



Visiting Liverpool Philharmonic Hall

Visual Story



Welcome to Liverpool Philharmonic Hall. We are a concert hall that has a wide range of music, comedy, film and family events.

This is what the building looks like from the **outside**.

This is the main entrance of Liverpool Philharmonic Hall, on Hope Street.

There are **5** sets of doors into the building, which will be open before the concert starts.



The door on the left hand side goes to our **Box Office**. If you need to buy or collect a ticket you will go through this door. There may be other adults and children waiting to buy or collect tickets when you arrive.



The door on the right hand side has an access button to help you open it.

On arrival at the main entrance, one of our friendly members of staff will carry out some Covid checks, to make sure everyone is safe inside. They will ask for some proof of vaccination, or maybe a negative test. If you are exempt from these, just tell our staff member and they will let you in.

Once inside the building, masks must be worn by everyone over 18, to keep everybody safe. This does not apply if you are medically exempt.



When you walk through the front door, you will be met by one of our **stewards** who will be wearing a black shirt and black trousers like the one above.

The steward will check your ticket on arrival in the **doorway**.

Show your ticket to the steward and they will scan your ticket with a scanner. The scanner sometimes makes a beeping noise when it scans.

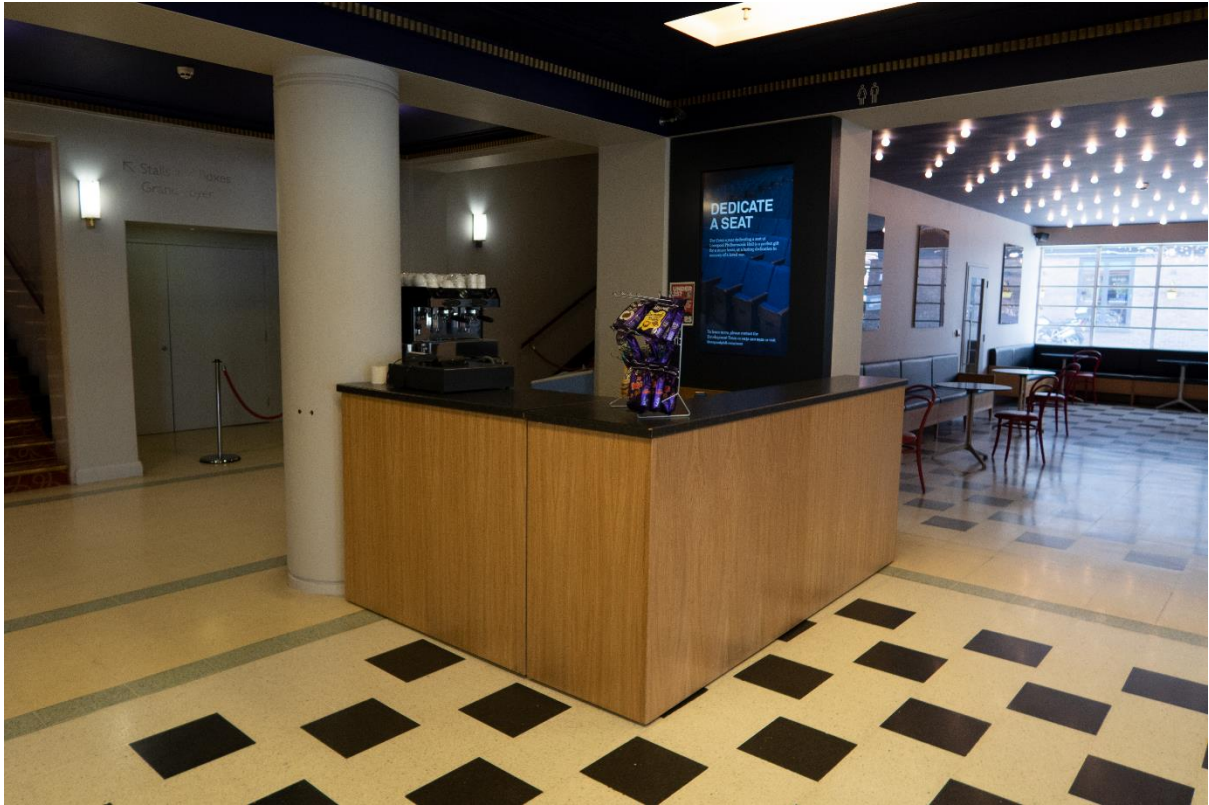
Sometimes there can be a queue in the doorway.



When you enter through the doors, you will see a big space in front of you. This is called **the Foyer**.



If you turn left, you will see the **box office**. On the right of the foyer, there is a **seating area** with chairs and tables.



In the Foyer there is a bar which sells drinks.

You can purchase refreshments here if you wish. You can take snacks and bottled water into the auditorium with you.



When you walk through the **foyer** towards the main stairs, you will see a **kiosk** on your left.

You can store coats and bags here if you would like to, for a small fee.

You can also buy sweets here. You can take sweets into the auditorium with you.



If you need an infra-red headset, you can collect it from the **kiosk**. You will be asked to give a £5 deposit. When you give your headset back at the end of the show, your £5 will be returned to you.



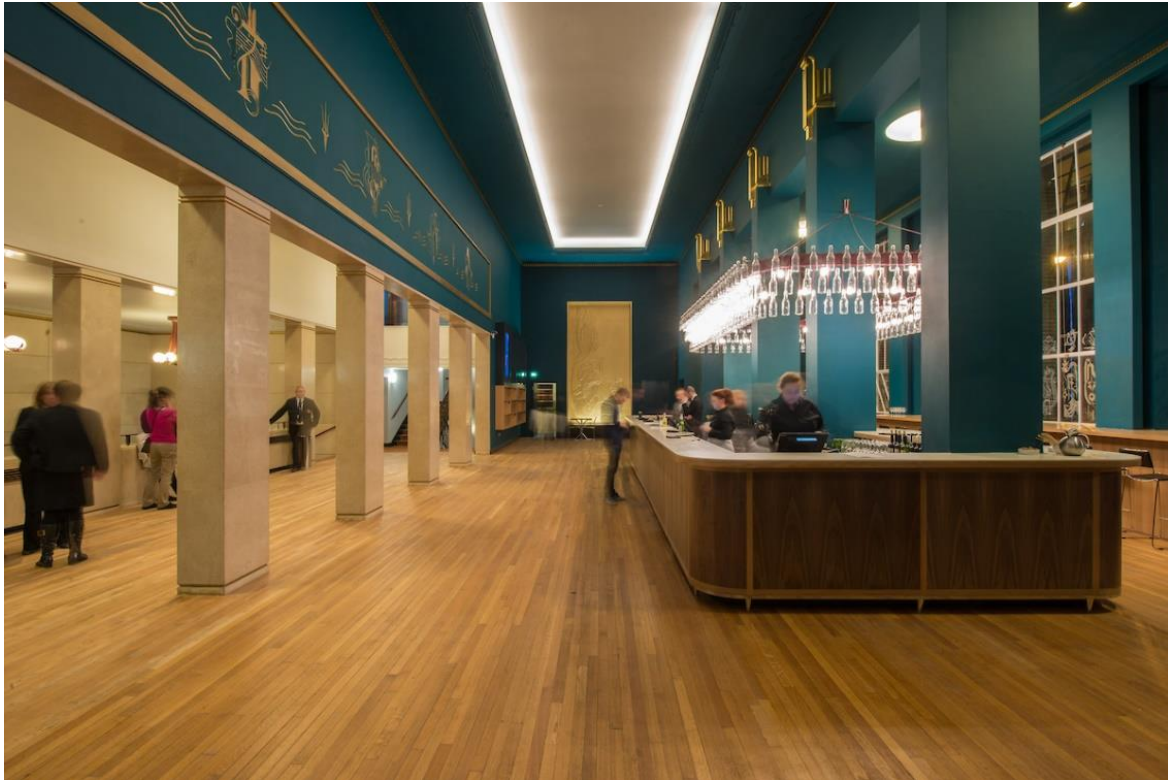
There are accessible toilets opposite the **seating area**.

There is a lift located next to these accessible toilets which can take you to the **Grand Foyer Bar**.



There are more toilets downstairs through the **seating area**, and also up by the **grand circle**. You can get to them using the stairs or the lift. Follow the signs for the toilet.

If you need to use our Changing Places toilet, please ask a steward who will show you how to get there.



If you walk up two flights of stairs, you will find the **Grand Foyer Bar**. There are more chairs and tables here, and you can sit here if you wish.

You can buy drinks and snacks from the **Grand Foyer Bar**. You can take snacks and bottled water into the auditorium with you.



Your ticket will tell you where you will be sitting.

You will need to find the level you are sitting on or you can ask a **steward** to help you find your seat.

Stalls and Boxes are on level 1.

Grand Circle is on level 2.

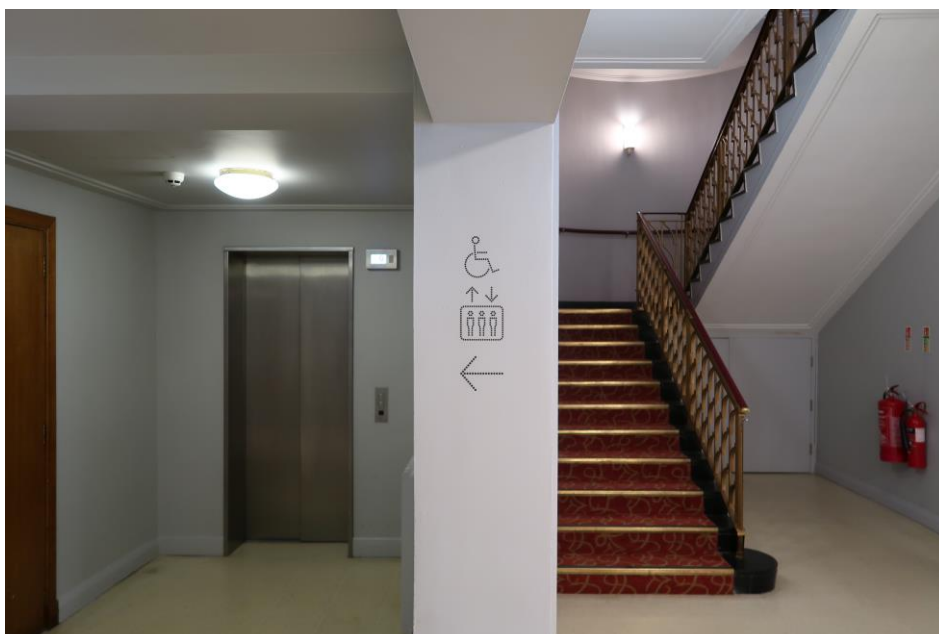
Upper Circle is on level 2.

Rear Circle is on level 3.



You can get to the right level using the **stairs** in the foyer, or one of our **lifts**. If you need to use the lift, please ask a **steward** which lift you should use and they will help you.

The lift at the back of the foyer goes to the **Stalls and Boxes on Level 1**. It also takes you to the **Grand Foyer Bar**.





The lift at the back of the **Grand Foyer Bar** will take you back down to the foyer, opposite the **seating area**.

It will also take you to levels 2 and 3 in the auditorium.



When you enter the **Auditorium**, you will see a big stage full of chairs, music stands and some instruments.

You can find your seats and make yourself comfortable. A steward can help you find your seat.

Sometimes you might see a member of staff walk on stage to move a chair or music stand.

They are making sure that everything is ready for the concert to begin.



You will hear a voice which will tell you that the performance is about to start, just before the scheduled start time.

You should find your seat when you hear this if you haven't already.

Please switch all of your devices that make noise to silent before the concert starts.



When the concert begins, there will be some lights on stage and the lights above your seat will stay on.

The conductor will walk onstage to join the orchestra. You might hear some people clap. You can join in if you wish.

When the piece finishes, the audience will begin to clap and you can join in if you want to. The musicians will stand up, and some people might bow while you are clapping.

There will be numerous pieces of music in the concert. You will see musicians walking on and off stage between each piece. Some of the audience might clap when this happens, and at the end of every piece. You can join in if you wish.

If you would like to bring **ear defenders**, you are very welcome to. We don't have any at Liverpool Philharmonic Hall that you can borrow.

During the show, you might feel that you need to take some time out.

We have lots of quiet spaces which you can visit at any time, including in the **Grand Foyer Bar** and **Seating Area** on the ground floor.

Just let a steward know that you would like to leave and they will be able to take you to one of these spaces. You can return to the performance when you feel ready.