

BROOKLYN STOREHOUSE

Assembly Road, NYC 11205

ACCESSIBILITY INFORMATION PACK 2024

Thank you for purchasing a ticket to Brooklyn Storehouse. We are dedicated to being inclusive and accessible, providing world-class experiences to everyone.

1. HOW TO BOOK

We offer a range of accessible facilities onsite and complimentary Personal Assistant (PA) tickets. To obtain a free PA ticket or to use our accessible facilities, please complete the [accessibility request form](#). Once completed, a member of our access team will contact you to discuss your needs and ensure your requirements are met.

2. PERSONAL ASSISTANT / CARETAKER TICKET

If you are applying for a PA ticket, please do not purchase one for your PA. It is free of charge and will be sent to you once your request is approved.

3. TRAVEL GUIDE

Taxi

Taxi drop-offs can be made at our designated taxi drop-off point, adjacent to the main entrance of the venue on Assembly Road. Use the following address for drop-off:

*Brooklyn Storehouse
Building 293, Brooklyn Navy Yard
Brooklyn, NY 11205*

Please enter via the Clymer Gate at the junction of Kent Avenue and Clymer Street.

Parking

Limited accessible parking is available for guests with special requirements. To reserve a space, please complete the [accessibility request form](#) with your vehicle license plate. Note that parking must be booked in advance and spaces are limited.

4. WHAT TO DO WHEN YOU ARRIVE

Upon arrival at the main entrance, proceed to the backstage/guest list queue and inform a team member that you have access tickets. If you require priority access, notify a security steward who will contact the box office manager. Proceed to the guest list/ticket enquiries desk inside the security area for ticket processing, wristbands, and further information.

Security staff and venue team members will be available to assist with any queries, and there is a dedicated Information Point within the venue for additional support.

5. RESTROOMS

We have ADA-compliant portable restrooms inside the venue, in the backstage area, and in the smoking area. A permanent ADA restroom is located behind the medics area. Security staff are present in these areas to provide assistance as needed.

6. STEP-FREE ACCESS

Brooklyn Storehouse is set entirely on ground level, offering step-free access throughout the venue.

7. MEDICAL REQUIREMENTS

We understand that guests may need to bring medication or medical equipment. If you have concerns about entry with specific items, please contact us at access@brooklynstorehouse.com before your event. Our events feature a fully trained medical team onsite for your safety and assistance.

8. VISITORS WHO ARE WHEELCHAIR USERS

We have a designated access space for wheelchair users at all shows. This area has limited capacity. Please indicate your need for wheelchair space when completing the [accessibility request form](#). After purchasing your ticket and submitting the form, we will confirm your reservation. If space is unavailable, other step-free areas with good views of the performance will be offered.

9. ACCESS AREA

A designated viewing platform is located near the main performance spaces. This area is exclusively for attendees with lifelong access requirements and includes seating. Venue staff will assist and ensure only valid attendees access the platform.

If you wish to use this area, please complete our [accessibility request form](#). We will confirm your reservation via email after review.

Due to limited space, only one additional person can accompany guests in the access area. Without advance booking, accommodation on the day may not be possible.

10. STROBE LIGHTING

Occasionally, performances may use strobe lighting. We discourage this due to its potential impact on some guests. If you have concerns, please contact us. We will strive to provide timely information, although coordination with external promoters may delay our response. If strobe lighting is confirmed for a performance you have tickets for, we will offer a refund or exchange if it affects your attendance.

11. CONTACT

For all access-related inquiries, email access@brooklynstorehouse.com. Indicate your preferred method of contact (email or phone). If you prefer a phone call, include your contact number and preferred call time. For all access requests, please complete our [accessibility request form](#).

We aim to make your experience as enjoyable as possible. If you have any concerns not mentioned above, please contact us via the access email.