

# Access information and what to expect guide

We understand that some people like to know what to expect before going to a new experience, so here's a guide to *Relaxed Sessions*.



## Contact information

If you need any further information, please feel to email

[hello@southbankcentre.co.uk](mailto:hello@southbankcentre.co.uk)

Or you can call 020 3879 9555

(Monday – Friday, 10am – 5pm; Saturday & Sunday, 12 noon – 5pm).


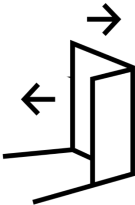

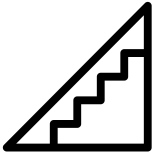
The Southbank Centre's Access webpage can be found by visiting

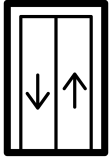

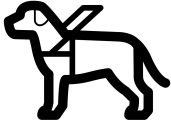


[southbankcentre.co.uk/visit/access](https://southbankcentre.co.uk/visit/access)




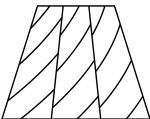
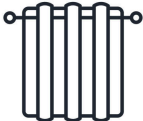
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## Key information

 <p><b>Timings</b></p>	<p><i>Relaxed Sessions</i> are a one and a half hour experience from start to finish.</p> <p>There is a soft start to the session: you are welcome to join from 11am and get comfortable in the space for the first 15 minutes.</p> <p>The session will start at 11.15am and run until 12.15pm.</p> <p>There is a slow finish to the session: you may relax in the space for 15 minutes after the workshop ends.</p>
	<p>You are free to come and go as much as you need during the session.</p>
 <p><b>Wheelchair accessible</b></p>	<p>This event is wheelchair accessible.</p> <p>Wheelchairs are available to borrow from the Southbank Centre (from the Royal Festival Hall Artists' Entrance)</p>
 <p><b>Step-free access</b></p>	<p>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.</p> <p><a href="#">Click here to view the Southbank Centre's Access Map</a></p>

 <p><b>Lift</b></p>	<p>There is a lift available between floors (singing or music will sometimes play as the lift moves).</p>
 <p><b>Toilet</b></p>	<p>The closest toilets to The Clore Ballroom are located on Level 2, accessible via a short flight of stairs.</p> <p>There is an accessible toilet and Changing Places toilet located on Level 1, opposite the Singing Glass Lift, with lift access from Level 2.</p> <p>The Changing Places toilet requires a radar key. If you require a radar key there is one at the Welcome Desk, which is located on Level 2.</p>
	<p>Assistance dogs are welcome throughout the space.</p>
 <p><b>Captions</b></p>	<p>There is no live captioning for this experience.</p>
 <p><b>BSL</b></p>	<p>This event is not British Sign Language (BSL) interpreted.</p>

 <p><b>Audio Description</b></p>	<p>Please note this experience is not Audio Described in situ.</p>
 <p><b>Rest Space</b></p>	<p>A Sensory Rest Space is available for you to use before, during or after the experience.</p> <p>This is a space with room for you to sit or lie down, with sensory toys and materials.</p> <p>If you want to access the Sensory Rest Space, speak to a Visitor Assistant on the day and they will guide you.</p>
 <p><b>Sensory bag</b></p>	<p>A bag containing sensory and fidget toys, and a pair of noise-cancelling headphones is available. Please ask a member of staff.</p>
 <p><b>Flooring</b></p>	<p>There is a polished wooden floor in The Clore Ballroom.</p>
 <p><b>Curtain</b></p>	<p>Black curtains will be partly drawn around the space to reduce distractions from nearby spaces.</p> <p>These curtains will remain drawn for 15 minutes after the session finishes.</p>

	<p>After 15 minutes the curtains will be drawn back and the space will be open to the public.</p>
 <p><b>Sound</b></p>	<p>Music and amplified voices play throughout the workshop, stopping and starting as the workshop leader guides us through the activities.</p> <p>The sound is kept at a moderate level, and we play an example at the welcome so you know what to expect.</p>
 <p><b>Lighting</b></p>	<p>The lights are in a steady state, lighting the workshop leader and creating a calming environment.</p>
 <p><b>Public event</b></p>	<p>As this is a public event there will be people using the space in different ways. This might mean there is talking, excited noise and possible sudden noises or movement.</p>
 <p><b>Staff – Visitor Assistants</b></p>	<p>There will always be members of the Southbank Centre’s Visitor Experience team around to support visitors.</p> <p>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.</p>



**Breastfeeding**

Breastfeeding is welcome anywhere in our buildings.



**Food and drink**

No food is permitted in the space during the workshop, unless needed for health or comfort reasons. Sealed bottles or cups of water are permitted in the space. There are multiple bars with tap water within the building.

You are welcome to have your lunch in the space during the break between 12.30pm and 1.30pm.

# Arriving at the Southbank Centre

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

***Relaxed Sessions* are located in The Clore Ballroom on Level 2 of the 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 *Relaxed Sessions* 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. For *Relaxed Sessions* all ticket holders will enter the space from the ramp.



### **Arriving if you require step free access**

For level access to Level 2, please enter the Royal Festival Hall via the Southbank Centre Square Doors on Level 1 and take the Singing Glass Lift to Level 2. Feel free to speak to our team who will be available to direct you.

The buggy park is located on Level 2 (Blue Side) of the Royal Festival Hall.

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 three 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.

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](https://southbankcentre.co.uk/visit/access)

# Step-by-step experience of Relaxed Sessions

We understand some people like to know what will happen ahead of coming to a new experience. This is a step-by-step guide.

If you'd rather keep it a surprise, skip to the next section on page 16.

## **1. Arriving at the entrance:**

Everyone who comes to *Relaxed Sessions* – adults and children – needs their own ticket. All tickets are free.

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.

The Visitor Assistant will welcome you and check your tickets. You can ask them if you have any questions.

## **2. Entering the space**

The space will open shortly after 11am. If you arrive early, you may have to wait a short while before you can enter while we wait for the space to open at 11am. If waiting is difficult for you, you can leave and come back once the doors are open.

The entry is down a short ramp which will lead you into The Clore Ballroom.

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

There will be curtains pulled around the back of the stage and either side of the space to reduce distractions.

There will be a range of seating, including benches, chairs, bean bags and cushions. If you need any help finding a comfortable place, please ask a Visitor Assistant.

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 facilitator, Kirsty, in the space who will support the artists and the audience throughout the session.

**Kirsty looks like this:**



### **3. Welcome**

Kirsty will do a short welcome to the space, and introduce you to the artist(s)

### **4. Workshop/activity**

Each month we welcome a different artist to show us the things they do, make and create, and they will lead us in a workshop to try something new for ourselves. For more information on this month's artist or activities see the event information on the website.

## **5. End of session**

The session will come to an end. There will be no rush to leave. The space will stay quiet and the lighting will stay at the same level for 15 minutes after the session.

After 15 minutes, you are welcome to stay, however sound and lighting states may change, the curtains will be pulled back and members of the public may also enter the space. The unticketed and unadapted version of *Saturday Sessions* will begin at 1.30pm, so expect it to become a little noisier and busier as it gets closer to 1.30pm. The rest space will remain open until 3.30pm.

## **Taking care of yourself**

This is a guided workshop for you to experience and participate in.

This means it is up to you how you move and play in the space and up to you to make sure you keep yourself and your family group safe while playing.

There will be members of staff in the space at all times to answer any questions, but they will not be solely responsible for your safety.

We tell everyone these important rules before entering *Relaxed Sessions*:

1. Look after yourselves
2. Look after each other
3. Adults look after the children
4. Children look after the adults

We want you, and everyone using the space, to have the most fun they can. It's important to be aware of those around you as you're playing.

# Relaxed event

*Relaxed Sessions* is a Relaxed event.

This means that we have a relaxed approach to noise and movement in the space, and you are free to enter and exit throughout.

There is also a Sensory Rest Space available for audiences to make use of before, during or after the experience. This is located a short distance away from The Clore Ballroom via a short flight of stairs or a lift. This space includes soft lighting, furnishing and seating, noise cancelling headphones, a blackout tent and sensory toys. Please note: due to the public nature of the building this space is not completely quiet, and some noise will filter in from the surrounding spaces.

It is also possible to borrow noise-cancelling headphones for adults or children to use in The Clore Ballroom.

Please ask a Visitor Assistant if you would like to make use of either of these resources.

# Moving around the space

Step-free access is available to The Clore Ballroom, Level 2 of the Royal Festival Hall, which is where *Relaxed Sessions* takes place.

The space has a wooden floor, and there are some pillars in the space which may obstruct the view.

There is a stage where the artists will perform and technical equipment to play music will be placed. There will be a raised platform at the back of the space where more equipment will be placed and staff will be present. Audience members will not be allowed to access these areas.

There will be black curtains drawn around the back of the stage and partly drawn around the sides of the space.

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.

# Toilets

## **Toilet facilities**

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

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 requires a radar key. If you require a radar key there is one at 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.

## After your visit

We hope you enjoyed *Relaxed Sessions*. Thank you for visiting the Southbank Centre. We look forward to seeing you again soon.

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](mailto:hello@southbankcentre.co.uk)

To receive emails about Relaxed events at the Southbank Centre, please email: [accesslist@southbankcentre.co.uk](mailto:accesslist@southbankcentre.co.uk)

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