

# SOUTHBANK CENTRE

## **Access & Facilities**

At Southbank Centre we welcome everyone and want our site to be available to all. We are working hard to remove barriers so that our facilities and events can be accessible to as many people as possible.

Southbank Centre is proud to have been awarded Gold by Attitude is Everything on their Charter for Best Practice, for demonstrating continued commitment to accessibility for deaf and disabled people.

Attitude is Everything assist the music industry to understand the requirements of deaf and disabled people at music venues and festivals. The ethos of the Charter is that deaf and disabled people should be as independent as they want to be at live music events.

All ticket offices, toilets, performance and exhibition spaces at Southbank Centre are accessible to all, as are the cafes, bars and restaurants across the site. We have excellent public transport links with step-free access.

### **More information**

Get in touch to receive updates about assisted performances, or for any queries or requests for assistance.

Tel: 02038 799555

Email: [accesslist@southbankcentre.co.uk](mailto:accesslist@southbankcentre.co.uk)

### **Access scheme**

You may be eligible for concessionary tickets if you have specific seating requirements and a complimentary seat for your personal assistant or carer.

To join our Access Scheme, or to find out about accessible seating and events, please get in touch with us.

Tel: 020 3879 9555

Email: [accesslist@southbankcentre.co.uk](mailto:accesslist@southbankcentre.co.uk)

Post: Access Scheme, Freepost, Southbank Centre, London SE1 8BR

By registering, you may be eligible for concessionary tickets or a complimentary seat for your personal assistant or carer and you will receive information on our upcoming assisted events. You can also request information in alternative formats.

**How to get to Southbank Centre:** Royal Festival Hall, Queen Elizabeth Hall, Hayward Gallery.

Southbank Centre  
Belvedere Road  
London SE1 8XX

By tube

Waterloo (Northern, Bakerloo, Jubilee and Waterloo & City lines) (200 metres)

Embankment (District & Circle lines) (600 metres)

By bus

Route RV1 stops on Belvedere Road (less than a minute's walk away)

Routes 1, 4, 26, 59, 68, 139, 168, 171, 172, 176, 188, 243, 521, N1, N68, N171 and N343 stop on Waterloo Bridge (a two-minute walk away)

Routes 76, 77, 211, 341, 381, 507, N381, N76 and RV1 stop on York Road (a five-minute walk away)

## By train

The nearest stations are:

- Waterloo
- Waterloo East
- Charing Cross
- Blackfriars

## By river

### River Cruise

Join the Westminster – St Katharine’s circular service and alight at Festival Pier.

### River Bus

From east London, take the River Bus RB1 route and alight at London Eye Waterloo. There are departures every 20 minutes on weekdays. River Buses are operated by Thames Clippers and accept Oyster cards.

## By bike

Bicycle parking is located in Southbank Centre Square, off Belvedere Road. There are Cycle Hire stands on Concert Hall Approach, over the road from Southbank Centre Square.

By road

Taxi

There is a drop-off on the slip road outside Southbank Centre Square (30 metres).

## **Parking**

Blue Badge holders and those with access requirements can be dropped off on the Queen Elizabeth Hall slip road off Belvedere Road (the road between Royal Festival Hall and Hayward Gallery).

The Hayward car park is now closed to cars. There are four Blue Badge parking spaces available for visitors located on the Queen Elizabeth Hall slip road off Belvedere Road (the road between Royal Festival Hall and Hayward Gallery). Spaces are allocated on a first-come, first-served basis, and use of them is free. You are required to display your Blue Badge as you enter the site. Vehicles that do not display a Blue Badge are refused entry.

Alternative parking is available nearby at the National Theatre car park (330 metres) and APCOA Cornwall Road Car Park (490 metres), subject to charges.

## **Blue Badge Parking National Theatre**

Alternative parking for Blue Badge holders visiting Southbank Centre can be found at the National Theatre car park (330 metres). Just take your badge and car park ticket to Royal Festival Hall Ticket Office on Level 2, for validation before you leave.

Please note: on Sunday when the National Theatre building is closed there is no step-free access from the car park.

## **Blue Badge Parking APCOA Cornwall Road**

Alternative parking for Blue Badge holders visiting Southbank Centre can also be found at the South Bank Car Park – APCOA Cornwall Road Car Park. Just take your badge and car park ticket to the parking attendant office at the entrance to the car park for validation before you leave.

A drop-off point at Royal Festival Hall (30 metres) has been created for visitors who are unable to walk from alternative car parks.

## **Step-free access**

### **Queen Elizabeth Hall & Purcell Room**

For access to Queen Elizabeth Hall Foyer and Purcell Room please use Royal Festival Hall JCB glass lift to Level 2 and enter via Riverside Terrace.

For access to Queen Elizabeth Hall auditorium seating row A and all wheelchair spaces please enter via the Artist Entrance in the Queen Elizabeth Hall slip road (Level 1).

For lift access to Queen Elizabeth Hall Roof Garden please use the Roof Garden Lift in the Queen Elizabeth Hall slip road (Level 1).

### **Hayward Gallery**

For gallery, foyer, cafe and shop, use JCB Glass Lift (Blue Side Foyers, Level 2, Royal Festival Hall) plus exit onto Riverside Terrace and use main entrance into Hayward Gallery. All floors are accessible from main foyer. Please use the main foyer lift to access the Gallery Cafe.

### **Royal Festival Hall**

Open 10am – 11pm every day except Christmas Day.

Entry to all to the foyers is free, and you are welcome to come in and enjoy the atmosphere with or without a ticket.

Auditorium doors open 30 minutes before the event start time.  
Royal Festival Hall Building closure: occasionally Royal Festival Hall is closed to the public due to private hire. We publicise these times across the site and online, so please check before visiting.

Sound enhancement systems are available in all our venues. Contact the Welcome Desk at Level 2 Foyers, Green Side, Royal Festival Hall, or Queen Elizabeth Hall Ticket Desk to collect one (subject to availability).

### **The Poetry Library**

Open 11am – 8pm, Tuesday – Sunday.

The Poetry Library is open to all and free to join with proof of a UK address. You can find it on Level 5 of Royal Festival Hall.

### **Archive Studio**

Open on Tuesdays and Wednesdays from 10.30am – 1pm & 2pm – 4.30pm

The Archive Studio is a collaborative project to make the most of Southbank Centre's extensive archive. Everyone aged 16+ is welcome, and access is free. You can find it on Level 2 of Royal Festival Hall.



## **Southbank Centre Food Market**

Located in Southbank Centre Square, our food markets are open most Fridays, Saturdays and Sundays, as well as Bank Holiday Mondays, at the following times:

Fridays from 12 noon – 8pm

Saturdays from 11am – 8pm

Sundays from 12 noon – 6pm

Bank holiday Mondays from 12 noon – 6pm

## **Help on site**

If you have any concerns or need assistance while you visit us, please contact any member of staff and they will help you or contact a Duty Manager.

For visitors with prams, buggies and wheelchairs, or requiring step-free access to Level 1 spaces (Gamelan Room; Blue Room; Violet Room; White Room) please go to the Welcome Desk at Level 2 Foyers, Green Side, Royal Festival Hall, where our Visitor Experience team is happy to assist you.

- Assistance is available for blind and visually impaired visitors, including guiding and narration. Phone or email our access team to find out more.
- Assistance dogs are welcome.

- There are accessible toilets on every level of Royal Festival Hall, Queen Elizabeth Hall and in the Hayward Gallery Foyer.
- A Changing Places toilet is located on Level 1, Royal Festival Hall, next to the JCB Glass Lift, for the exclusive use of disabled people who need personal assistance to use the toilet.
- Sound enhancement systems are available in all our venues. Contact the Welcome Desk at Level 2 Foyers, Green Side, Royal Festival Hall, or Queen Elizabeth Hall Ticket Desk to collect one (subject to availability).
- Strobe lighting is rarely used in performances. We will put warning signs on auditorium entry doors of any event where it is used.
- Wheelchairs are available for visitors by visiting the Artists' Entrance when you arrive (subject to availability).
- Talk to a member of staff at the auditorium entrance if you have a disability that means you can't queue, or you need extra time to take your seat. They can arrange priority entry for you as soon as the doors open.

### **Visitors with medical requirements**

We welcome visitors who need to bring medicines, food or soft drinks to manage a medical condition, or medical equipment.

## **Assisted events**

We are making more and more events accessible to a wider audience through a range of assisted formats: British Sign Language Interpretation, Speech-to-Text Transcription, Audio Description, Captioning and pre-event Touch Tours.

We are also introducing more Relaxed Performances, suitable particularly for people with autistic spectrum conditions, sensory and communication disorders and learning disabilities. They take a more casual approach to event etiquette and ask people to be aware of their fellow audience members who may need to move more or make involuntary noises.

Southbank Centre is committed to offering access to performance services such as British Sign Language interpreters, Captioning, Audio Description and Relaxed Performances and is working very hard with event promoters to provide these services if required. For some events we have programmed in assisted performances. We aim to provide access upon request to our visitors who require an accessible provision to be put in place for them to be able to attend a performance but this will be subject to the request being made within a reasonable timeframe (minimum 6 weeks before the event date), financial resource, and approval from the events promoter. Please contact us if you require this service and we'll

do all we reasonably can to help. We aim to make hearing enhancement available on all live performances.

### **Changing Places Toilet**

A Changing Places toilet is located on Level 1, Royal Festival Hall, next to the JCB Glass Lift, for the exclusive use of disabled people who need personal assistance to use the toilet. The key for this room is available from the Welcome Desk at Level 2 Foyers, Green Side, Royal Festival Hall.

The facility includes a height-adjustable bench, tracking hoist system, a centrally-placed toilet, a height-adjustable basin and a shower. For health and safety reasons we do not provide slings.

Visitors are asked to bring their own which should be compatible with the loop system. The maximum weight for the hoist and the height adjustable bench is 200kg.

The facility is open daily 10am - 11pm.

### **Family and baby facilities**

Southbank Centre welcomes children and families throughout the year and provides world-class facilities to make your visit an enjoyable one. The site is fully accessible to pushchairs and

wheelchair users. All our venues have public toilets with wheelchair access and baby changing facilities. There is a cloakroom available on level 1, Royal Festival Hall. This is accessed via steps or platform lift from the Southbank Centre Square doors.

### **Food and drink**

All the cafes, bars, restaurants and markets at Southbank Centre have step-free access. If you are dining at Skylon, please come to the Level 2 Ticket Office at Royal Festival Hall, where a visitor host will assist you. You are welcome to bring your own food and soft drinks to Royal Festival Hall.

### **Cloakroom**

Situated on level 1, Royal Festival Hall, our cloakroom opens approximately 60 minutes before the start of any Royal Festival Hall show, and closes around 15 minutes after the performance ends. It is also open on selected festival days.

The charge is £1 per item, which must be collected on the same day they are stored. Items left here are at the owner's risk and we cannot accept any responsibility for loss or damage, from any cause, to items left in the cloakroom.

## **Multi Faith Prayer Room**

A multi-faith prayer room is located in Royal Festival Hall, Green Side Foyers, Level 2, offering a quiet retreat for prayer and meditation. The door code is available from the Welcome Desk, Green Side Foyers, Level 2.