



## Standard PEEP's for Disabled Visitors

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](mailto:box-office@thealberthall.co.uk)

# Standard PEEP's for Disabled Visitors

## Standard Personal Emergency Evacuation Plan - Electric Wheelchair User

<b>Circumstances:</b>	Unable to walk or use stairs
<b>Requirements:</b>	<ul style="list-style-type: none"><li>• All wheelchair users have designated locations to enable a good view of the stage and quick and easy exit out of the building.</li><li>• They will be shown the escape routes and location of the assembly point by Front of House Staff prior to the performance.</li><li>• If they are alone, Front of House staff will guide the wheelchair user towards the nearest fire exit and out of the building.</li><li>• If they are accompanied, their companion will be required to assist the wheelchair user to the exit and out of the building.</li></ul>
<b>Equipment / support to assist the evacuation:</b>	<ul style="list-style-type: none"><li>• Pre-performance checks carried out by Front of House staff.</li><li>• Designated Front of House staff member assigned to assist them.</li></ul>

# Standard PEEP's for Disabled Visitors

## Standard Personal Emergency Evacuation Plan - Manual Wheelchair User

<b>Circumstances:</b>	Unable to walk or use stairs
<b>Requirements:</b>	<ul style="list-style-type: none"><li>• All wheelchair users have designated locations to enable a good view of the stage and quick and easy exit out of the building.</li><li>• They will be shown the escape routes and location of the assembly point by Front of House Staff prior to the performance.</li><li>• If they are alone, Front of House staff will assist the wheelchair user to the nearest fire exit and out of the building.</li><li>• If they are accompanied, their companion will be required to assist the wheelchair user to the exit and out of the building.</li></ul>
<b>Equipment / support to assist the evacuation:</b>	<ul style="list-style-type: none"><li>• Pre-performance checks carried out by Front of House staff.</li><li>• Designated Front of House staff member assigned to assist them.</li></ul>

# Standard PEEP's for Disabled Visitors

<h2>Standard Personal Emergency Evacuation Plan - Mobility Impaired Person</h2>	
<p><b>Circumstances:</b></p>	<p>Mobility impaired. Can walk along a flat surface using an aide, e.g. frame / crutches but can't manage stairs easily on their own.</p>
<p><b>Requirements:</b></p>	<ul style="list-style-type: none"> <li>• Equipment that can't be used on stairs to be placed in a suitable location agreed with the Front of House staff.</li> <li>• They will be shown the escape routes by Front of House Staff prior to the performance.</li> <li>• They will be positioned in an accessible location and may be asked to remain in their seat until the flow of pedestrian traffic has subsided during an evacuation.</li> <li>• If they are alone, Front of House staff will assist them from their seat to the exit</li> <li>• If they are accompanied, their companion will be required to assist them to the exit</li> </ul>
<p><b>Equipment / support to assist the evacuation:</b></p>	<ul style="list-style-type: none"> <li>• Pre-performance checks carried out by Front of House staff.</li> <li>• Designated Front of House staff member assigned to assist them.</li> <li>• Aisles will be split into 2 traffic streams, to aid those that need additional time to exit safely.</li> </ul>

# Standard PEEP's for Disabled Visitors

<h2>Standard Personal Emergency Evacuation Plan - Visually Impaired Person</h2>	
<p><b>Circumstances:</b></p>	<p>Visually impaired. Sight is limited and / or orientation is difficult.</p>
<p><b>Requirements:</b></p>	<ul style="list-style-type: none"> <li>• Front of House Staff will discuss the evacuation procedure with them prior to the performance.</li> <li>• If they are alone, they will be positioned along the front row of seating. In an evacuation, Front of House staff will assist them from their seat to the exit.</li> <li>• If they are accompanied, their companion will be required to assist them to the exit.</li> </ul>
<p><b>Equipment / support to assist the evacuation:</b></p>	<ul style="list-style-type: none"> <li>• Pre-performance checks carried out by Front of House staff.</li> <li>• Designated Front of House staff member assigned to assist them.</li> </ul>

# Standard PEEP's for Disabled Visitors

<b>Standard Personal Emergency Evacuation Plan - Hearing Impaired Person</b>	
<b>Circumstances:</b>	Hearing impaired. Unable to hear safety warnings / evacuation instructions.
<b>Requirements:</b>	<ul style="list-style-type: none"><li>• They will be shown the escape routes and location of the assembly point by Front of House Staff prior to the performance.</li><li>• If they are alone, their position will be known to the Front of House staff. In an evacuation, Front of House staff will signal to them to leave their seat and guide them to the exit.</li><li>• If they are accompanied, their companion will be required to notify them of the evacuation and escort them to the exit.</li></ul>
<b>Equipment / support to assist the evacuation:</b>	<ul style="list-style-type: none"><li>• Pre-performance checks carried out by Front of House staff.</li><li>• Designated Front of House staff member assigned to assist them.</li></ul>

# Standard PEEP's for Disabled Visitors

<b>Standard Personal Emergency Evacuation Plan - Cognitively Impaired Person</b>	
<b>Circumstances:</b>	Cognitively impaired. Has trouble remembering, learning new things, concentrating, or making decisions that affect their everyday life.
<b>Requirements:</b>	<ul style="list-style-type: none"><li>• Front of House Staff will discuss the evacuation procedure with them prior to the performance.</li><li>• If they are alone, their position will be known to the Front of House staff. In an evacuation, Front of House staff will assist them from their seat to the exit.</li><li>• If they are accompanied, their companion will be required to notify them of the evacuation and escort them to the exit.</li></ul>
<b>Equipment / support to assist the evacuation:</b>	<ul style="list-style-type: none"><li>• Pre-performance checks carried out by Front of House staff.</li><li>• Designated Front of House staff member assigned to assist them.</li><li>• Aisles will be split into 2 traffic streams, to aid those that need additional time to exit safely.</li></ul>

# Standard PEEP's for Disabled Visitors

<h2>Standard Personal Emergency Evacuation Plan</h2> <h3>- A person with Mental Health Problems</h3>	
<p><b>Circumstances:</b></p>	<p>Mental Health problem - May go in any direction, even towards the danger. May react in an extremely unusual way. May freeze and not be able to move.</p>
<p><b>Requirements:</b></p>	<ul style="list-style-type: none"> <li>• Front of House Staff will discuss the evacuation procedure with them prior to the performance.</li> <li>• They will be positioned in an accessible location and may be asked to remain in their seat until the flow of pedestrian traffic has subsided during an evacuation.</li> <li>• If they are alone, in an evacuation, Front of House staff will assist them from their seat to the exit.</li> <li>• If they are accompanied, their companion will be required to notify them of the evacuation and escort them to the exit.</li> </ul>
<p><b>Equipment / support to assist the evacuation:</b></p>	<ul style="list-style-type: none"> <li>• Pre-performance checks carried out by Front of House staff.</li> <li>• Designated Front of House staff member assigned to assist them.</li> <li>• Aisles will be split into 2 traffic streams, to aid those that need additional time to exit safely.</li> </ul>



# Standard PEEP's for Disabled Visitors

<h2>Standard Personal Emergency Evacuation Plan</h2> <h3>- A person with Learning Difficulties</h3>	
<p><b>Circumstances:</b></p>	<p>Learning Disability - May have no understanding of the danger, or where to go.</p>
<p><b>Requirements:</b></p>	<ul style="list-style-type: none"> <li>• Front of House Staff will discuss the evacuation procedure with them prior to the performance.</li> <li>• They will be positioned in an accessible location and may be asked to remain in their seat until the flow of pedestrian traffic has subsided during an evacuation.</li> <li>• If they are alone, in an evacuation, Front of House staff will assist them from their seat to the exit.</li> <li>• If they are accompanied, their companion will be required to notify them of the evacuation and escort them to the exit.</li> </ul>
<p><b>Equipment / support to assist the evacuation:</b></p>	<ul style="list-style-type: none"> <li>• Pre-performance checks carried out by Front of House staff.</li> <li>• Designated Front of House staff member assigned to assist them.</li> <li>• Aisles will be split into 2 traffic streams, to aid those that need additional time to exit safely.</li> </ul>

# Standard PEEP's for Disabled Visitors

## Please Note:

- There are no lifts at The Albert Hall.
- There are no handrails for the steps within the auditorium.
- The Albert Hall is a NO SMOKING environment.
- No ignition sources such as matches, lighters, etc can be used within the building, and no pyrotechnics are permitted.

Please direct any comments or complaints about this plan to:

The Albert Hall Management Committee - [hello@thealberthall.co.uk](mailto:hello@thealberthall.co.uk)