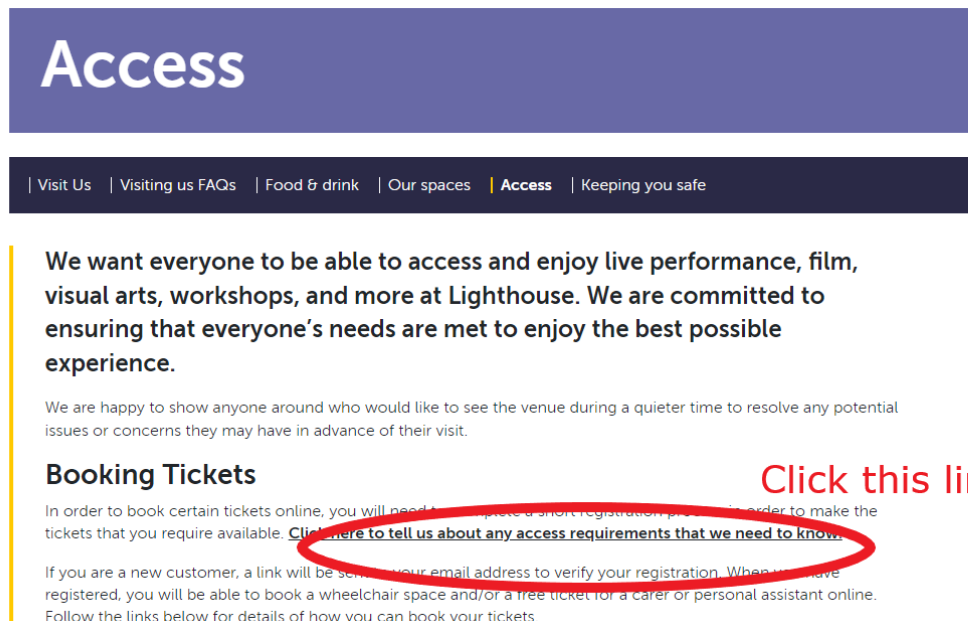How to book Wheelchair Spaces at Lighthouse.

In order to book certain tickets online, you will need to complete a short registration process in order to make the tickets that you require available. You will only need to do this once, and this can be done online by visiting this page, or by speaking to a member of our Ticket Office team – either in person at the counter, or by phoning 01202 280 000.

To complete the process online, you will need to visit www.lighthousepoole.co.uk/visit-us/access and click the link as outlined below

You will then be required to fill in your contact details and tick any boxes that apply to you.

You will see that there are three options relating to wheelchair spaces. This is because we have certain spaces that are suitable for all wheelchairs, but some that are not ideal for larger electric wheelchairs. If you are uncertain which size applies to you, please call our Ticket Office Team on 01202 280 000 for guidance.

We also have a third options for customers who use a wheelchair, but prefer to transfer to a seat when they get into our auditorium.

In the example below, you will see that this user has a standard-sized wheelchair, and also needs a Carer/PA to accompany them. (If this is the case, you are entitled to a free ticket for your carer/PA.)

If you already have a Lighthouse account, please make sure that you use the email address that you have already registered with. If you are a new customer, a link will be sent to your email address to verify your registration.
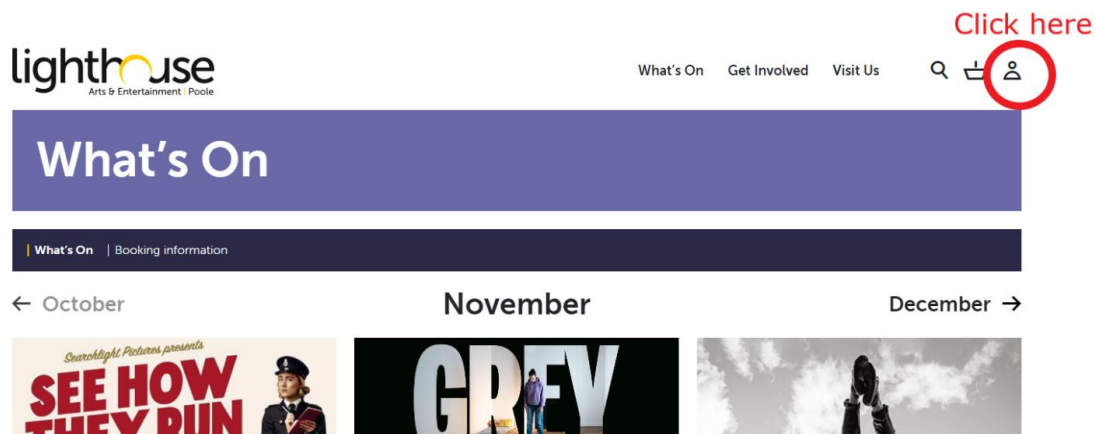
Applicable to me

- ☑ I require a wheelchair space
- ☐ I require a large/electric wheelchair space
- ☐ I prefer to transfer from a wheelchair to a seat
- ☑ I require a carer/PA ticket with my booking
- ☐ I require an aisle seat
- ☐ I require a seat close to an accessible toilet
- ☐ I am living with dementia
- ☐ I require captioning
- ☐ I am visually impaired and would like to attend touch tours
- ☐ I am neurodivergent or have a sensory/communication disorder or learning disability
- ☐ I am visually impaired and require audio description
- ☐ I prefer to attend a relaxed performance
- ☐ I am D/deaf and require the use of the loop system
- ☐ I would like to bring my guide dog to the performance
- ☐ I would like to bring my assistance dog (not guide dog) to the performance
- ☐ I may require additional support

Save

Following this registration, you will then need to log in to your Lighthouse account whenever you wish to book tickets so that you will be able to see the wheelchair spaces when booking. (These spaces are not visible to customers that have not told us that they need to book wheelchair spaces.)

You can log in to your account from any page on the Lighthouse website by clicking this symbol at the top of every page...

When you have logged in, you can then click 'What's On' to look at all upcoming shows at Lighthouse.

Select the show that you want to see and click 'Book Now'.

Choose the performance that you want to see, and a seating map will appear.

At this stage, sections of the auditorium that are available for wheelchair users will then be visible.

Wheelchair spaces in the auditorium are shown using the following two symbols:
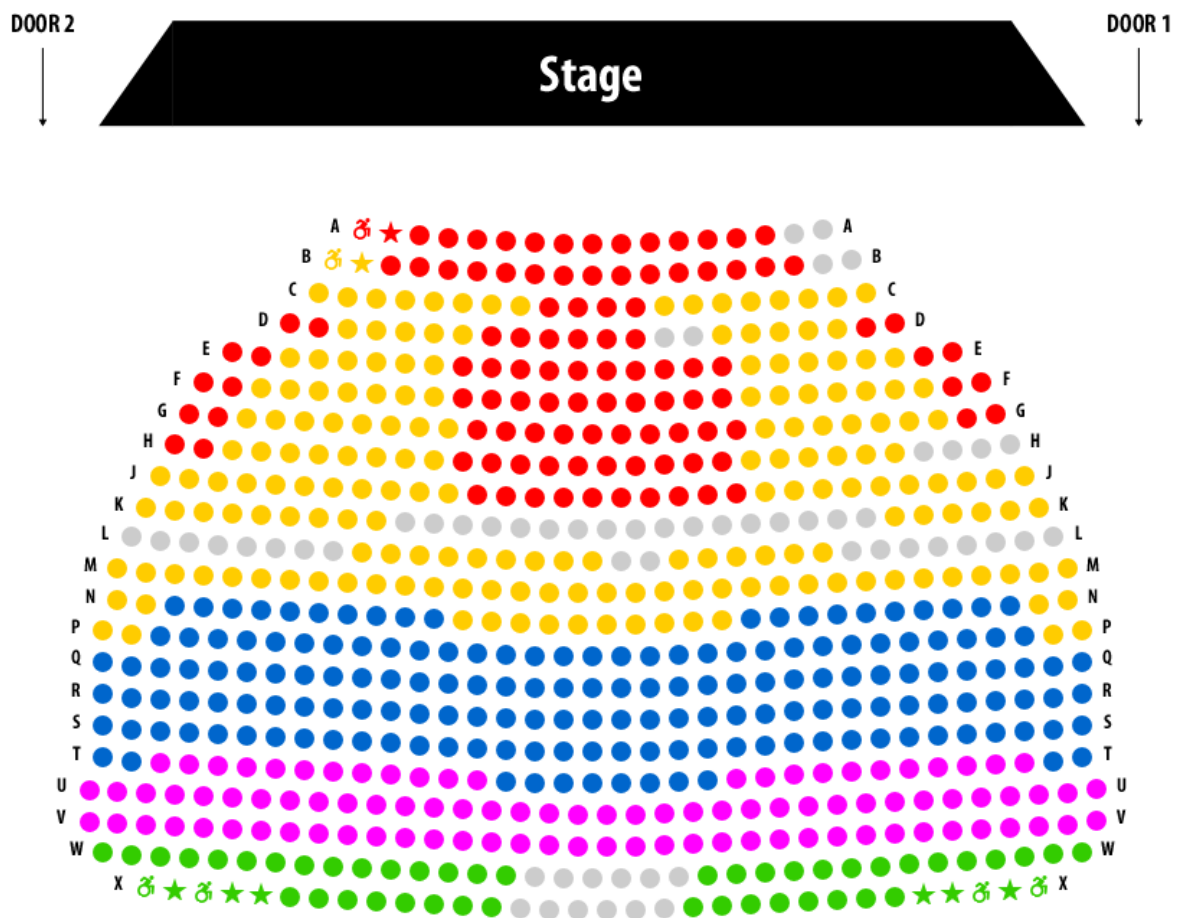
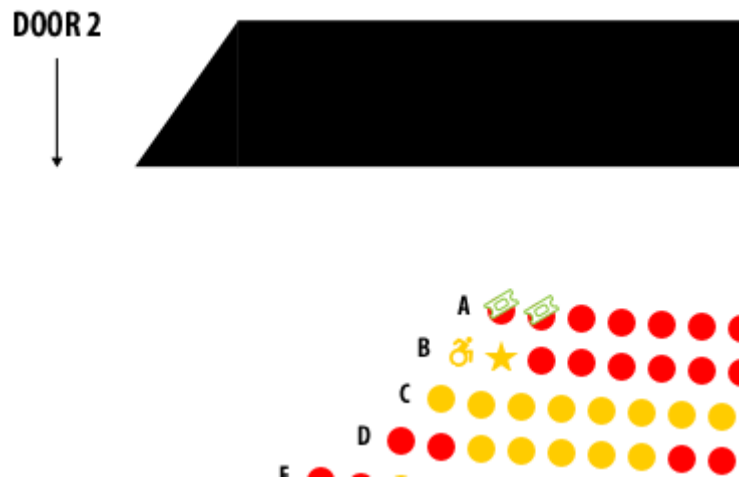This symbol shows the space that you will book for your wheelchair

This symbol shows spaces where there is a seat for other customers that are joining you and need a seat. (Please note that this is the same as any other seat in the auditorium, but can only be purchased by customers who have told us that they require wheelchair access.)

Below is an example of how this looks on the seating map:

DOOR 2

DOOR 1

Stage

If you need a wheelchair space and one seat for somebody who is joining you, you will need to click the wheelchair symbol and the star symbol, as seen below:

You then need to click 'Continue' and continue the booking process as outlined on the screen.

Please note that if you cannot attend without a Carer or Personal Assistant to accompany you, then you are also entitled to a free ticket for your Carer/PA. Click here for more detailed information on how to book a free carer/PA ticket.