

# **SOUTHBANK CENTRE**

## **Facilities & access**

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.

### **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 discuss access issues – including accessible seating – with a member of staff, or for further information on the Access Scheme get in touch.

Opening hours: Monday – Sunday, 9am – 8pm

Tel: 02038 799555

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 register**

Registering is easy – there is just one form that can be completed by you or your nominated carer.

Return the completed form to:

Access Scheme

Freepost

Southbank Centre

London SE1 8BR

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.

**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).

## **Car**

We encourage travel by public transport as parking in the local area is very restricted. Alternative parking is available nearby at the National Theatre car park (330 metres) and Cornwall Road multi-storey car park (490 metres) and is subject to charges.

Free parking in the National Theatre car park is available to Blue Badge holders visiting Southbank Centre.

The Hayward car park is now closed to all cars.

## **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. 30 metres).

The Hayward car park is now closed to cars. Alternative parking is available nearby at the National Theatre car park (330 metres) and Cornwall Road multi-storey car park (490 metres), subject to charges. Alternative parking for Blue Badge holders visiting Southbank Centre can be found at the National Theatre car park. Just take your badge and car park ticket to

Royal Festival Hall Ticket Office on Level 2, 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.

### **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.

### **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.

There is plenty of signage to help you find your way around. Also have a look at our maps online or pick one up on site. And you can always ask one of our friendly Visitor Experience Hosts for directions – they're always on site and can be identified by their T-shirts and Southbank Centre staff passes.

Most people enter Royal Festival Hall on Level 2, which is where you'll find Central Bar, The Clore Ballroom and Riverside Terrace. Royal Festival Hall is divided into two halves: Green Side, which is the side nearer the London Eye and the Houses of Parliament; and Blue Side, which is nearer to Queen Elizabeth Hall and St Paul's. So if your ticket is telling you to go to Level 4 Green Side, that's what that is all about.

- 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.
- Sound enhancement systems are available in all our venues. Contact the Ticket Office 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'll sort out 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.

### **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.