



Factory International Assistance Dog Policy

This policy was updated in June 2025. It will be reviewed and refreshed annually, with the next review due in June 2026.

Overview

Assistance dogs are welcome at Factory International. Whether you're coming to hang out in the Social or attending a performance or event, we can provide mats and bowls for your dog on request – just ask a member of our Front of House team when you arrive.

We do not have a designated dog relief area on our premises, but you are more than welcome to use our outside space, which has a mix of grass and hard standing. If you're unsure where to go, please speak to a member of our Front of House team who'll be happy to assist.

Attending a Performance at Factory International

Ahead of booking a ticket to attend an event at Factory International, it can be helpful to review the 'Advice on Content' section on our online event pages. Here you'll find information that may be relevant to your choice about whether or not you wish to bring your dog with you into the event space, for example, any use of special effects or pyrotechnics.

If you decide you do wish to bring your assistance dog with you into the event space, we would appreciate it if you could please let us know when you book your ticket so that our team can help you select an appropriate seat.

Please get in touch via email on access@factoryinternational.org or by phone on **0161 817 4531**.

Alternatively, if you have a Factory International account online, you can select 'Assistance Dog' under the 'Other Preferences' section of your account. Our Ticketing team are also very happy to add this information to your account on your behalf – just get in touch on the email address or phone number above.

If you decide to bring your assistance dog into the event space after you have already booked your ticket, we ask that you please let us know no later than **two days** before your booked event so that we can make appropriate arrangements with you for their comfort and safety while you are with us.

Please note, we may not be able to safely facilitate requests for your assistance dog to accompany you into our performance spaces if we do not get at least two days' notice.

Depending on the event you're attending, you may alternatively decide that it is not appropriate for your assistance dog to accompany you into the performance space. In this instance, a member of our Front of House team will be able to look after your dog in a safe space while you enjoy the event. Again, if you wish to leave your dog with our team, we do require **at least two days' notice** so that we can make appropriate arrangements. In the event of an emergency evacuation, we will bring your dog back to you at the assembly point.



Behavioural Expectations of Assistance Dogs at Aviva Studios

We welcome all **ADUK** registered assistance dogs.

We also welcome other trained assistance dogs - including emotional support dogs - who are appropriately insured. In this case, as we don't have a way of verifying the dog's level of training, we ask you to confirm that your dog complies with the following:

- **They will sit or lie quietly on the floor next to you without being distracted by noise or crowds.**
- **They will not wander freely around the premises.**
- **They will not approach or interact with other visitors to Aviva Studios, unless when delivering a service they are trained to provide to you.**
- **They will not foul in a public place.**

If your dog does not comply with these standards, we may ask you to take it out of the venue.

Please note, pet dogs are allowed in the Social and our outside spaces, but not in any of our performance or exhibition spaces. If a pet dog on our premises becomes a danger to an assistance dog, we will ask the owner to remove it from the venue.

If you have further questions or concerns about bringing your assistance dog to Factory International, please get in touch on **access@factoryinternational.org** or **0161 817 4531**.