



Factory International Assistance Dog Policy

This policy was updated in March 2023. It will be reviewed and refreshed annually, with the next review due in March 2024.

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.

If you are attending a performance or exhibition, we would appreciate it if you could contact us no later than **two days** before your booked event to let us know that you're bringing your dog so that we can make appropriate arrangements with you for their comfort and safety while you are with us.

Please get in touch via email on access@factoryinternational.org or by phone on 0161 817 4531. The phone line is open 10am to 5pm Monday to Friday.

If you have a Factory International account online, it's also really helpful if you can select 'Assistance dog' under 'other preferences' on your account. Our Ticketing team are very happy to add this information to your account for you – just get in touch on the email address or phone number above.

Depending on the event you're attending, it may be possible for you to take your dog into the performance. Our Ticketing team will be happy to help you select appropriate seating – just get in touch to book.

If it's not possible for your dog to go into the performance with you, or you would prefer not to take them in, 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 plan to do this, we'd appreciate it if you could let us know no later than **two days** before your booked event, 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.

If you are concerned about any content at an event that might be disturbing for your dog, you can check out our Advice on Content page, or contact our Ticketing team on access@factoryinternational.org or 0161 817 4531.

We welcome [ADUK](#) registered assistance dogs.

We also welcome other trained assistance dogs. 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 their owner without being distracted by noise or crowds

They won't wander freely around the premises

factory international



They are unlikely to foul in a public place

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

We do not have a designated dog-relieving area on our premises, but you are 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. Please note that we sometimes have limited outside space, for example, during Manchester International Festival when Festival Square is located outside the front of our building.

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.