

SOUTHBANK CENTRE



Queen Elizabeth Hall

PREPARATION STORY

Preparing for your visit

This information is for you to use as much or as little as you like, to help you to prepare for your visit to the Queen Elizabeth Hall.

In this handout, you can find pictures of the route through the building and information about what you will experience along the way.

The Queen Elizabeth Hall is part of the Southbank Centre. It is a concrete building with a roof garden overlooking the River Thames.

From Waterloo Station or Belvedere Road

Walk up the 27 steps, past the Nelson Mandela statue on your right-hand side and the row of restaurants on your left.

Continue past the Royal Festival Hall and turn right onto the Riverside Terrace. You will see the Queen Elizabeth Hall opposite you.

For step-free access to the Queen Elizabeth Hall, use the external lift near the Artists' Entrance on Southbank Centre Square, Belvedere Road, to Level 2, and then walk past the Nelson Mandela statue to the end of the Royal Festival Hall.

Turn right and walk across the Riverside Terrace. You will see the Queen Elizabeth Hall opposite you.

From the Riverside Terrace

You will enter the Queen Elizabeth Hall from the Riverside Terrace through these doors, which take you into the Queen Elizabeth Hall Foyer.



From the access drop-off point

Blue Badge holders and those with access requirements can be dropped off on the Queen Elizabeth Hall Slip Road.

This is the road between the Royal Festival Hall and the Hayward Gallery, off Belvedere Road.

There are three Blue Badge parking spaces available for visitors 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.

From the drop-off point, walk up the concrete stairs next to the Royal Festival Hall which take you up to the Riverside Terrace.

Enter the Queen Elizabeth Hall through the doors on your right.

For step-free access to the Queen Elizabeth Hall, enter the Royal Festival Hall through the Southbank Centre Square Doors by the slip road.

Use the Glass Lift located on your right-hand side, going up to Level 2.

Turn right and walk past the bar and seating area and exit onto the Riverside Terrace.

Then turn right again and the Queen Elizabeth Hall is opposite you.



Queen Elizabeth Hall facilities

Toilets

There is an accessible gender neutral toilet located in the Queen Elizabeth Hall Foyer as well as separate toilets for male and female.



Changing Places toilet

A Changing Places toilet is located on Level 1, Royal Festival Hall next to the Glass Lift.

This toilet is for disabled people who need personal assistance to use the toilet.



Royal Festival Hall

The Royal Festival Hall is the large white stone building next to the Queen Elizabeth Hall.



Seating

There are many tables and chairs available for you to use in the foyer area.

You can relax here at any time when the building is open, which is usually from 90 minutes before the start of a performance.



Concrete Cafe, Queen Elizabeth Hall

You are welcome to buy food and drink from the cafe and use the tables and chairs in this area, or sit outside on the Riverside Terrace.



Quiet Space

Ask a Visitor Assistant if you need a quiet space. They will let you know where to go.

Queen Elizabeth Hall Roof Garden

The Queen Elizabeth Hall Roof Garden is open in the summer from Wednesday to Sunday.

To access the garden you need to climb up the yellow staircase or take the step-free access route, using the lift located on Level 1 (street level) near the Artists' Entrance.

A Visitor Assistant will be happy to assist you.



Attending a ticketed performance or an event at Queen Elizabeth Hall

Visitor Assistants

All our Visitor Assistants wear bright yellow lanyards and black Southbank Centre t-shirts. Our Visitor Assistants' priority is to ensure you have a positive and safe experience at the Southbank Centre. They are friendly, and if you need help or have a question about anything on-site, they'll be happy to assist. Sometimes they may wear a face covering.



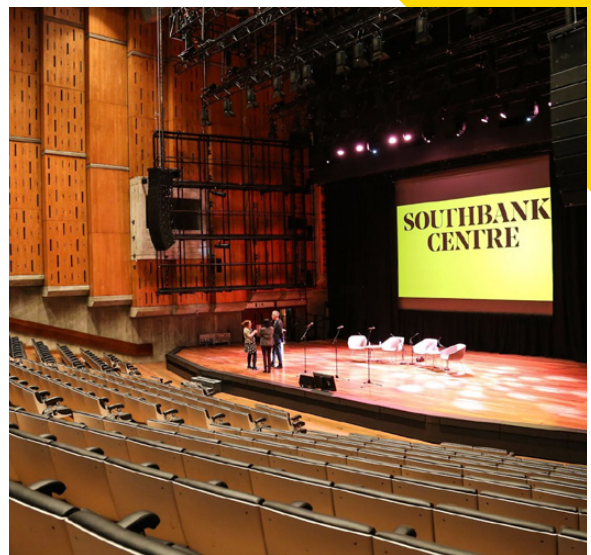
Queen Elizabeth Hall and Purcell Room

At the Queen Elizabeth Hall there are two venues where you can see a variety of performances and these are called the Queen Elizabeth Hall and the Purcell Room.



The Queen Elizabeth Hall auditorium is a 900-seat venue and the larger of the two venues. There are two entrances to the auditorium in the foyer. One is for all seats numbered 1 – 20, and the other is for all seats numbered 21 – 39. There are steps down from the foyer to each door. Visitor Assistants will help you with the platform lifts if you require step-free access

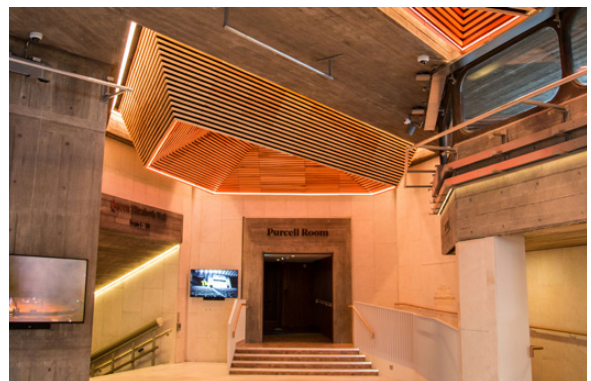
Visitor Assistants will check your ticket and direct you to your seat. This is what the Queen Elizabeth Hall auditorium looks like.



The Purcell Room is a smaller, 295-seat venue for music and performance, screenings, poetry readings and a variety of talks and debates.

You will climb up a small staircase to enter the auditorium. There is a ramp on the right-hand side for step-free access.

This is what the Purcell Room auditorium looks like.



Collect tickets from Ticket Office, Queen Elizabeth Hall

If you ordered e-tickets then you will have received these by email and can show these at the door listed on your ticket.

If you need to collect a paper ticket, go to the Ticket Office located near the entrance to the building. The Ticket Office is usually open 90 minutes before the start time of a performance.



Scanning tickets

A Visitor Assistant will scan your ticket before you enter the auditorium. They will also advise you where you are sitting.



Ice cream

When there is a performance in the Queen Elizabeth Hall auditorium you will notice Visitor Assistants selling ice cream, bottled water, sweets and snacks from the sales point in the foyer.

These snacks are usually available to buy 30 minutes before the start time of the performance and in the interval, if there is one.



Programmes

If there are programmes on sale for a performance in either the Queen Elizabeth Hall or the Purcell Room, these will be available to buy at the sales point and at the Ticket Office, Queen Elizabeth Hall.

Cloakroom

The Queen Elizabeth Hall cloakroom is closed. You won't be able to bring any bags over 40 x 25 x 25cm into the Queen Elizabeth Hall, so please leave large bags at home.

After your visit

Thank you for visiting the Queen Elizabeth Hall.
We look forward to welcoming you again soon.

We are committed to ensuring all visitors feel welcome and have an enriching and positive experience when they visit our site.

We are keen to hear about your experience and ways you feel we may be able to keep improving. Our staff would like to hear what you think, so please speak to them directly.

To receive emails about accessible performances and events at the Southbank Centre, please email:

accesslist@southbankcentre.co.uk

More information about our Access Scheme can be found on our [website](#).

