**Booking Tickets**

* The Box Office is open Monday-Friday, 10am to 2pm.
* Address: 85 Clerk Street, Edinburgh EH8 9JG
* Telephone: +44 (0)131 668 2019
* Email: BoxOffice@QueensHallEdinburgh.Org
* Wheelchair spaces and/or free companion tickets can be booked online once you join our Access Scheme. To do this, email or call the Box Office.

**Parking**

* There is a bus lane directly in front of The Queen’s Hall which is in force until 6.30pm Cars do get towed if they park before this time.
* Parking on the single yellow lines after this time **should** be okay, but always check the council’s website for details. Your car is parked at your own risk.
* The nearest Blue Badge parking space is on St Leonard’s Lane.

**Event timings**

* Timings will be listed on the event page and our social media as soon as we have them (often not until the day of the show).
* The Box Office will open 90 minutes before the performance starts.
* Doors to the venue will open 60 minutes before the performance starts.
* Auditorium doors will open around 30 minutes before the performance starts.
* If you need early entry to make access easier, please contact the Box Office.

**Step-free access**

* Step-free access into the venue is via a ramp and push-plate operated door.
* There is no direct access from the Box Office into the main venue.
* There is no step-free access to the Gallery or main toilets upstairs.
* There is a step into all the pew seating (Seats V28-58; U / T / S17-68; R21-64; Q24-61; P26-59 of 15-24cm. In rows V, U, T and S there is an additional small step of 2-10cm. Further details on the website.

**Toilets**

* Wheelchair accessible toilets are at the back of the building by the bar.
* Ground floor toilets are on the opposite side of the building to the bar.
* Fully-enclosed toilet cubicles on the first floor. There is no step-free access to these.

**Other Information**

* Please contact us in advance if you would like to bring your guide dog.
* Sensory Kits are available either at the event or can be booked in advance.
* Turn your hearing aid to position T to pick up sound via the induction loop.
* If you are bringing a walking aid, please speak to a member of staff on arrival. You may be able to keep it with you in the stalls seats, but if it is blocking a fire exit, staff will take it and bring it back to you when needed.
* Wheelchair spaces at standing gigs are limited and your companion will need to be able to stand as no seating is allowed for health and safety reasons.
* Bag checks may happen at some shows. No drinks in cans are allowed in.

Our staff are here to help, so please ask.   
They are dressed in black with a red lanyard (except during the Edinburgh International Festival when they wear yellow branded t-shirts).