

Information for disabled people

1. Entrances and wheelchair lifts

The Concert Hall, Lucerne Hall and Auditorium can all be accessed with a wheelchair. Lifts for wheelchairs are available in the public area for all these halls. The only exception is the gallery of the Lucerne Hall, which is not accessible with a wheelchair. The entrance from Lucerne Train Station is situated at ground level without any steps. KKL Luzern is accessible directly with a lift from Bahnhofparking 1 and 2.

Concert Hall

All floors, Section C: Two lifts for wheelchairs

Lucerne Hall

Ground floor, Section A: One lift for wheelchairs to toilet and cloakroom on 1st basement floor.

Auditorium

1st floor, Section A: Two lifts for wheelchairs

2. Wheelchair-accessible toilets

Concert Hall 2 toilets (1st basement floor)

Lucerne Hall 1 toilet (1st basement floor)

Auditorium 1 toilet (foyer)

Toilets are fitted with a personal alarm.

Restaurants und bars

All restaurants and bars in KKL Luzern have disabled toilets and a personal alarm.

3. Wheelchair spaces

Concert Hall

Six wheelchair spaces and six spaces for accompanying persons in the stalls and first gallery

Lucerne Hall

Four wheelchair spaces and four spaces for accompanying persons right at the front of the hall, on the left and right

Auditorium

Two wheelchair spaces and two spaces for accompanying persons right at the top of the hall, close to the entrance

4. Ticket-prices

The ticket prices for wheelchair users and accompanying persons vary depending on the concert and are set by the respective concert organisers. The prices are indicated at all sales points and on the website www.kkl-luzern.ch. Seats for wheelchair users and accompanying persons can usually only be booked via telephone and on site at the KKL ticket sales counter; and not via online ticket sales.

5. Larger groups

It is possible for larger groups to visit all halls. A request for this must be made at least two months beforehand in writing to KKL Luzern though so that the necessary capacities can be requested from the respective organizer.

6. Induction loop systems

KKL Luzern does not have any induction loop systems in any of its halls. This is not possible for technical reasons. Mobile induction loop systems have not yet been used or tested by any organiser, as far as we are aware.

7. Assistance and guide dogs for the blind

Persons with assistance and guide dogs for the blind are requested to provide notice of their visit shortly before the event to KKL Luzern, if possible. These persons can then be met at the KKL foyer and accompanied by a member of the event staff to their seat. The dog will be given to our security staff to take care of during the event. After the event, we will reunite the blind dog with its owner in the foyer.