

The Albert Hall Management Committee - hello@thealberthall.co.uk