



What to do if we ask you to leave the building in an emergency

It is important we keep everyone safe when they come to Alexandra Palace.



If we think there is any danger like a fire, we will ask everyone to leave.

Alarms

The first thing that will happen is an alarm will go off.



It is a very loud alarm. You can hear it everywhere in the building.



The alarm also has a flashing light.
If you cannot hear the alarm you will
see the light all over the building.



When you hear the alarm or see it
flashing, you must leave the building.



Our staff will also tell people that they
need to leave. They will tell you the
best way to get out of the building.



If you have a carer or someone to
support you, staff might ask them
to help you leave the building.



Listen to what our staff tell you.
It is their job to help you get out of
the building safely.

Using the lifts and stairs



In an emergency, our lifts will not work.



If you are disabled or find it harder to move around, we have an **evacuation chair**.

This is a special chair to help you get down the stairs.

What to do if you have seats on the accessible platform



When you come to a concert here, you might have seats on our accessible platform.



Our staff might ask you to stay on the platform for a short time.



We might need to get people standing around the platform to move first.



Contact us

If you have any questions, talk to our Visitor Services Team before you come to Alexandra Palace.



Telephone number:

020 8365 4343



Email address:

access@alexandrapalace.com