



**TEESSIDE UNIVERSITY
STUDENTS' UNION**

ACCESSIBILITY GUIDE

2026
#1.0.1 DEC

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📍 Campus Heart, Middlesbrough, TS1 3BA

GENERAL INFORMATION

We're committed to equality and accessibility for all. Our aim is to make every event and space open and welcoming to everyone.

VENUE INFORMATION - 📍

Central Middlesbrough - TS1 3BA

What Three Words - prom buck stir

The Hub - 1,000 capacity - tees-su.org.uk/terrace

The Terrace - 620 capacity - tees-su.org.uk/hub



tees-su.org.uk/directions

ACCESS - 🚿

- Step-free venues and fully wheelchair accessible.
- Automatic push-button doors at main entrance.
- Lift (3m from entrance) provides access to all floors.
- Lowered bar sections in both venues.
- Staff available to help at busy times.



SEATING & SHOWS - 🪑

Events may be standing or seated.

Wheelchair or reserved seating available on request.

Email: events@tees-su.org.uk

Call: [01642 342249](tel:01642342249)

MEDICAL NEEDS - 🏥

You may bring your own medicine or equipment, food and drink to manage a medical condition. A fridge is available for medicine storage if needed. Please inform the manager on duty on arrival. We don't have any medical equipment at the venue.



ACCESSIBILITY INFORMATION

Key details about accessibility including free companion tickets, fire safety and evacuation support, and accessible toilets available in the venue.

FIRE SAFETY & EVACUATION -

If your disability could make evacuation slower, please speak to the Events Manager before your visit. There are 4 fire escapes, each with an emergency call point. In the event of a fire alarm:

- Visitors will be directed to the nearest fire escape call point.
- Your companion should help you during an emergency.

ACCESSIBLE TOILETS -

There are 3 accessible toilets across the 1st and 2nd floors. Their locations are highlighted clearly on a floor plan of the Students' Union on the 1st floor besides the lift.

- Toilets use a RADAR key. If you don't have one with you a staff member will unlock the door for you.

SMOKING AREA -

The main smoking area is at the front entrance and The Terrace has its own smoking area on the balcony.

Please note: Some events may include loud noises, flashing lights, or special effects so please plan accordingly. A quiet space can be provided during events.



[tees-su.org.uk](https://tees-su.org.uk/parking)
/parking

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SENSORY SUPPORT & WELFARE -

We aim to make our venues welcoming for autistic guests and those with sensory needs. If you feel overwhelmed or need a break, please speak to a member of staff. We can offer a quiet room to relax in with:

- Step-free access.
- Comfortable seating.
- Calm, low-light decor.
- Trained first aiders and security staff.

Please note: Free earplugs and drinking water are available. You can also visit during the day before an event to get familiar with the space.

HIDDEN DISABILITIES -

The Students' Union recognises the Hidden Disabilities Sunflower. If you wear a Sunflower lanyard, our staff will know you may need extra time, space, or support. Please speak to a member of staff if needed.



COMPANION INFORMATION

A friend, a carer, or a dog, no matter which way you may need help, the Students' Union are here too.

PERSONAL ASSISTANT & COMPANION TICKETS -

If you need help attending an event, you can get a free ticket for your personal assistant or companion. Please contact us before the event to arrange this by providing one of the following (with any personal or financial details hidden):

- DLA or PIP (front cover only).
- A letter from a medical professional.
- Visual or Hearing Impairment card.
- Companions must be able to assist you in an emergency.
- Seating or standing space will be arranged if available.

ASSISTANCE ANIMALS -

Guide dogs and hearing dogs are welcome everywhere in the building, there is no need to pre-book your dog. Your dog must wear a collar and harness with identification.

Please note: Some events may include loud noises, flashing lights, or special effects so please plan accordingly. A quiet space can be provided for your dog during events.



DIRECTIONS AND PARKING

If you're coming from the north or the south, we have got you! Also try tees-su.org.uk/directions if you want more detailed information.

GETTING HERE FROM THE NORTH - ↗

Follow the A19 south over the River Tees (Tees Viaduct), then take the A66 Middlesbrough Bypass.

GETTING HERE FROM THE SOUTH - ↗

Take the A168 to Thirsk, continue on the A19 to Middlesbrough, then join the A66 Bypass. Follow the ring road around Middlesbrough. At the third main intersection, take the slip road toward Middlesbrough Centre (E) and the first exit left of the Odeon cinema.

Continue along Marton Road, then turn right at National Tyres onto Southfield Road. At the junction by Westgarth Social Club, turn left onto Woodlands Road, then at the small roundabout take the 3rd exit onto Victoria Road.

- Our car park is 200 yards on the right (TS1 3AP)

PARKING & ACCESS - P

We have 12 accessible bays available next to the SU car park. Our main entrance is 35 meters from that parking area.

ON ARRIVAL - ★

Our door staff will greet you and direct you to your event. If you need early entry or additional support, please contact us in advance. Our events team are always happy to help.

DIRECTIONS AND PARKING -

The Students' Union offers free parking from 4pm on weekdays and all day on Saturday and Sunday. We have 12 accessible bays available next to the Students' Union building. Our main entrance is 35 metres from the parking area. Alternatively Victoria road has free parking on weekends and after 4pm on weekdays.

TRAVEL LINKS -

-  13 minute walk from Middlesbrough Train Station.
-  13 minute walk from Middlesbrough Bus Station.
-  14 minute drive from Teesside International Airport.



tees-su.org.uk/parking

EMERGENCY INFORMATION -

-  James Cook University Hospital, TS4 3BU
-  Cleveland Police, TS2 1AB

Please note: Customers with a blue badge are welcome to use one of our disabled parking bays. Please note this is a first come first served basis. It is free parking after 4pm and on weekends.

PARKING SPACES

