

SOUTHBANK CENTRE



Creative Encounters

WHAT TO EXPECT

Creative Encounters: what to expect

At *Creative Encounters* we have a relaxed approach to noise and movement in the space, and you are free to enter and exit throughout.

We've also put lots of measures in place to try and support various access needs. Please keep reading for more information and for the general outline of the sessions.

If there's anything else we can do to make your experience more comfortable, please do get in touch to share your feedback.

Contact information

If you need any further information, just drop us an email hello@southbankcentre.co.uk

Or you can call 020 3879 9555
(Monday – Friday, 10am – 5pm;
Saturday & Sunday, 12 noon – 5pm).

The Southbank Centre's access webpage can be found by visiting southbankcentre.co.uk/visit/access

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Key information

Timings	<i>Creative Encounters</i> starts at 6pm and the session is actively facilitated until 8pm, but you are welcome to remain in the space until 8.30pm.
Entry/Exit	You are free to come and go as much as you need during the session.
Wheelchair accessibility	This event is wheelchair accessible. Five wheelchairs are available to borrow from the Southbank Centre. Please ask a staff member if you require one and they can assist you.
Step-free access	Step-free access is available to The Clore Ballroom via the ramp in the Blue Side Foyer, Level 2, Royal Festival Hall. There is lift access from the Southbank Centre Square Doors to access Level 2 from street level. Click here to view the Southbank Centre's Access Map
Seating	A variety of seating options are available: <ul style="list-style-type: none">• There are two table options: mostly standard-height tables (75cm high) with chairs with backs, and a few low-height tables (52cm high) with cushions/beanbags.• Seating at Creative Encounters is unreserved. If you have any concerns about unreserved seating due to access needs, please email publicprogramming@southbankcentre.co.uk• Creative Encounters may sometimes include floor-based work, but both table options will remain.• Chairs are armless, with backs, and are made of plastic, without cushioning.
Social distancing/ventilation	We have detailed information about the ventilation of The Clore Ballroom and how to request socially distanced tables here .

Queuing	Occasionally, there is a queue for <i>Creative Encounters</i> events. If you have difficulty queuing, please make yourself known to the front of house staff who will assist you with seating.
Assistance animals	Assistance animals are welcome throughout the space.
Sensory equipment	We have fidget toys out on the resource table and ear defenders are available. Please ask a member of staff.
Flooring	There is a polished wooden floor in The Clore Ballroom, with a polished wooden floor ramp leading down to the space.
Sound	Music and amplified voices play throughout the workshop, stopping and starting as the workshop leader guides us through the activities.
Lighting	The lights are in a steady state, lighting the workshop leader and creating a calming environment.
Staffing	There will always be members of the Southbank Centre's Visitor Experience team around to support visitors. They are friendly and wear black Southbank Centre-branded T-shirts and yellow coloured lanyards. You can speak to them if you need any help or support.
Breastfeeding	Breastfeeding is welcome anywhere in our buildings.
Food and drink	Food and drinks are permitted in the space during the workshop. You can bring your own or purchase from our cafe/bars. There are multiple bars with tap water within the building.
Toilets	The closest toilets to The Clore Ballroom are located on Level 2, accessible via a flight of eight stairs, or the ramp. There is an accessible toilet and a Changing Places toilet located on Level 1, opposite the Singing Glass Lift, with lift access from Level 2. More detail about toilets below.

Arriving at the Southbank Centre

You can find further information about travelling to the Southbank Centre here: southbankcentre.co.uk/visit/getting-here

Creative Encounters is located in The Clore Ballroom, Level 2, Royal Festival Hall at the Southbank Centre.

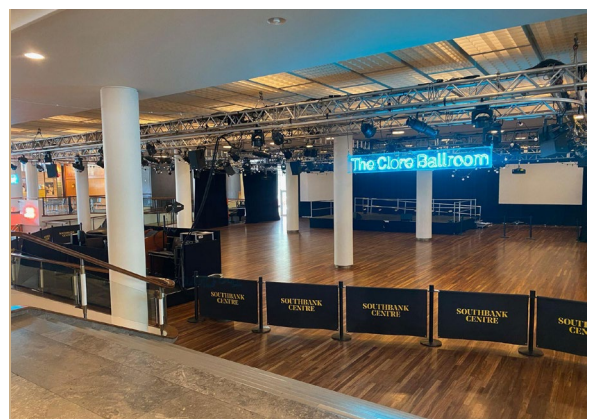
Depending on which direction you are coming from, you will arrive at one of the four doors into the Royal Festival Hall.

Arrival if you don't need level access

The best location to arrive for *Creative Encounters* if you don't need level access is via the Mandela Walk Doors, Level 2.

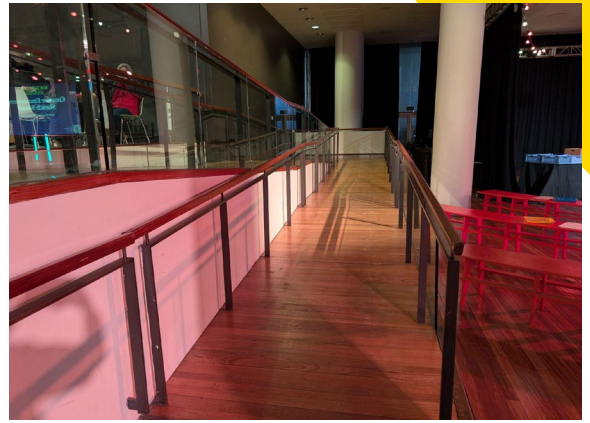
These doors are located on the walkway between the Royal Festival Hall and the row of shops, restaurants and cafes on Mandela Walk, up the stairs from Southbank Centre Square. The doors are immediately opposite Comptoir Libanais restaurant.

The Clore Ballroom is located ahead of you to the right-hand side, and there is a ramp for access on the far side of the ballroom and two flights of steps on either side of the ballroom. These will be barriered until it's time to enter, and then you can use whichever entrance suits you.



Arriving if you require step free access

For level access to Level 2, please enter the Royal Festival Hall either via the Southbank Centre Square Doors on Level 1 and take the Singing Glass Lift to Level 2 or use the external lift near the Artists' Entrance on Southbank Centre Square, Belvedere Road, to Level 2. You can then enter the building through the Mandela Walk Doors, Level 2.



Please speak to a member of our team if you need assistance with step-free routes. You can view our site access map here: [Southbank Centre Access map & floor plans](#)



Blue Badge parking

There are four Blue Badge parking spaces located on the Queen Elizabeth Hall Slip Road.

Spaces are allocated on a first-come, first-served basis, and are free to use. You must display your Blue Badge as you enter the site.

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

Blue Badge holders and those with access requirements can be dropped off at this location.



You can read more information about access at the Southbank Centre here: southbankcentre.co.uk/visit/access

Step-by-step experience of Creative Encounters

Set up

The Clore Ballroom has wooden floors, lights on a grid above the space, several tall white columns, a stage at the back of the space and a production desk at the front of the space.

The seating in the space changes depending on the workshop, but most of the time it is approximately 15 – 20 large round tables, with 8 – 10 chairs around them. There will always be a range of seating, including chairs, bean bags and cushions. If you need any help finding a comfortable place, please ask a Visitor Assistant.

There is a stage where the artists will lead the beginning of their workshop from. Either side of the stage will be two projection screens, that may have a presentation displayed on them or sometimes live feed video from the stage.

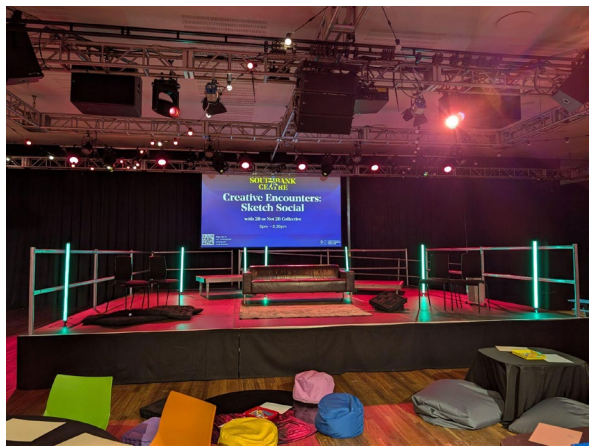
The stage and the production desk (the raised platforms at the front and the back of the space) cannot be touched, walked, climbed or sat on.

There will be a curtained area to the back right side of the space, which the artists will use, and audience members will not be allowed to go into this area.

Arriving

You do not need a ticket for *Creative Encounters* and it is free to attend.

When you arrive you will be greeted by a Southbank Centre Visitor Assistant. You will be able to identify them as they will be wearing a Southbank Centre T-shirt and lanyard. Very occasionally, the sessions can get busy and there might be a queue. If you have



difficulty queuing, please make yourself known to the Visitor Assistants who will help you with seating.

The space will open at 6pm. If you arrive early, you may have to wait a short while before you can enter.

The start of the session

The lead artist or a producer from the Southbank Centre will do a short welcome to the space, and introduce you to the workshop.

The content of the session

Each fortnight we welcome a different artist to show us the things they do and to lead us in a workshop to try something new for ourselves. This will nearly always be a 'making' activity, something to do with your hands.

You will likely be encouraged to interact with other people around you, but this will never be compulsory and you will always be able to not engage with others, should you wish.

For more information on this week's artist or activities, see the event information on the website. If you would like more detailed information, please email hello@southbankcentre.co.uk and we can send over a workshop plan.

Usually, but not always, The National Poetry Library will have a stand at the event. We call this 'The Poetry Kitchen'. They will have printed poems linked to the event for you to take away and poetry books to look through but not take home.

End of session

The formal part of the session will usually come to an end at 8pm but there will be no rush to leave until 8.30pm, so you can carry on working or chatting if you wish. Staff may begin clearing up a little but the space won't close until 8.30pm.

Toilets

Toilet facilities

The closest toilets to The Clore Ballroom are located on Level 2, accessible via a short flight of stairs or ramp.

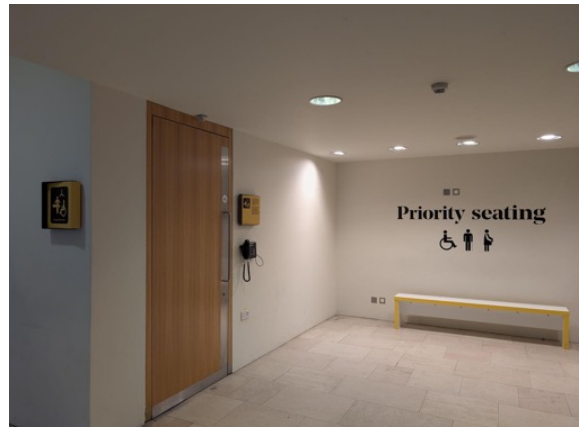
There is an accessible toilet and Changing Places toilet located on Level 1, opposite the Singing Glass Lift, with lift access from The Clore Ballroom.

The Changing Places toilet key is available from the Welcome Desk which is located on Level 2.

The Changing Places toilet 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.

There are also accessible toilets located on all other floors of the Royal Festival Hall.



Feedback

We are committed to ensuring all visitors feel welcome and have an enriching and positive experience when they visit the Southbank Centre. We are keen to hear about your experience and ways we can keep improving.

Our staff would like to hear what you think – speak to them directly or give feedback by email: hello@southbankcentre.co.uk

To receive emails about other accessible events at the Southbank Centre, please email: accesslist@southbankcentre.co.uk

More information about our Access Scheme can be found on our website: southbankcentre.co.uk/visit/facilities-access/access-scheme