



Live at The Piece Hall 2024 FAQs

Where?

The Piece Hall, Blackledge, Halifax HX1 1RE

When?

Find out when shows are on at The Piece Hall [here](#).

Ticketing Options

General Admission - Access to general courtyard area.

Balcony Ticket - Access to upper covered balcony level with its own bar.

Live at Lounge - A private VIP area with exclusive access to bar and toilet facilities and covered Live at Lounge top floor balcony with a panoramic view of the stage and courtyard. Includes fast track entry to the venue, a welcome drink (prosecco, beer or mocktail), and canapés. Plus, a souvenir lanyard. Our specialist hospitality hosting service will look after you throughout the evening.

Accessible customers are able to purchase the options above – but please email us in advance of this to discuss requirements info@thepiecehall.co.uk.

Is the event outdoors?

Yes! This is a standing outdoor evening concert so please keep the British weather in mind. We recommend all concert goers should dress appropriately and be prepared if the ground is wet from rain in the days before the event. Umbrellas are not allowed within the venue, please leave them at home.

Bag Policy

Bags larger than an A4 piece of paper are not permitted. All bags are subject to a search so please avoid bringing one where you can as this would speed up your entry to the venue. One small bag per person is permitted, note that shopping bags, backpacks, travel cases, laptop bags and large tote bags are not permitted inside the venue.

There are no storage facilities at the venue and the venue is not responsible for any prohibited items surrendered at entry.

Can I bring a chair?

Concerts at The Piece Hall are standing and no portable furniture, inflatable or otherwise is permitted.

Prohibited Items

Your safety at The Piece Hall is paramount and we continually liaise with the appropriate authorities to ensure robust security measures are in place. In order to ensure this is a safe environment, bag searches will be carried out and we may search you, your clothing or other items.

Several items are prohibited, these include umbrellas, perfume/aftershave, glass, liquids, projectiles, flares, large cameras and recording equipment.

There is no smoking/vaping permitted anywhere in The Piece Hall, including the outdoor courtyard area. We ask for your understanding and patience in this regard.

Can I bring a dog?

Animals are not permitted on site, with the exception of registered assistance dogs. If you require to bring a registered assistance dog, please email info@thepiecehall.co.uk

Is Live at The Piece Hall fully cashless?

All food concessions, plus Piece Hall operated bars and the merch stall are cashless. Our independent bars may accept cash.

Can I apply to be an artist at The Piece Hall?

You can apply to perform at The Piece Hall by [filling in this form](#).

One of the team will review and be in touch if necessary.

If you do not hear back from us this year, your details will be kept on our files and we could reach out in future years/shows

How can I apply for charity tickets at my upcoming event?

You can apply for charity tickets by [filling out this form](#).

One of the team will review and be in touch if necessary. If you do not hear from us, unfortunately we were unable to carry out your request on this occasion.

TICKETING

Mobile/Digital Tickets

All Piece Hall 2024 tickets are Mobile Entry – so your phone is your ticket!

You MUST download your tickets before heading to the venue.

Please make sure to follow the instructions below before leaving for your event to ensure that your tickets can be scanned for entry regardless of the connectivity at the venue.

Download or update to the latest version of the Ticketmaster app for iPhone in the Apple App store or for Android in the Android App store.

From the app, find your order in My Events. View your tickets by tapping View Barcode. Screenshots of your barcodes won't get you in.

Once you have viewed your tickets in the Ticketmaster App your ticket is automatically saved so it is always ready.

Please ensure you do NOT log out of the app! More information available [HERE](#)

Downloading to your digital wallet

iPhone and Android users are welcome to save their tickets to the digital wallet. Instructions are [here](#).

Box Office Location and Times

A box office will be available at The Piece Hall on the night of the event. Timings will be available closer to the event.

What are the payment plan options?

You are now able to pay for your tickets in instalments on Ticketmaster using Klarna.

Klarna offers two options to customers depending on your order value. You can either split your payments in to 3 instalments using the 'Split by 3 option' or using the 'Slice It' option you can pay in 6,9 or 12 instalments.

The Klarna payment plan options available for your order will display as you proceed to the checkout on Ticketmaster. Please ensure you read the Klarna terms and conditions before proceeding with your payments as you may be subject to a credit search and interest charges using the 'Slice It' option.

Find more information about the Klarna payment plan [HERE](#):

I have not received my tickets yet.

If you have not received your digital tickets, please check your Ticketmaster online account, or call your point of purchase, Ticketmaster's customer service team can be contacted by visiting help.ticketmaster.co.uk

Having trouble booking online?

Please visit help.ticketmaster.co.uk

I can't come to the event anymore; can I get a refund?

Tickets are non-refundable. Please refer to the terms and conditions on our website,

TRAVEL

Car Parking

If you choose to travel by car, Halifax has plenty of car parks and on-street car parking spaces all within walking distance to The Piece Hall.

Public Transport Info

The Piece Hall is located just a few minutes' walk from Halifax bus and train stations. We recommend you travel by public transport where possible.

Please visit [National Rail Enquiries](#) and [Metro](#).

Where is the nearest train station?

The Piece Hall is just five minutes walk from Halifax Railway Station, with direct links to Leeds, Huddersfield, Bradford and Manchester stations. To plan your rail journey visit National Rail Enquiries. When leaving the railway station, cross over the road and head directly up Horton Street. Take a right turn just after Railway Hotel on to Blackledge. You will then see The Piece Hall South Gate entrance.

Where is the nearest bus station?

The Piece Hall is approximately five minutes walk from Halifax Bus Station with regular services from across West Yorkshire. Plan your bus journey by visiting Metro. Exit the bus station by the Metro shop, turn right and continue upwards towards Wade Street. Turn left along Market Street and continue along past the row of shops. When you reach the corner, turn left and you will see the West Gate entrance to The Piece Hall.

Local Taxi Firms

ABC cars: [01422 322717](tel:01422322717)

Crossley cars: [01422 202020](tel:01422202020)

Local Information and Accommodation

[Visit Calderdale | Tourism Information for Calderdale](#)

ACCESSIBILITY

How do I purchase an accessible ticket?

We want Live at The Piece Hall to be an event accessible for all.

To ensure we have the correct level of facilities we ask customers to purchase the correct type of accessible ticket on Ticketmaster. The following options will be available:

- Wheelchair Platform – This ticket gives you access to the accessible viewing platform.
- Ambulant – This ticket gives you access to the accessible viewing platform and a chair provided.
- Hearing Impaired – This is a general admission ticket.

Please note, should you require an interpreter for any concert please email info@thepiecehall.co.uk

To purchase an accessible ticket please go to [Ticketmaster](#)

What if I require an essential companion?

There is an option to select a companion ticket when you are purchasing an accessible ticket. Once you have selected a companion ticket, there will be an approval process. For the approval process, you will be contacted to provide supporting documentation for validation of your request.

Please check the terms and conditions for companion tickets to see what type of supporting documentation you can provide.

If your request for an essential companion ticket is not approved, the access team can advise on the procedure.

Terms and Conditions for Essential Companion Tickets

If you have selected a companion ticket, you will be contacted to provide one of the following forms of supporting documentation as evidence to grant a complimentary companion ticket. Please visit [Accepted Accessible Documentation](#) for more information.

Companion Ticket for General Admission Area

If you require a companion ticket for the General Admission area, please purchase your general admission ticket and [fill in the form HERE](#) to request a companion ticket.

Once you have submitted the form, Ticketmaster will contact you for proof of accessible documentation. You can find out [more on this HERE](#).

Once this has been approved, a companion ticket will be added to your order, and you will be notified.

Please note : This will not allow you access onto the accessible viewing platform. You will need to purchase a Wheelchair or Ambulant ticket to gain access here.

This is available via [Ticketmaster HERE](#)

If you have any questions please contact us info@thepiecehall.co.uk

What is an Ambulant Ticket?

An ambulant ticket is for customers who have a medical requirement for an essential companion to attend The Piece Hall and/or require access to the accessible viewing platform chairs are provided.

Customers who have purchased an ambulant ticket will be contacted to provide proof for a companion ticket and to gain access to the accessible viewing platform.

Accessible Toilets

Accessible toilets are located at each toilet block. There are also some available in the venue between North and West Gate.

Accessible Viewing Platform

The accessible viewing platform has a limited capacity and is strictly for access customers plus 1 essential companion. A member of staff is located on each platform to offer any help that may be needed.

To purchase a ticket for the accessible viewing platform please purchase either an ambulant or wheelchair ticket depending on your requirements through Ticketmaster.

Ground Conditions

The Piece Hall is a historic building and as such there are some uneven surfaces on the paved flooring. We ask that you take care when moving around the building.

Strobe Lighting and Special Effects

Smoke machines, strobe lights, fireworks and other effects may be in use at this event. Anyone affected by these should bear this in mind.

Medication

You are permitted to bring required medication into The Piece Hall. Please bring a copy of your prescription or a doctor's note.

Please make sure you only bring enough for the duration of the concert and ensure you keep it safe with you at all times.

Chairs

Concerts at The Piece Hall are standing and no portable furniture, inflatable or otherwise is permitted.

Large Print Menus

If you require a large print menu please contact us here info@thepiecehall.co.uk

Assistance Dogs

Assistance dogs are permitted on site. If you require to bring a registered assistant dog, please email info@thepiecehall.co.uk

British Sign Language

If you require a BSL interpreter at a concert at The Piece Hall please purchase a hearing impairment ticket.

Temporary Impairments

Please note that The Piece Hall accessible facilities cannot cater for people with temporary impairments such as broken bones, healing injuries and those who are pregnant.

Accessible Transport

You can find out about accessibility on buses and trains by clicking on the [link here](#).

Accessible Parking

The Piece Hall does not have a car park. There are a number of designated bays for Blue Badge holders in Halifax town centre.

With spaces located on Alexandra Street, Commercial Street, Corporation Street, Gaol Lane, Northgate, Old Market, Rawson Street, Thomas Street, Wade Street.

How far is the drop off point to the main entrance?

We encourage people to use public transport, but if travelling by car, the drop-off point is located on Blackledge by the South Gate entrance.

Contact Us

You can contact us by emailing info@thepiecehall.co.uk or calling 01422 525200.

SAFETY AND SECURITY

Free Drinking Water

There is free drinking water available at the bars.

1 x sealed water bottle is permitted per person max 500ml OR 1 x empty reusable plastic water bottle is permitted per person (not glass or metal).

These will be accepted unless an artist requests otherwise which we will inform you of.

If you have a medical condition, then a doctor's note will permit diet-specific food and drink only.

Please help The Piece Hall to reduce plastic and use a reusable water bottle.

Welfare Tent

First aid points will be clearly signed throughout the site.

Lost Property

Please report any lost items to a staff member on the night. After the event please contact the venue on info@thepiecehall.co.uk to enquire if an item has been located.

Medication

You are permitted to bring required medication into The Piece Hall. Please bring a copy of your prescription or a doctor's note. Please make sure you only bring enough for the duration of the concert and ensure you keep it safe with you at all times.

Bag Policy

Bags larger than an A4 piece of paper are not permitted. All bags are subject to a search so please avoid bringing one where you can as this would speed up your entry to the venue.

Prohibited Items

Your safety at The Piece Hall is paramount and we continually liaise with the appropriate authorities to ensure robust security measures are in place. In order to ensure this is a safe environment, bag searches will be carried out and we may search you, your clothing or other items.

Several items are prohibited, these include umbrellas, perfume/aftershave, glass, alcohol, large cameras and recording equipment. Items that could create an obstruction, be used as a weapon or could be thrown into the crowd are not permitted.

Any other item which in our reasonable opinion may cause danger or disruption to any event or to other visitors (regardless of whether or not such item is illegal or is carried for specific purposes), any items which a performing artist, their management, or an organiser request that we prohibit.

We ask for your understanding and patience in this regard.

Crime Prevention

We advise against bringing valuables to the event, however, if you choose to do so please keep them hidden from view where possible.

Can I bring an Umbrella?

Umbrellas are not permitted as they obscure the view for others.

Can I bring a Camera?

Any cameras that are deemed as “Professional” will not be permitted into the arena.

Permitted: Non-Professional Recording Equipment (Point & Shoot Cameras, Flip Video Cameras, etc.)

Not Permitted: Professional Recording (Photo, Video, Audio) Equipment (NO Detachable Zoom Lense, Tripods or Other Commercial Equipment) Selfie Sticks

CCTV

The event arena and surrounding areas are covered by CCTV.

Re Admittance Policy

If you leave the arena you will not be allowed back in.

Are there smoking areas at the venue?

There is no smoking anywhere inside the venue, including the courtyard.

Travel Map

Please contact info@thepiecehall.co.uk for further information on trading opportunities.