

Liverpool Philharmonic Hall Visual Guide

Welcome to Liverpool Philharmonic Hall

We are a **concert hall** which presents music, comedy, film and family events. This is what the **building** looks like from the outside on Hope Street.



When you arrive, you will be greeted by our **Stewards**, who will be wearing a black shirt with a teal lanyard that says 'Liverpool Philharmonic' on the card. Like the one you see here.

You might also see our **Security Officers** wear black shirts with yellow hi-vis jackets. Sometimes our Security Officers will ask to search your bag.

Our stewards will **scan your ticket** before you can go inside the building. If you need to **collect a ticket**, please go to our **Box Office**. Our Stewards will show you where it is.



Box Office

Our **Box Office** is where you can **buy** a ticket or **collect** your **tickets** for a show.

Our Box Office staff wear black shirts with a teal lanyard and sit behind a desk. They can help answer any questions about your ticket.



Foyer

When you enter through the doors, you will see a big space in front of you.

This is called the **Foyer**.

When you come in to watch a show this space can be loud and busy with other visitors.



Accessibility Toilets

If you look to your right when entering the Foyer, you will see our **accessible toilet**. There are **more toilets** available on the Lower Ground floor, Bar Level and in our Circle.

If you aren't sure where the nearest toilet is, **please ask** one of our **stewards** who will be happy to help.



Foyer

If you look ahead when entering the Foyer, you will see 12 steps that lead to the seats in the stalls and the Grand Foyer bar.



Grand Foyer Bar

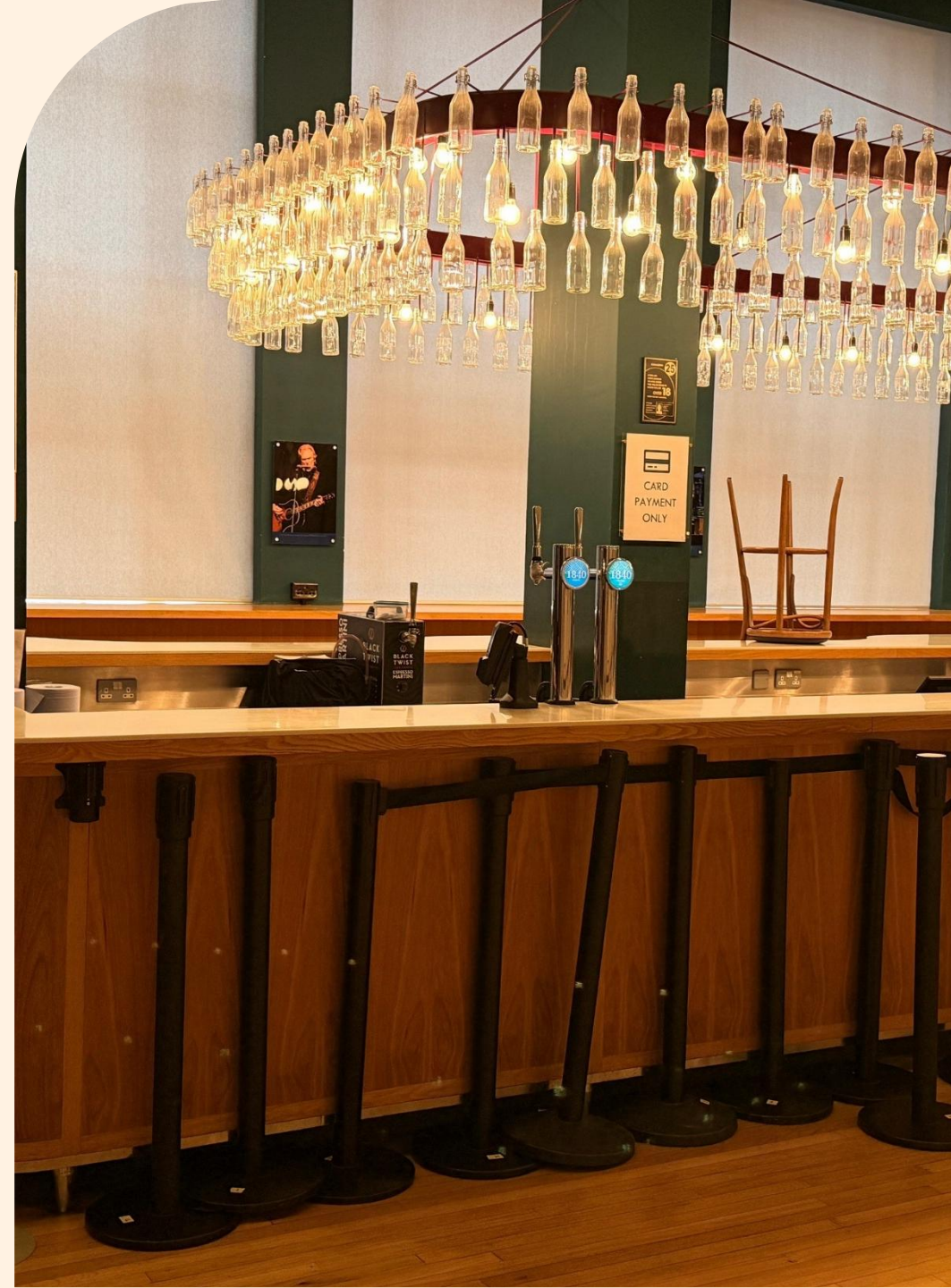
When you get to the top of the stairs from the Foyer, there are two U-shaped staircases with 11 steps each that lead to the **Grand Foyer Bar**.



Grand Foyer Bar

You can buy food and drinks from the Grand Foyer Bar.

If you have purchased from our 'At Seat Drinks Orders' package before the event, you will find your order **at your seat**.

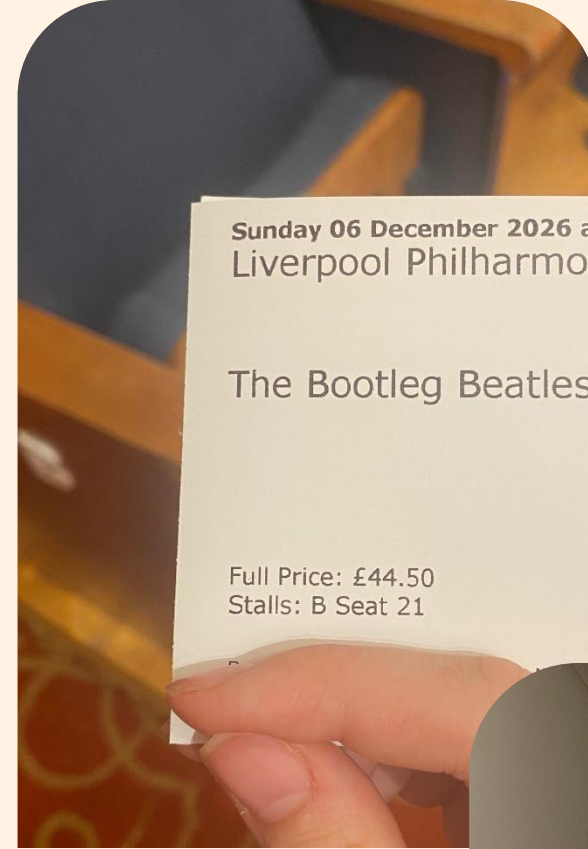


Finding your seat

On your ticket you will have a **letter and number** which let you know where you will sit to watch the show.

In the auditorium there are signs which let you know where the different sections and seats are.

If you are unsure of where you are sitting, **please speak** to one of our stewards who will help you find your seat.



Auditorium

Once you have found your seat, make sure you're comfortable. Sometimes you might see a member of staff walk on stage to move instruments or equipment.

They are making sure that everything is ready for the show to begin. This space can get loud and busy with other visitors.



Before the concert

The musicians may come on stage slowly and tune their instruments, or the house lights will go down to let you know that the show is about to start and the artist will walk onto the stage.

You might hear some people clap and cheer. You can join in if you wish.



During the concert

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

During the performance, you might also hear other people in the audience cheer or shout out. You can join in if you want to.



Take a break

If you want to take some time out during the show, we have some quiet spaces around the venue.

Let a steward know that you would like to leave, and they will show you to one of these spaces.

You can return to the performance when you feel ready.



Take a break

If you would like to bring ear defenders and/or small and quiet sensory/fidget items, you are very welcome to.

Please note that we **don't** have any at Liverpool Philharmonic Hall that you can borrow.



After the concert

At the end of the concert, you will go back into the Foyer and exit through the same door that you came in.

There is **no rush** to leave, you can take your time.



We hope you enjoy your visit!

If you have any questions or require any further information, please get in touch with us by emailing customerservices@liverpoolphil.com or by calling 0151 709 3789.