

SOUTHBANK CENTRE

A VINTAGE NEW YEAR'S EVE PARTY

ROYAL FESTIVAL HALL

Sunday 31 December 2017, 7pm – 2.30am
(6.30pm – 2.30am for dining tickets)

Thank you for booking tickets for A Vintage New Year's Eve Party. We are looking forward to welcoming you to Southbank Centre and hope that you have a fantastic evening. Please read all the information below to help you plan your visit.



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Ticketing information

There are special access arrangements for Southbank Centre on New Year's Eve. Access to the area around Royal Festival Hall is restricted from approximately 3pm. After that time, cordons are in place and you are only able to access the site if you show your printed *A Vintage New Year's Eve Party* ticket. **Email confirmations are not accepted so please ensure**

that you bring your ticket or e-ticket. Tickets can be collected up until 3pm on Sunday 31 December from Royal Festival Hall Ticket Office.

If you have any queries, please call our Ticket Office on 020 3879 9555.

Getting to and from Southbank Centre on Sunday 31 December

We recommend you travel to Waterloo Station. You are following the GREEN route from Waterloo Station: Exit the station onto Waterloo Road and head south to the roundabout with the Imax cinema in the middle of it, turn right onto Stamford Street, left onto Cornwall Road, left onto Belvedere Road and walk to Royal Festival Hall which is on the right hand side. You are strongly advised to arrive at Southbank Centre between 6.30pm and 8pm. From 8pm, the route changes from Waterloo Station as the gates for the fireworks ticket holders are open and the area becomes much busier. Entertainment at *A Vintage New Year's Eve Party* starts at 7pm. Please note that services from to and Waterloo East are severely disrupted over the festive period.

You will be asked to present your ticket or e-ticket to access the site at various places from Waterloo Station. Access to Royal Festival Hall is available **from 7pm** through **Gate C for standard party tickets** and **from 6.30pm** through **Gate D for dining tickets** (your gate is specified on your ticket). Please see map below for the location of the gates. When all diners are inside, Gate D is also used for standard party tickets. (For your information: Gate A is for people attending other Southbank Centre restaurants, and Gate B is staff/ artists and guest ticket holders).

All roads in the immediate surrounding area are closed by the police from 5pm onwards and will not reopen until 5am. Any customer with special access needs should contact us directly on 020 3879 9555.

Please note that Golden Jubilee Bridge is closed from 4pm and does not reopen until it is safe to do so. Please do not enter the site from this bridge.

There is no guarantee that ticket holders will be able to access the site after 8pm and we regret that no refunds for unused tickets are given.

Please note that ticket holders for this event do not need to buy the separate £10 ticket for the New Year's Eve Fireworks released by the Mayor of London.

After the fireworks, tube and rail stations around Southbank Centre – in particular Waterloo – become extremely congested with pedestrian traffic. The route to Waterloo station is not direct. The area is less congested from 1am, after all the firework viewers have left the area.

For up-to-date travel information please refer to the Greater London Authority's New Year's Eve information page: london.gov.uk/get-involved/events/london-nye-2015-fireworks

Follow

@southbankcentre on Twitter and check our tweets from 6pm on New Year's Eve. We are using this account to update party attendees with additional information about accessing the event.

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Event information

Your ticket includes information about which gate you need to enter through (C or D – see map below). Both gates are located on Southbank Centre Square. Once inside, your ticket is exchanged for a wristband.

In line with the Mayor of London's New Year's Eve Fireworks, Southbank Centre introduces special security procedures for the duration of the event for the safety of our visitors. These include baggage screening; please minimise the number (and size) of bags you bring with you, and note that large bags may need to be checked into cloakrooms for security or operational reasons.

Glass bottles, glass containers and food and drink are not allowed to be taken into the building. During bag screening, any glass bottles found are removed and stored. They are available for collection at the end of the event from the Artists' Entrance.

- Drinks are served in plastic throughout the evening, apart from within the dining areas.
- Food and drink are available in Royal Festival Hall at Central Bar and Diner on Level 2, Level 4 bars, Level 5 Bar and Level 6 Members Bar. You are able to choose from options including the classic American hot dog, mac 'n' cheese, chilli con carne, vegetarian chilli, pizzas, bagels and pretzels and a selection of cakes.
- Don't forget to pre-order your champagne for midnight at any bar throughout the evening. Collect it from the Riverside Terrace Cafe on Level 2 in Royal Festival Hall.

- The following restaurants on-site are also serving meals during the event – but only if attendees pre-book or make arrangements with the restaurants in advance:

Ping Pong / Canteen / Skylon / Caffè Vergnano 1882 / Las Iguanas / Le Pain Quotidien / Strada / Feng Sushi / Yo! Sushi / Giraffe / Wagamama / Wahaca / Jimmy's Lodge.

For more information and contact details for our restaurants and bars, please visit southbankcentre.co.uk

- Are you a Southbank Centre Member? Full and Dual Members who are *A Vintage New Year's Eve Party* ticket holders have access to the Members Bar on Level 6 throughout the evening. Please remember to bring your Membership Card as you need it to enter the bar. Each Member can bring one guest with them into the Members Bar.
- Weather permitting, you have access to our riverside area to view the midnight firework display. You get the best view on Queens Walk next to the river. Please note that access to the outside area to view the fireworks is not guaranteed and may be limited due to adverse weather conditions. This is at the direction of Jack Morton Ltd and the Greater London Authority and is not under the control of Southbank Centre or its staff.
- Children over the age of 18 months require a full price ticket to gain entry to the event (children younger than 18 months do not require a ticket).

Further information for guests with Level 5 balcony tickets

Ticket holders are issued with a wristband of a different colour when entering the building, which gives you exclusive access to the balcony on level 5.

The balcony is open from 10pm – 2am.

Please use the correct entrance/exit as required when using this space.

Please note there is a no-glass and no-smoking policy on the balcony.

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Further information for guests with dining tickets

- Gate D opens at 6.30pm. There is fast-track entry into Royal Festival Hall from Gate D for diners to ensure you are seated on time. Please note that the full building is kept closed until 7pm but you have access to The Clore Ballroom and the dining area.
- Guests who have booked a dining ticket should be seated at their tables by 7.15pm at the latest, as dinner is served at 7.30pm. There is only one sitting for dinner, so if you are not seated by 7.30pm we cannot guarantee that you will have all three courses.
- To avoid overcrowding, the dining guests cloakroom is on Level 3 Green and Blue Sides. The main cloakrooms on Level 1 are reserved for all other party guests.
- We anticipate that the dinner experience will last approximately 90 minutes.
- We regret that we won't be able to accommodate any menu changes on the night.
- Tables have been pre-allocated. We are not able to move guests to different tables on the night.
- Special dietary requirements should be emailed to events@companyofcooks.com, quoting the booking reference and names of the guests with special dietary requirements. Requests should be submitted no later than 6pm on Wednesday 13 December.
- Pre-ordered drinks for those booking food only can be ordered from Company of Cooks at events@companyofcooks.com before 6pm on Wednesday 13 December. The drinks menu is available online on Southbank Centre's website.
- Due to the limited service time for dinner, you are strongly encouraged to pre-order your dinner drinks. There are bars available within the dining area but these offer 'at bar' service only – we are unable to provide table service for drinks orders on the night. Your pre-ordered drinks will be ready at your table on arrival. We regret that we are not able to take card payments within the dining area; the bars within the dining area are cash-only on the night. Card payments are accepted at Central Bar on Level 2. The bars in the dining area close at 10pm.
- For the safety of our guests, drinks at the main bars are served in plastic throughout the night. Drinks in the dining area are served in glass, but you are not able to take glasses outside the dining area. You are asked to decant drinks into plastic when you leave the area.
- Your dining table is yours for the evening. Only those with dining wristbands are allowed into the dining area throughout the night, so after eating, feel free to enjoy everything the event has to offer, and then return to your table to rest your weary feet! We recommend that you do not leave anything valuable unattended at your table.



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