

SOUTHBANK CENTRE

ARTISTIC RENTALS PROMOTER GUIDE

Royal Festival Hall and Queen Elizabeth Hall

This document forms part of Southbank Centre's Rental Agreement
Valid from: 1 April 2022 – 31 March 2023

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Abbreviations used in this document:

Royal Festival Hall – RFH

Queen Elizabeth Hall – QEH

Southbank Centre – SC

AUDITORIUM CAPACITIES

RFH	2,780 seats total (2,745 with extended stage; 234 seats are Choir Stalls, behind the stage) 2,284 seats with full tech holds
QEH	916 seats 705 seats with full tech holds

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INCLUDED IN ARTISTIC HIRE

Venue

- Backstage areas and dressing rooms
- Basic standing lighting rig providing standard white concert lighting (details available on request)
- One piano (or organ, in RFH) on request and subject to availability
- Two tunings per event by a SC approved piano tuner, by arrangement with Production team
- Heating and lighting
- Cleaning and standard security¹ of the venue

Staffing and services

- Two technicians, allocated as per the show requirements plus a manager in a supervisory role
- Event Manager, allocated 3 months prior to the event
- Ticketing services and ticket sales reporting
- Stewarding
- Ticketing sales staff
- Cloakroom attendants (for main auditoria events at RFH only)

Marketing

- A dedicated Marketing contact, allocated 3 months prior to Performance
- Event listing on Southbank Centre website
- Inclusion in SC Members on sale email and one appearance in a regular SC email
- Opportunities to share creative digital content surrounding your event via SC's social media channels
- Exit flyering opportunities (strictly subject to availability)
- Access to SC postal data (strictly subject to availability)

CONTRACT, DEPOSIT AND SETTLEMENT

Contract ('Rental Agreement')

When a booking is confirmed, a Rental Agreement will be issued along with a request for payment of a deposit. All promoters are subject to a credit check by SC Finance and Southbank Centre reserves the right to charge 120% of the hire fee as a deposit including contingency for production costs. You will also be issued paperwork relating to Foreign Entertainers Tax, PRS and bank details - please ensure these are returned promptly in order to avoid delays to settlement payments.

SC is unable to put an event on sale unless a Rental Agreement is signed by the promoter and the deposit is paid in full. SC reserves the right to withdraw a Rental Agreement if a signed copy is not received within 10 days of the date of issue. SC reserves the right to withdraw a date offer or Rental Agreement should a project change materially in artist, format or repertoire.

Settlement

Whilst we will endeavour to make all ticket settlements within 14 days of the event (or the last performance thereof), no Artist settlements should be made until you have received a full and final settlement statement from SC Finance.

¹ Additional security charges may apply for certain time/venue/types of event, please consult your Event Manager.

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If you require sales summaries before the settlement date, these can be requested from our Ticketing Services team (via ticketingservices@southbankcentre.co.uk), but these are not final and can go either up or down. Settlement to Artists should not be made by you on the basis of such interim sales summaries and if so will be made at your sole risk.

GETTING YOUR EVENT ON SALE

Upon receipt of a signed contract and deposit, you will be issued with SC's on-sale documentation. Any specific on-sale date requests can be discussed with the Artistic Rentals team. Please note that all events should go on sale 3 months prior to the Performance date at the latest.

Whilst we will endeavour to get your event on sale according to your date request, please bear in mind the on-sale process can take 3 to 4 weeks. Therefore, please inform us of preferred on-sale dates as far in advance as possible.

What we need from you to go on sale:

- **Signed contract and deposit payment**
- **Completed Go Live form**

The Go Live form requires you to outline details on your event including confirmed artists, programme, ticketing information, discounts, ticket agency allocations, notification of any adult content, age restrictions/recommendations, special effects, approximate timings, latecomer policy, VIP packages.

Please be aware that the information you supply via the Go Live form and Ready Reckoner will form the basis of the event listing and SC must be informed immediately of any subsequent changes to the artist/repertoire or event copy.

- **Copy**

Up to 250 words of main copy and 160 characters of summary copy (including spaces) which will be edited to house style and/or be adapted to different lengths (to be included in Go Live form). Please ensure the copy is accurate at the outset, as later amendments can take up to 3 working days to action. The first line of main copy should sum up the event in 100 – 300 characters. Copy appears at various lengths across our website. While event pages can have an opening paragraph of up to 160 characters, this will be edited when appearing in other places on the website.

Please note that the Southbank Centre edits all provided copy for clarity, house style, grammar, search engine optimisation, flow, and marketing purposes. By providing copy to the Southbank Centre, you understand and comply that after you have submitted copy, sign-off of edited copy (from artists, agents, managers, or promoters) will not be possible and that the Southbank Centre reserves final edit and usage control of copy.

Please refer to the Southbank Centre's Event Copy and Image Guidelines (Appendix 5) for full details on copy requirements.

- **Completed Ready Reckoner ticket pricing map**

You will be sent a template of the Ready Reckoner ticket pricing map for your venue by the Artistic Rentals team.

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- **Images**

Please supply landscape or portrait images at the largest size possible. **All images used on event pages on Southbank Centre website must be a minimum of 1360 pixels (w) x 765 pixels (h). Portrait images must be a minimum width of 765 pixels.**

Please note we cannot use images that include text (including book covers), title treatments, logos or composites (the combination/collage of multiple images to create a single image) for the homepage or event pages. Do not supply animated gifs.

The format should be JPG, PNG or TIFF where possible.

Please refer to SC's Event Copy and Image Guidelines (Appendix 5) for full details on image requirements.

- **Video clips (optional)**

Video clips can be included on your event listing on the website. Please supply your Event Manager or Marketing contact with edited video clips (maximum one minute in length, mov, avi, mpeg, flv or wmv format). These can also be provided as Youtube links, which we can embed in your event page. Where possible, we will also use these assets for social media.

Please note only one image or video file can be used in the hero section of an event page. A video can be embedded in the main body copy. This video requires an image thumbnail.

Permission for usage of images and videos is your responsibility and please provide a photographer's credit where possible. In providing any image to Southbank Centre, you warrant that you own the right to that image and you authorise Southbank Centre to use it for promotion of your event and for subsequent display on our website in perpetuity for archive purposes. You further agree to indemnify Southbank Centre against any claims made by any third party in respect of such use.

Income potential & pricing

In order to calculate the income potential of your event you can use our Ready Reckoner ticket pricing map, which can be obtained from the Artistic Rentals team. We recommend that your pricing strategy reflects your knowledge of your audience and an awareness of the pricing of other similar events at SC (please refer to the SC website).

SC reserves the right to refuse either very low or very high ticket prices. Ticket prices for events on commission-based deals will require written approval in advance from the Artistic Rentals team.

The Ticketing Services team will be able to offer further advice:
ticketingservices@southbankcentre.co.uk / 020 7921 0804.

Southbank Centre Members priority booking

It is a contractual obligation to Southbank Centre to include a priority booking period for SC Members. This is an effective sales channel to ensure the success of the event. SC Members are an integral part of ticket sales for SC events. In comparison to regular ticket buyers, Southbank Centre Members spend on average 3 times more than non-Members in ticket value and in the number of tickets booked per performance. For high-demand performances, Members ticket purchases can represent as much as 40% of venue capacity.

Priority booking statistics have indicated the effectiveness of SC Members in driving a high sales value over a short period of time for Southbank Centre, specifically over the priority booking period.

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The priority booking period must be a minimum of 24 hours prior to the general on-sale and must precede any third party pre-sales.

E-Tickets

Southbank Centre has a 'digital first' approach to Ticketing, and issues e-tickets to ticket buyers as standard. As a result, we are only able to sell tickets through the Southbank Centre Ticket Office, or through approved agencies that can support e-ticketing (see Agency Ticket Allocations).

Agency Ticket Allocations

You are welcome to use ticket agencies to sell tickets, but no more than 49% of available tickets can be sold via this method, and Southbank Centre is only able to sell tickets via an approved list of API agents. Those agents are as follows:

- Ingresso (From the Box Office)
- London Theatre Direct
- LoveTheatre (via Ingresso) & Groupline for group sales if required
- Today Tix and for group sales if required
- Ticketmaster (API only)

We cannot support agency allocations for any other, non-API agents. Please specify any agency request allocations at the point of set up on your Go Live form. If you would like to sell tickets through an alternative agent with an API connection to Tessitura please specify at the point of set up on your Go Live form.

Performing Rights Society – PRS

The Promoter is liable for the full PRS charge where applicable. SC will deduct this from the settlement and pay PRS directly. PRS royalties are incurred by all qualifying copyright works performed at SC. Copyright in works generally exists for the life of the composer plus 70 years after his or her death. However, new editions of old works may also incur PRS royalties.

If full programme details are not made available to us, your programme will be treated as chargeable and the appropriate royalty charged to you. In the event that we under-calculate the amount due to PRS we shall invoice you for the additional amount, which shall be due within 30 days of the date of our invoice to you. Any overpayment will be reimbursed to you within 30 days of our being so notified by the PRS.

PRS is charged on 100% of net box office receipts (VAT is added to the charge). Rates at February 2022 are 4.8% for classical (tariff LC) and 4.2% for non-classical (tariff LP) on net sales. Please note that this is for guidance only; rates are set by PRS and are subject to review.

Transaction and postage fees

Transaction fees are charged to customers for all bookings made through SC. These fees are made per transaction and not per ticket and vary according to the mode of sale. Sales made by telephone will incur a charge of £4, as these channels are more labour intensive to run, while those booked online have a charge of £3.50. Tickets purchased in person at SC are exempt from the transaction fee. As part of their membership benefits, SC Members do not pay a transaction fee, whatever method of sale they choose.

A postage charge of £1 will be made per phone and online booking for customers wanting their tickets sent to them.

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Credit card commission

100% of all credit and debit card charges made on gross ticket sales will be payable by the Promoter.

Agents commission

100% of all agents commission charges made on gross ticket sales will be payable by the Promoter and deducted as part of the settlement.

Complimentary tickets

Promoters have a maximum number of allocated complimentary tickets. These include press tickets. The standard press ticket seat positions will be held from the outset unless otherwise informed at the point of on sale via your Go Live form and Ready Reckoner (please refer to Appendix 4 for details of standard press seat locations). Please note that the Promoter is responsible for the allocation and distribution of their complimentary and press tickets.

- RFH – 150 tickets (recommended distribution: 120 Promoter, 30 Press)
- QEH – 50 tickets (recommended distribution: 30 Promoter, 20 Press)

Complimentary tickets must not be offered for sale in any capacity by the Promoter other than by returning unused tickets to SC Ticketing Services for sale.

A final guest list and confirmation of any unused complimentary seats to be released for sale should be emailed to the Event Manager, Ticketing Duty Manager and Ticketing Services no later than 24 hours in advance of the performance start time. Press guest list should be sent to Ticketing Services at least 24 hours in advance or by 2pm on Friday if your event is over the weekend. Names and email addresses, as well as access requirements (if any) of the guests are required in order for guest tickets to be booked individually. All guest lists received in time will be booked in and the guests will receive e-ticket, via email with a PDF attachment, at least 2 hours before the event.

Ticket exchanges, returns and refunds

Southbank Centre's terms and conditions of sale state that tickets may be exchanged for another event or returned for a credit voucher up to 48 hours prior to the event start time. A £3 fee per ticket will be applied to returns. No exchanges or returns to credit vouchers are permitted within 48 hours of the event. Should an event be sold out Southbank Centre will accept tickets returned for resale up to the start of the event on the understanding that no credit will be returned to the customer if they are not resold. Tickets put up for resale are also subject to a £3 fee per ticket. Tickets returned by the promoter will be sold before those returned by customers.

The promoter will be liable for refunds should they be issued as a result of an amendment to or cancellation of the event. Southbank Centre retains the right, in discussion with the Promoter, to issue credit vouchers or a refund to the original method of payment in exceptional circumstances.

House seats and venue holds

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For all events held in the RFH and QEH, a standard set of complimentary SC House Seats will be allocated to SC and must be excluded from the financial capacity of each Hall. Venue holds are controlled by Ticketing Services, Ticketing Duty Managers and Customer Relations teams for dealing with seating issues pre-show and will be paid for if required or sold at full price if not required.

- RFH – 40 house seats + 26 venue holds
- QEH – 10 house seats + 8 venue holds

Please note that the Goodman Box in the RFH is held for exclusive Southbank Centre use and may not be sold to customers or used as Promoter Holds.

Development holds

In your Go Live form, you will be asked if you would be happy to allocate a batch of tickets for sale at full price to Southbank Centre Development team for corporate sponsors and groups. If not purchased, the tickets will be automatically released 4 weeks prior to the Performance date and put back on general sale.

Tech holds

Please refer to Appendix 4 for details on tech holds.

If the technical plans for the show are not 100% clear before going on sale, SC reserves the right to hold all possible tech holds from the outset.

When the technical plans for the show become clearer, it is the promoter's responsibility to raise these with the Event Manager and SC Production with a view to releasing unnecessary tech holds, where possible.

Please see Appendix 4 for a comprehensive list of SC's House Seats, Venue Holds and Development Holds, explaining their position and purpose.

Amendments

Amendments to events already on sale to the public that are outside the control of the Promoter (i.e. replacement of an Artist due to ill-health), and amendments that do not require ticket holders to be informed will be carried out free of charge by the Southbank Centre.

Where there is an amendment made by the Promoter and ticket holders must be informed, the Southbank Centre reserves the right to charge the Promoter for the time and resource involved, with a minimum charge of £100 per notification, to be determined on a case by case basis and in accordance with Southbank Centre resources.

The Southbank Centre reserves the right to contact its customers in the event of a material change being made to an event. The Senior Ticketing Operations Manager will make the final decision as to whether audience members need to be informed. Amendments may take up to three working days from initial communication to flow through to the Southbank Centre website.

The Southbank Centre retains the right, in discussion with the Promoter, to issue refunds to customers as a result of an amendment to publicised details.

Sales reports

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SC Ticketing Services team can email sales summary reports in PDF format on a regular basis as required. Please email ticketingservices@southbankcentre.co.uk or call 020 7921 0804 to arrange this.

Concessions policy

This policy standardises concessions across all events at Southbank Centre:

- Concessions: 25% off (limited availability)
- A limited allocation of concession tickets is available for recipients of Universal or Pension Credit, full-time students and children under the age of 16. Tickets are sold on a first-come-first-served basis, and once sold, no further concession tickets are available by any method of booking. Appropriate cards to be shown. Please note discounts cannot be combined.
- Applicable to a minimum of 2% of the house. If you would like to increase the proportion of the house available at the concessionary rate please contact the Artistic Rentals team.
- Applicable to all price ranges, except Price Band A (top price). You will have the option to extend concessions to apply to the top price band – please indicate this to the Artistic Rentals team when going on sale. Please note that for events with one price band, concessions will automatically apply.

It is possible to set up additional discounting such as specific promotions, at the rate of your choice, but these must be in addition to the concessions policy outlined above and must be publicised as 'discounts' or 'promotions' rather than 'concessions'.

All promotional material for your event must publicise the availability of concessions in addition to full price tickets. The standard text for this purpose is: Concessions 25% off (limited availability).

Group bookers can be eligible for ticket discounts of up to 20% although the offer will vary according to the terms of the specific show or event booked and the nature and size of the group. A group consists of 10 or more people unless otherwise stated.

Please note that for events on a commission-based deal, extending concessions to Price Band A and any discounting of tickets will require written approval from the Artistic Rentals team.

VIP packages

If the Promoter plans to offer a VIP package for their Performance, it is the Promoter's responsibility to confirm the following details prior to going on sale:

- Start times and door times for the VIP event.
- Logistics for the VIP event, including the location and arrival point.
- Customer messaging related to the VIP event.
- Space required for the VIP meet and greet must be arranged in advance and booked via Southbank Centre, including use of the auditorium stage. Any additional space bookings are subject to availability and hire fee. Any additional staffing required will be recharged to the Promoter.

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- The Promoter must arrange for a Representative to be present for the VIP event and for overall management of the VIP package. Southbank Centre will not provide staff for this purpose.

Modes of sale for VIP packages at Southbank Centre are as follows:

1. As a fixed number of seats set up as a single price band, that include the VIP package as part of the ticket price.
2. As an add-on package that is purchased separately to the main event ticket. SC will add this to the purchase path so they are promoted to ticket buyers.

Southbank Centre will not accommodate VIP package requests after going on sale or promote third party VIP packages.

Access scheme

SC is legally bound to ensure 'reasonable access' to all patrons, and the Access Scheme is there to help ensure that we comply. The Scheme is the way in which eligibility for discounted ticket prices is recorded and how we ensure that we can market information to the relevant audiences.

These discounts are unlimited but only available to those who are registered with the Access Scheme and apply equally to all events at SC. There are now approximately 3% of patrons on our database listed as members.

Patrons who have a specific seating requirement but do not need to bring a companion receive a 20% discount.

For further information on the Access Scheme please email accesslist@southbankcentre.co.uk.

Wheelchair Spaces

Wheelchair spaces are available to book for patrons who require the use of a wheelchair. These tickets come with a free companion seat.

Wheelchair spaces are placed throughout the Hall in the RFH and QEH. To adhere to the principles of the Equalities Act, wheelchair spaces should be priced in incremental bands from the bottom price up where multiple price bands are in place.

Depending on the production requirements, wheelchair seats will be priced to meet accessibility needs. The SC Ticketing Services team can provide you with advice on how best to price wheelchair spaces.

Companion seats

Patrons who need to bring a companion to an event are entitled to a free companion ticket. It is not possible to limit the number of companion tickets for an event as this would risk non-compliance with the principle of reasonable access.

Assisted performances

As a service provider Southbank Centre is legally obliged to make reasonable adjustments to the facilities, goods and services provided. We are committed to providing assistance at events and performances (audio description, captioning, British Sign Language Interpretation, speech to text

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reporting). This ensures that as wide a range of customers as possible can access our artistic programme.

We encourage promoters to add access provision at point of on sale so appropriate seats can be held off sale if required. If you feel that the event you are planning would be suitable in an assisted format or would like further advice please do discuss with the Artistic Rentals team.

FRONT OF HOUSE INFORMATION

Inclusive with each space, appropriate to the capacity of your event, are:

- Stewarding
- Ticketing sales staff
- Cloakroom attendants (for main auditoria events at RFH only)
- Heating and lighting
- Cleaning and security² of the venue

Additional Southbank Centre staffing

In some cases, for licensing reasons, it will be a condition of contract that additional staffing is provided, for example, for public open rehearsals or any onsite event with more than 20 people in attendance. As the licence holder, the final decision rests with SC and any additional staff booked will be recharged to the Promoter.

It may also be necessary for additional Ticketing staff members where there are large guest lists (120 or more) managed by the SC Ticketing Team, or where there are unusually large agency allocations. In these circumstances, it will be necessary to book an additional member of staff to manage those collections by customers on the night of the concert and this charge will be discussed and passed on to the Promoter.

Please allow a minimum of three weeks' notice to arrange additional staffing. There is a minimum call time of 4 hours for Visitor Assistants; please refer to SC's Artistic Rentals Rate Card for more details on Visitor Assistant costs.

Receptions

If available, other spaces at Southbank Centre can be hired for receptions, as part of your main auditorium event. The rates are on the relevant Rate Card, and are for standard reception times, between 17:00-23:00 inclusive of get-in and get-out timings.

These costs are for the space only, and do not include staff, catering or security costs. Additional charges may be incurred if your event runs beyond the agreed curfew of 22:30. Please contact your Event Manager for more details.

Please note we cannot display pop-up banners in public spaces either in advance of, or on the day of, your event. Southbank Centre signage and way-finding systems can be used to label receptions in public spaces.

² Additional security charges may apply for certain types of event, please consult your Event Manager.

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Reception catering

Catering must be provided by one of SC's approved catering companies - a list is available from your Event Manager and in Appendix 7. If you supply your own drink at a private event, corkage charges may apply by arrangement with your selected caterer.

Programme selling

The facility fee for selling programmes is 20% + VAT of the total value of gross programme sales, for which SC will provide programme sellers.

The minimum commissions payable for events are on the relevant Rate Card.

No cash is used on site and no cash settlements will be made on the night. Income due will only be paid via the concert settlement. Settlement and Payment for programmes will normally occur within 7 days of your event by bank transfer. It is the Promoter's responsibility to ensure that this information is passed on to a third party if applicable.

Event Merchandise

UK distributed product

In the case of books, Foyles is currently SC's authorised concession and have exclusive right of first choice to sell UK Distributed product on our site in relation to all SC events.

If you have a UK distributor for books, you should contact Foyles directly to make arrangements for sale. The contact is Mike Perry (Email: events@foyles.co.uk). All merchandise sold by Foyles will be subject to their standard commission rates.

Non-UK distributed product

SC allows the sale of non-UK distributed items and other merchandise in our venues, such as T-shirts and posters, (strictly related to the performance). There are two options available to Promoters for the sale of such products. Please ask your Event Manager to send you an Event Merchandise form to complete for your preferred option (see below), which SC must receive no later than 3 weeks prior to your event.

When the form is returned, SC's Finance department or our Visitor Experience team will take payment and provide you with a VAT Invoice as receipt of payment.

We are unable to proceed with merchandise selling unless either the full Pitch rate (Option 2) or the minimum commission charge (Option 1) has been paid up front, at least 48 hours prior to your event.

N.B. If a third party has been contracted by you to sell merchandise on your behalf it is your obligation to inform that third party of these conditions.

Merchandise options are:

Option 1: SC sells on behalf of Promoter / Artist for a Commission

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Please see the relevant Rate Card for costs and additional details.

SC will provide trained Merchandise Visitor Assistants on the following conditions:

- VE Sales Supervisor must be informed of all products and pricing within a minimum of 5 days prior to the event, in order to programme tills and provide accurate stock-takes. This can be done via your Event Manager.
- Goods need to arrive on the day of the event, no later than 3pm for an evening performance, for the attention of 'VE Sales Supervisor'. Please liaise with your Event Manager regarding the delivery of your merchandise.
- Your stock will be counted by the VE Sales Supervisor and Visitor Assistants before and after the selling period and confirmed with you, and a settlement invoice detailing your sales and our commission will then be sent to you along with your remittance. Your merchandise settlement will be paid by bank transfer.

We are a cash-less venue and cash is therefore not paid out on the day of the event. We endeavour to arrange merchandise settlement and payment within 7 days of the event.

Option 2: Promoter / Artist sells for themselves for a pitch rate

Please see the relevant Rate Card for costs and additional details.

The following equipment will be provided only once payment of the pitch fee has been made:

- Merchandise desk
- Sign holders
- Back display boards
- Programmable till (if requested)
- Mannequins (if requested)

SC can provide staff to help at your pitch if requested 3 weeks in advance at an additional cost of £19.14 + VAT per hour / per person with a minimum shift of 4 hours.

SC are not able to provide any PDQ machines. Promoters need to provide their own cash float and mobile PDQ machines if required.

Drinks IN / OUT policy

Southbank Centre encourages all promoters to allow drinks into our auditoria for their performances to enhance the customer experience. It is understood however that for some types of events (e.g. classical music) it may be preferable to have a No Drinks Policy. Visitor Experience will assume that drinks are allowed into the auditoria and latecomers can be admitted discreetly at any time for all non-classical events unless the Event Manager has been informed otherwise 3 weeks prior to the event.

Promoter and artist sponsors

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Any sponsors/partners associated with the Promoter, the Artist or the Performance will be subject to SC's Partners and Third Party guidelines. These should be requested from your SC contact at the earliest opportunity. Please refer to Appendix 2 for more details.

All requests for assistance with Development delivery are to be directed in the first instance to Southbank Centre Corporate Development: Tel: +44 (0)20 7921 0609, email: developmentcrediting@southbankcentre.co.uk.

Charitable activities

Southbank Centre does not offer any opportunities for third party charitable fundraising on site. In essence, this means no collection buckets, fundraising activity or direct solicitations or gifts in any public or foyer areas on site.

We are unable to offer branding opportunities for charity organisations within public foyer spaces. Branding is possible within privately hired spaces and the auditoria, although this must be done via the artist / company and agreed with Marketing and Development before committing.

Cloakrooms

The main cloakroom in the RFH is available to patrons, charged at £1 per item. The cloakroom is open one hour prior to auditoria events and close 15 minutes after; the cloakroom can be opened outside auditoria events on request with at least 3 weeks' notice and is then subject to an additional charge. Items are left at customers' own risk, and SC does not accept responsibility for lost or damaged items.

Additional staffed coat racks for private functions can be provided at a cost of £19.14 + VAT per hour, with unstaffed racks available free of charge. Any staff required after 23.00 will incur overtime charges and taxi charges will also be incurred.

Cleaning and portage

Whilst general cleaning is carried out by Southbank Centre and individual events will be serviced accordingly, any extraordinary circumstances related to an event may incur additional charges. This may also be the same for additional portage requirements or work outside of general hours (08:00 – 23:00).

Safeguarding

At Southbank Centre we believe that everyone has the right to live free from abuse of any kind. We have a responsibility to keep children and adults, including vulnerable adults, safe and we are committed to protecting children and adults in all of our activities. We will do everything in our power to ensure children and adults who come into contact with Southbank Centre, in any capacity, are safeguarded.

This policy applies to all trustees, employees, volunteers, contractors, artists, promoters, agents, freelancers, visitors and those who hire our spaces. Please see Appendix 6 for full details of SC's safeguarding policy.

Dignity and Respect at Work

Southbank Centre is committed to ensuring that everyone visiting or working at our site is treated with dignity and respect.

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Every employee, volunteer, contractor, promoter and partner working at Southbank Centre is required to assist and support us in our commitment to provide a working environment of dignity and respect, free from bullying, harassment and any other form of unlawful discrimination.

Acts of disrespect, harassment and bullying against employees, volunteers, contractors, freelancers or visitors by anyone working on site are unacceptable. When behaviour of this nature occurs Southbank Centre will take steps to address it which may lead to site exclusion for the person(s) at fault.

Security

The RFH and QEH Artists' Entrances have 24-hour security on duty. Standard security teams are on site 24 hours a day, covering the main buildings during opening hours and the outdoor area.

If additional security is required in the auditorium or back of house for your event, this should be booked in advance through SC's preferred and approved list of security suppliers, available from your Event Manager. Promoters in conjunction with your SC Event Manager will need to complete a security risk assessment for your event, which will be used to identify suitable staff numbers, as well as provide insurance cover.

In some cases, to comply with licensing and health and safety regulations, it will be a condition of contract that additional security is necessary. As the licence holder, the final decision rests with SC. SC reserves the right to book security as needed according to the type of event to meet safety requirements of the venue at cost to the promoter - your Event Manager will send a quote before the event to flag costs. Any security staff required after 23:00 may incur overtime charges and taxi charges.

Security arrangements are subject to any change of operational requirement or a change to the threat / risk level. Security operations may change to mitigate any specific or general risks which may include the introduction of certain measures such as bag or personal searches.

Please contact your Event Manager at the earliest opportunity to determine whether additional security is required for your event.

Everyone working back of house in the QEH building will be issued with an access pass for access through security-controlled doors and, where appropriate, into dressing rooms. These passes can be signed out at the QEH Artists Entrance on arrival and should be returned before leaving the venue for the day. On some occasions, working back of house in the RFH building will also require the use of access passes; to be signed out and returned at the RFH Artists' Entrance. The replacement cost (£10 per pass) of any passes that are not returned to the appropriate Artists' Entrance will be charged directly to the Promoter.

Start time and overrunning on contracted time

Once contracted and on sale any deviations from the contracted start time will not be permitted.

The Royal Festival Hall building closes at 18:00 on Monday and Tuesday (unless there is an evening event taking place in the hall) and at 23:00 from Wednesday to Sunday.

Performances in the auditoria of both buildings, as well as related foyer activity must finish no later than 22:30 in order for Security and Front of House staff to clear the building by close-down at 23:00 at the latest. The Promoter will be liable for costs of overtime and taxi charges owed due to:

- 1) Front of House staff, Event Managers and additional security booked who are required after 23:00 due to company members, audience or artists remaining in the building.

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- 2) Production staff and crew required after 23:00 due to over-running events or get-outs.
- 3) Technical staff required for performances running beyond 23:00, the services of whom are available between the hours of 08:00-23:00 Please refer to the SC Artistic Rentals Rate Card for full details of early, late and overnight call costs.

Parking

There is no car parking on site but the National Theatre car parks and Cornwall Road car parks are a short walk away. Larger touring vehicles may be parked in the SC Production Arch, where equipment can be unloaded into the Loading Bay. Space is limited and must be booked in advance via your SC Event Manager.

Blue Badge Holders

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).

The Hayward car park is now closed to cars. There are four Blue Badge parking spaces available for visitors located on the Queen Elizabeth Hall slip road off Belvedere Road (the road between Royal Festival Hall and Hayward Gallery). Spaces are allocated on a first-come, first-served basis, and use of them is free. You are required to display your Blue Badge as you enter the site. Vehicles that do not display a Blue Badge are refused entry.

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

Blue Badge Parking National Theatre

Alternative parking for Blue Badge holders visiting Southbank Centre can be found at the National Theatre car park (330 metres). Just take your badge and car park ticket to the Royal Festival Hall Ticket Office or the Welcome Desk on Level 2, for validation before you leave.

Please note: on Sundays when the National Theatre building is closed there is no step-free access from the car park.

Blue Badge Parking APCOA Cornwall Road

Alternative parking for Blue Badge holders visiting Southbank Centre can also be found at the South Bank Car Park – APCOA Cornwall Road Car Park. Just take your badge and car park ticket to the parking attendant office at the entrance to the car park 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.

Drop Off Point - all venues

For Blue Badge holders and those with access requirements, we have a drop-off point in the QEH slip road off Belvedere Road. It is located outside the main entrance to the RFH which faces the Hayward Gallery and is signposted. The glass lift is situated at this entrance and will take you to all floors including step free access into the auditorium.

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TECHNICAL, PRODUCTION AND BACK OF HOUSE

Inclusive with each space are:

- Backstage areas and dressing rooms
- Basic standing lighting rig providing standard white concert lighting (details available on request)
- One piano (or organ, in RFH) on request and subject to availability
- Two piano tunings per event by a SC approved tuner, by arrangement with Production team
- Two technicians – allocated as per the show requirements plus a manager in a supervisory role

Please see the relevant Rate Cards for full details on Production costs.

Depending on the specific technical requirements for your event, please note that lighting, sound and AV technicians would normally be counted as additional technicians. Please confirm at an early stage with your Event Manager and Production Manager.

Staffing

The services of technicians are available between the hours of 08:00 and 23:00. Additional costs will be incurred outside these hours. You may also incur taxi costs for tech and crew working after 23:30 and beyond. Please refer to the Artistic Rentals Rate Card for full details of early, late and overnight call costs for production crew.

To ensure appropriate staffing, we require 8 weeks' notice for all technical requirements. Failure to provide 8 weeks' notice may incur additional costs. Once staff have been specified, any additional staff required will be charged back to the Promoter. Advice on the levels of staffing required is available from the production department. It is our obligation to ensure that crew have adequate breaks. These can be flexible but should be discussed with your Southbank Centre Production Manager

Promoters are advised to note that the inclusive staff levels may not necessarily be sufficient to stage their event effectively. As part of SC's Health and Safety policy, a minimum of two production staff must be on site for any post show or overnight get-out at an additional hourly cost. NB: Cancellation of crew can incur costs.

Approved and in-house contractors

SC has a list of approved contractors for sound, lighting, AV, crewing and rigging available on request from the production department. These contractors all have proven compliance with SC Production Codes of Practice and Health and Safety Policy. Details on application for approved status are also available from the Production Department.

Health and safety

All promoters shall conduct their undertakings at SC without any risk to the health, safety and welfare of anyone who may be affected by their actions.

It is the responsibility of all promoters to abide by SC Production Codes of Practice and Health and Safety Policy, copies of which are available from the Artistic Rentals team or your Event Manager.

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It is the responsibility of the promoters to notify SC of and make provisions to mitigate any hazards that they wish to bring to SC.

Risk assessments

It is a legal requirement (Management of Health and Safety at Work Regulations 1999) that all risks to health or safety are assessed and that all significant risks are recorded. Promoters are solely responsible for providing suitable and sufficiently documented risk assessments for what they are planning to do at the venue at the earliest possible stage, preferably four weeks in advance of, and no later than one week before, the first rehearsal. SC can supply a risk assessment template for guidance on request.

Should a risk assessment not be provided by the promoter in a timely manner as outlined above, it is at the discretion of SC whether the Performance can be permitted to go ahead.

Electrical equipment and rigging

It is the responsibility of all Promoters to ensure that all electrical equipment brought into SC premises at the Promoter's behest have a current PAT test certification (within the last year as a minimum) and that items are clearly labelled as such.

Any rigging or access equipment supplied by the Promoter must have current certification and copies of such certificates must be forwarded to the Production Manager upon signing of the contract. Any rigging undertaken on SC premises must adhere to the current SC Production Codes of Practice, guidelines and relevant Health and Safety requirements.

Where external suppliers / contractors are brought on site they must supply a risk assessment and method statement specific to the job that they are working on as well as their company Health and Safety policy.

Your Production Manager will be pleased to assist with any queries in relation to the above.

Naked flame policy

Southbank Centre has an overall policy of no naked flame on site. In certain circumstances however, if all other options have been considered and the risk is low, with sufficient control measures proposed, its use may be considered following full consultation with Production and Health and Safety. In this event a SC Visitor Assistant will be required to supervise throughout the event, the cost of which will be recharged to the Promoter.

If real flame is requested, then Promoters will ensure that the event risk assessment details all proposed control measures. The Health and Safety team will then vet and approve the risk assessment or request further information until they are satisfied that the activity presents a manageable risk.

In all cases naked flame must be sited away from curtains, fabrics and soft furnishings and people. A security person with a fire extinguisher will be required to be on hand where a residual risk remains.

Special effects

Smoke effects, strobes, pyrotechnics, flying, and lasers can only be used when under the control of people competent in that activity.

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The Production Manager is to be consulted in advance that any such effects are to be used and a specific risk assessment will need to be provided for each effect being proposed.

There are some areas of SC where the use of smoke effects and pyrotechnics is forbidden. Your Production Manager will inform you of these areas. People involved in the production/event must be warned in advance that smoke effects are to be used in order to ensure they have sufficient controls in place to manage the risk.

Accidents, incidents, near miss

It is the Promoter's duty, while on our site, to report any accidents, incidents and near misses to SC site management so that a full investigation can be made and steps taken to rectify any potential hazard.

Lighting

Open white stage lighting is included in all auditoria. In the interests of sustainability, full stage lighting will be turned on no earlier than 20 minutes before the start of rehearsals.

The standard lighting desk in all venues is the GrandMa2 - Light. Other control desks are available upon request; your Production Manager will be able to advise on availability and further details.

All venues have a standing lighting rig, including both generic lanterns and moving heads. For details and costs of lighting packages, please get in touch with your Southbank Centre contact. Any further lighting requirements will need to be discussed with a Production Manager, who will be able to give an accurate idea of crewing and cost.

Amplified shows

Please discuss any amplified show queries with the SC production team and your Event Manager. There are rules and regulations all events must follow in terms of amplified noise and sound coverage.

Sound and lighting levels

Please notify SC as soon as possible at the booking stage if you anticipate any exceptionally loud sound levels for your event. SC is an open plan and multi-purpose venue and managing sound levels is of the utmost importance. If SC is not notified prior to contracting, we reserve the right to reduce sound for the event on the day as required so as not to materially affect the building or its fixtures, or the health of employees or public.

Authorisation must be sought from SC before use of strobes, lasers, pyrotechnics, haze/smoke, excessive sound levels in rehearsal and performance. Any proposed alteration to approved technical requirements shall be notified to SC immediately who may give or withhold approval to such changes in its absolute discretion. Please refer to the document RFH sound coverage and PA rigging advice (available from your Event Manager). This contains essential information for Promoters of amplified shows at the Royal Festival Hall and is available on request.

Piano / organ

SC owns a number of grand pianos from a variety of manufacturers. These pianos are located throughout the venues, and are voiced to the specific auditorium to which they are attached.

If required, a piano/organ (the latter only being available in the RFH) will be provided free of charge for your event as well as two piano tunings per event by a SC approved piano tuner. Please contact

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the Production team at least 8 weeks in advance to request a piano/organ, as well as any requests for pitch raising or piano preparation (price on application).

Artists' Bar

The RFH backstage artists' bar can be opened to set out refreshments during your events.

The QEH backstage artists' bar is an open space, however if alcohol is required, this will need to be booked in advance and at an additional cost.

Bar staffing, opening times and provisions for both venues must be booked at least one month in advance, and staffing charges may apply. Please contact your Event Manager for more details.

Back of house catering

Depending on your requirements, there are various options for catering backstage. There is a Green Room available in each venue which is equipped with a kettle and refrigerator. If you intend to cater for a large number of people or bring in an external caterer, you must contact your Event Manager in advance as there are some licensing and facility restrictions around this.

Catering backstage will require risk assessments and no areas are suitable for frying or any naked flames. Your Event Manager will advise you of any restrictions.

Please ensure that all spaces are left clean at the end of your event and any additional equipment brought in by yourselves or your subcontractors is removed. Any deep-cleaning or additional rubbish removal required, over and above standard cleaning, may be recharged to the promoter.

Artist catering

Visiting caterers are required to provide relevant documentation including a signed SC Unapproved Caterers Agreement (available from your Event Manager), current PLI certificate (£10m minimum coverage), HACCP document (no more than 1 year old), Risk Assessment, PAT test certificates for catering equipment and copies of food hygiene & catering qualification certificates. If you wish to book a caterer already registered with the venue please review Appendix 7 for the Approved Caterers list.

Additional power / water requirements

Any additional power or water requirements will be recharged to the promoter – please consult your Event Manager for details.

Accessibility backstage

Please contact the Artistic Rentals and Partnerships Team to discuss backstage accessibility for your event. Including details on backstage facilities at the RFH and QEH, accessible dressing rooms, wheelchair access, parking and personal emergency and evacuation plans.

Policies and guidelines

Copies of the SC Production Codes of Practice, approved contractors, and technical specifications are available either as hard or electronic copies and are available on request from your Event Manager. The SC Production Codes of Practice is also available to download from <https://www.southbankcentre.co.uk/artistic-hire/promoter-guidelines>.

Please ensure that your company Technical / Production Manager is alerted to these Production Codes of Practice and SC's technical specifications and has made contact with the relevant SC Production Manager at least 8 weeks prior to the event.

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Production equipment

Equipment availability should be discussed directly with your SC Production Manager. If you require equipment that is not in stock, the SC Production Department may be able to arrange for it to be hired. The full cost of hire, including transport, will be recharged to the Promoter.

Promoters should not leave any items either front or back of house, for example programmes, flyers, music etc. Any items left will be disposed of.

MARKETING YOUR EVENT

Please read this section in conjunction with Southbank Centre's Branding Guidelines, which can be found at <https://www.southbankcentre.co.uk/artistic-hire/promoter-guidelines>.

How Southbank Centre can help market your event

While the overall marketing of the event is your responsibility, Southbank Centre are happy to provide guidance where possible.

All events are allocated a Marketing contact, who can provide guidance from 3 months prior to your event, and we strongly recommend that you liaise with your Marketing contact as early as possible once handed over. They will be able to provide advice on how your event can be promoted through SC channels. We aim for this staff member to be your point of contact from 3 months prior to the event. If this is not possible, we will ensure there is a full handover to facilitate a smooth transition.

Southbank Centre monthly listings

Your event will be listed in the relevant SC monthly listings. SC's monthly listings brochure is an easy to navigate short-form listings guide displayed on site. Print deadlines and circulation of proofs will be sent to you by your Event Manager, but in general the deadline for copy is eight weeks before diary publication (see Appendix 3).

Print

Due to the number of events Southbank Centre hosts every year, we cannot guarantee space on site for printed leaflets. Southbank Centre is a digital-first organisation with extremely limited options to display leaflets. If you do wish to create a limited amount of print, please discuss this with your marketing contact before planning for any printed marketing materials.

Please note that we do not have the facility to display any posters on site.

Southbank Centre website

Southbankcentre.co.uk receives several million page views a month and approximately 500,000 visits per month. We provide a full page listing on the website which contains text, an image and easy links to book tickets for every event. Video clips can also be added. Your event will be listed on SC's website from the events on sale date. Composite images or images with logos cannot be used on the website and we cannot link to any external sites or include social media handles on our website.

E-bulletins

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We send out a number of e-bulletins to our customer database, based on their email preferences and past booking data. These include classical music, gigs/contemporary music, dance & performance, visual arts, literature, family events and our under-30s email. We will include your event in one of these, provided your event is on sale eight weeks prior to the event date. In addition, SC Members will also be contacted about your event by email as part of the priority booking scheme.

Please note: we are unable to offer solus emails.

Exit flyering

Please note that Southbank Centre is a digital-first organisation. However, there may be opportunities to exit flyer your promotional material at Southbank Centre events on a reciprocal basis. You should discuss this with your Marketing contact at least eight weeks in advance of your event. Any materials will need to meet our branding guidelines, detailed below.

Please be aware that exit flyering is strictly subject to availability.

Southbank Centre – Data Protection

As part of the Rental Agreement, Promoters agree to comply with GDPR regulations in relation to the management of any data.

SC will process your personal data for the purposes normally associated with processing contracts and invoices, in relation to operational and delivery purposes and in line with our privacy policy. Your data will be stored securely with access restricted to those involved in Event Management, Finance and operational matters at SC. If you have any queries relating to the processing of your personal data by SC, please contact the Artistic Rentals team or your Event Manager.

Mailings

In order to promote your event at Southbank Centre, you are able to access our database for print mailing purposes for no additional charge as part of the hire agreement. Data can be selected by previous attendance, art form, interest categories, geo-demographics and booking patterns. However, as we do not reuse data more than twice within the same month for contacting customers by mail, please book in your mailing with your marketing contact as early as possible and at least 6 weeks in advance. While there is no charge for use of the data, the cost of the mailing will need to be covered by the Promoter. Please note that SC enacts an exclusion zone around the two Classical season announcements for autumn/winter and spring/summer seasons.

When using Southbank Centre customer data for direct mail it will need to be processed via our resident mailing house to ensure compliance with our non-disclosure agreement surrounding the use of our confidential customer data. Currently, our approved mailing house is Romax. In line with our data protection policy, all mailings go out on SC letterhead, in SC envelopes and are signed by SC marketing contact. The use of logos in addition to the Southbank Centre logo will not be approved.

Romax Contact Details:

Unit 1, City Cross Business Park, Salutation Road, Greenwich, London, SE10 0AT
0845 644 1892 or sales@romax.co.uk

More on Romax can be found in Appendix I.

Social Media

We have a strong social media presence. Our Facebook, Twitter and YouTube channels have a large following and can prove a great way to interest people in our activity. Content for these channels is

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based on editorial relevance, and as we have a very high volume of events happening at Southbank Centre at any one time we cannot guarantee that we can tweet or Facebook every request. Please discuss any opportunities surrounding social media with your Marketing contact, in particular if you have high quality images, sound clips and video clips which will help engage audiences.

Southbank Centre branding guidelines

All promotional material relating to an event held at SC, irrespective of its planned usage, needs to meet our branding guidelines and be signed off by SC. These are outlined in the Promoter branding guidelines that can be downloaded at:

<https://www.southbankcentre.co.uk/artistic-hire/promoter-guidelines>.

From this webpage you can also download logo material. If you need assistance, require technical advice or support please email your Marketing contact.

SC reserves the right to veto marketing materials – including mailings to the database – that do not meet our branding criteria. Please allow a minimum of three working days when submitting proofs of posters, leaflets, adverts and programmes for sign off.

Marketing material should contain SC events only. The only exceptions to this are tour print and adverts where an SC event appears as part of a collection of events. Please note that no other event within a 50-mile radius of SC can be listed on the same piece of promotional material as an SC event, regardless of format.

If tour print or adverts refer to multiple venues and the other venues' logos are being used, Southbank Centre's logo, Ticket Office number and URL should be featured. If this is not possible, then the venue name in just type will suffice, but SC's Ticket Office number and URL must be prominently included.

For audio adverts, the venues should be referred to as 'Southbank Centre's Royal Festival Hall' and 'Southbank Centre's Queen Elizabeth Hall' and the SC logo should be used for TV and audio-visual adverts.

No data collection is permitted in any way including on freesheets/flyers. We reserve the right to request that the number of third party websites and social media handles listed be limited and Southbank Centre should always appear in the top level of the hierarchy.

Programmes & freesheets

At the Southbank Centre we are committed to informing and engaging our audiences in our performances. If you decide to produce an event programme or freesheet, this should include Southbank Centre branding and a statutory paragraph about the Southbank Centre and needs to be signed off by the Southbank Centre's Marketing team, and comply with our branding guidelines.

Promoters are permitted to advertise their own future concerts in or outside of London in programmes, but are not permitted to take adverts for other venues, performing companies and events within London or within a 50-mile radius of London. If you choose to produce a freesheet (a single or double sided sheet of A4) then any advertising must be text only.

Programmes for classical music performances should contain the following information:

- Introduction: theme / context of concert
- Full repertoire of concert (including composer and length of each piece)
- Full list of performers

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- Info on time and length of interval
- Brief guide to concert hall etiquette (info about mobile phone use etc; see suggested copy below)
- Welcome to the Southbank Centre, including contact details for customer relations (see copy below)
- Biography of each composer
- Information about parts of each work performed (e.g. names of different sections)
- Guide to musical context of each work performed
- Listening guide to each work performed
- Full reproduction of any sung texts with translations and clear indications of who is singing and when
- Biography of soloists, conductor and orchestra / ensemble (including images if possible)
- Full orchestra list

Programmes for non-classical music performances should contain:

- Welcome to the Southbank Centre (see copy below)
- Information about the performers
- Timings

You could also consider including:

- Biographies
- Themes for the performance
- Information about or guide to the music being performed
- Any other relevant performer credits

Programme welcome copy about the Southbank Centre should feature in all printed programmes for rental events here:

Welcome to the Southbank Centre

We hope you enjoy your visit. We have a Duty Manager available at all times. If you need any information or help, please ask a member of staff.

Eating, drinking and shopping? Take in the views over food and drinks at the Riverside Terrace Cafe, Level 2, Royal Festival Hall. Visit our shops for products inspired by our great cultural experiences, iconic buildings and central London location.

Explore across the site with Beany Green, Côte Brasserie, Foyles, Giraffe, Honest Burger, Las Iguanas, Le Pain Quotidien, Ping Pong, Pret, Strada, Skylon, Slice, Spiritland, wagamama and Wahaca.

If you would like to get in touch with us following your visit, please write to the Visitor Contact Team at Southbank Centre, Belvedere Road, London SE1 8XX, or email hello@southbankcentre.co.uk

We look forward to seeing you again soon.

We also suggest the following concert hall etiquette is included:

A few points to note for your comfort and enjoyment:

Photography is not allowed in the auditorium.

Latecomers are only admitted to the auditorium if there is a suitable break in the performance.

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Recording is not permitted in the auditorium without the prior consent of the Southbank Centre. Southbank Centre reserves the right to confiscate video or sound equipment and hold it in safekeeping until the performance has ended.

Mobiles and watches should be switched off before the performance begins.

Should there be a change of lead artist or conductor once the programme has gone to print please provide an insert with updated personnel.

Please note that, as with other promotional materials, no data collection is permitted.

Freesheets

A freesheet is produced on the Southbank Centre freesheet template and is given out free to audience members on entry to the auditorium. Please contact your marketing contact for the freesheet template.

These should be a maximum of two sides of A4 and should contain the Welcome copy (as above) and should be signed off as above. Please follow the delivery instructions below.

External web links and social media handles are not to be included without sign off from your Marketing Officer.

Please note that if an event is part of a Southbank Centre festival, season or series, the promoter will need to adhere to guidelines set by SC for programmes and freesheet print standards across that particular festival/season/series.

Delivery of promotional print & programmes

Please email information regarding delivery of your material including number of flyers plus expected delivery date in advance to your Marketing contact, and printdeliveries@southbankcentre.co.uk.

Your Marketing contact will then email a Print Delivery Form, which will need to be completed and included in your delivery. Packages must be clearly marked with quantity and instructions. This will ensure that they are safely and correctly stored.

Delivery address and guidelines for promotional print only:

Assistant Visitor Experience Managers
Level 1 Print Room
Royal Festival Hall
Southbank Centre
Belvedere Road
London, SE1 8XX

Deliverers should contact Assistant Visitor Experience Managers on 07904 271 733 to personally take delivery of print. We require at least five days advance notice that material is arriving, and ask that it arrive between 09:00 – 17:00 Monday – Friday. SC is unable to receive print deliveries at weekends. Your promotional print must be delivered at least five office days in advance of agreed usage.

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Delivery address and guidelines for programmes only:

VE Sales Supervisor
Visitor Experience Post Room
Southbank Centre
Belvedere Road
London, SE1 8XX

Deliverers should contact VE Sales Supervisors via the post room. Programmes should arrive before 3pm on the day of the event.

Unsold programme collection or disposal

Any unsold programmes you want to keep must be collected at the end of the performance. Please liaise directly with your Event Manager about where the collection will take place. Any programmes not collected on the night of the performance will be sent for recycling; Southbank Centre cannot store programmes beyond the date of the performance.

Press releases

Any press releases relating to your event at SC must be signed off by the Press Office before being issued to the media. The Press Office requires at least 3 working days to approve press releases. Please give advance warning and send to press@southbankcentre.co.uk with any relevant assets, copying in your Event Manager and Marketing Officer.

Media Listings

Where appropriate, we will include information on your event in our own press materials, for example listings releases, and distribute this to our press lists. However, inclusion will be decided on a case-by-case basis. If any journalist contacts a member of SC Press Office, we will forward their request on to the promoter, or their PR contact if provided.

Press ticket allocation

The standard press seat allocations will be held on the ticketing system unless you stipulate otherwise. However, the promoter's press tickets are the promoter's own responsibility and are held as part of your complimentary promoter holds allocation.

Promoters should send through one guest list including first name, last name & email address (your Event Manager will send you a guest list template for completion) to Ticketing Services at least 24 hours in advance or by 2pm on Friday if your event is over the weekend. On this you should specify which seats are for press - as often press holds are pairs at the end of the aisle; however, it is at the Promoter's discretion how to use their press holds. If SC receives press requests our press team will forward them onto the promoter.

The promoter has responsibility for allocating all their own guest and press list; if you require specific seats then this should be noted on the guest list form, otherwise SC will allocate them into the available holds.

SC Press Office will not confirm/deny any press tickets directly with journalists and will not log any ticket requests. The SC Press Office will not book in any press tickets or attend the box office to give out these tickets.

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For further press-related enquiries, please get in touch with SC Press Office on 020 7921 0888 or at press@southbankcentre.co.uk.

RECORDING, FILMING AND BROADCASTING

Press photography / press filming

If you would like to organise filming or photography during rehearsal, please contact the Press Office and your Event Manager in advance so they can arrange photography and/or filming and can liaise with Visitor Experience. Any photography or filming during performances needs prior arrangement between the promoter, SC Press Office and your Event Manager and filming is generally discouraged due to distraction to the audience.

Audio / video recording for commercial, promotional or archive purposes

By prior agreement, you are welcome to bring your own crew to record a performance at Southbank Centre, as long as you have artist consent, and where appropriate (i.e. when someone is identifiable) audience/participant consent, which you must arrange and gain separately. Permission to film or record is at the discretion of Southbank Centre and must be approved in writing prior to the event. There may be occasions where it is not possible to film or record owing to limited time in the venue for technical rigging therefore please advise us at the point of booking if you wish to record or broadcast the event.

Any filming or audio recording of rehearsals or performances in Southbank Centre, including the public spaces, will incur a facility fee which is in addition to any technical costs incurred. A separate facility fee contract will be prepared and must be signed prior to any recording going ahead. Please inform your Event Manager if you intend to film or record any part of the rehearsal or performance as soon as possible. Your Event Manager can provide a quote of fees on request, depending on the intended use of the footage.

Where a box office commission is payable to Southbank Centre, we reserve the right to charge the promoter for seats taken off sale due to camera and operator positions for both audio and video capture.

Southbank Centre camera / recording package

Southbank Centre has the in-house facilities and crew to film events or performances on request. Please note that all necessary artist rights and permissions must still be gained by the Promoter.

The package includes the use of remote cameras as the primary, with additional 'manned' cameras where necessary which allows quick setup times and minimises sight line issues. All cameras are professional Panasonic full HD systems. Our standard format is 1080i50 and all primary recording is Quicktime/ProRes 422. You will receive all media created after receipt of payment.

Please see the relevant Rate Cards for further details on production packages and technical fees. Facility fee is still payable in addition to production and technical costs.

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SOUTHBANK CENTRE

SOUTHBANK CENTRE CONTACTS

Event Manager	As allocated 3 months prior to Event
Marketing Officer	As allocated 3 months prior to Event
Artistic Rentals & Partnerships General Manager	020 7921 0965
Artistic Rentals & Partnerships Manager	020 7921 0985
Artistic Rentals & Partnerships Coordinator	020 7921 0786
Production / Technical	020 7921 0737
Security Enquiries / Booking	020 7960 0666
Ticketing Services	020 7921 0804
SC Ticket Office (bookings)	020 3879 9555
Press Office	020 7921 0888
VE Sales Supervisor	07904 271 733
Finance	020 7921 0841
Southbank Centre Switchboard	020 7960 4200
Southbank Centre Address	Southbank Centre Belvedere Road London SE1 8XX southbankcentre.co.uk

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APPENDICES

Appendix 1 – ROMAX

The step-by-step mailing process follows. Letters should be written by you and the text sent to your marketing contact for sign off. Any inserts also need to be approved by your Marketing Officer before data is sent to Romax. We suggest you allow five days for your letter to be signed off with SC/Romax.

1. Agree your mailing plans with SC at least six weeks before your intended dispatch date. Please note that SC enacts an exclusion zone each September around the SC Press Launch and each February around the Classical Guide mailing period.
2. Send your requirements (as below) to Romax (cc in your Marketing Officer):
 - *Job Name/Title:*
 - *Approximate Quantity:*
 - *Special Data Instructions (deduping etc):*
 - *Letter (generic or personalised):*
 - *Enclosing Method (Envelope or polywrap):*
 - *ALL Items AS AGREED WITH SC being inserted (include sizes and expected delivery dates please):*
 - *Preferred Despatch Date:*
 - *Postage (1st/2nd class):*
 - *Send internationals - yes or no, priority or economy:*
 - *Promoter contact and telephone number responsible for the job:*
 - *SC contact and telephone number:*
 - *Special Instructions:*
3. Email your draft letter, Romax mailing reference number and planned inserts to your Marketing Officer for sign off. Once letter & insert plans are signed off, SC will send the data to Romax.
4. Post your inserts to Romax at the address below, including the Romax reference number
5. Romax sends you a quote, fulfils the mailing and invoices you directly.

Romax contact details:

Unit 1, City Cross Business Park, Salutation Road, Greenwich, London, SE10 0AT
0845 644 1892 or sales@romax.co.uk

SOUTHBANK CENTRE

Appendix 2 - SOUTHBANK CENTRE PARTNERS AND THEIR SPONSORS / PARTNERS

1. General / Definition

1.1 This policy applies to all sponsors, promoters, charity partners, donors and funders who support the visiting artists for those events which take place in the Royal Festival Hall and Queen Elizabeth Hall.

1.2 For the purposes of this policy, sponsors/ donors and funders includes cash (including public funding), media and 'in-kind' deals, which receive reciprocal benefits commensurate with the value of their support.

1.3 All Development partnerships should comply with UK government and EU restrictions and exclusions. Additionally, Southbank Centre reserves the right to decline any partnerships which could present potential reputational risk to Southbank Centre or jeopardises the organisation's integrity.

1.4 Partnerships and Sponsorships with any beer, cider or ice-cream brands are not permitted.

1.5 All requests for assistance with Development delivery to be directed in the first instance to Southbank Centre Corporate Development: tel: +44 (0)20 7960 5207, email: developmentcrediting@southbankcentre.co.uk

2. Accreditation

2.1 Onsite – Foyer, public and outdoor spaces

- All foyer areas and public spaces across the site are to be kept clear of all branding and third party sponsorship accreditation.
- Southbank Centre signage and way-finding system to be used to direct guests to receptions. Free standing digital stands on Level 2 and all stands from Level 3 upward must use text only;
- Sampling, leafleting or showcasing sponsor product is not permitted.
- In the instance of a private space being hired by a partner or promoter, third party branding is permitted within the room.

2.2 Auditorium

- Seat slipping and exit-entry leafleting can be arranged if requested no later than 14 days before the event. Print must be cleared with Southbank Centre prior to distribution. Please note that seat slipping is only available in **the Queen Elizabeth Hall**.
- A light projected display (gobo) displaying the sponsor name / logo may take place 1 hour before and 1 hour after the performance and during the interval only.
- Goody bags containing leaflets or showcasing sponsor products are not permitted at any public event.

2.3 Announcements

- Reasonable sponsor acknowledgements in front-of-house announcements can be requested no later than 1 week before the event.

2.4 External

- Royal Festival Hall is a Grade 1 Listed Building (the same as Westminster Abbey) and therefore subject to legislation in relation to advertising and promotion. Light projected displays (gobos) may not be projected onto external walls / areas.

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2.5 Demo tent

- If a demo tent is in place for an event or festival, a sponsor logo may be placed on signage inside and must be placed to the rear of the demo tent. Placement is subject to approval by the Development team.

3. Print

3.1 Southbank Centre produced print

- No partner or sponsor may receive a logo credit on any Southbank Centre print.

3.2 Programmes

- Where programmes are produced by Southbank Centre the funder may receive a line credit, subject to Southbank Centre guidelines. This will need to be approved by the Development team.
- Requests to make bespoke 'wraps' for the programmes to be given to a funder's guests will be considered. The wraps to be at the partners' or sponsors' expense, and their design is subject to Southbank Centre approval.

3.3 Publicity (freesheets)

- A line credit for a partner or sponsor may be placed on freesheets created with the Southbank Centre template. This will need to be approved by the Development team.

3.4 Promoter/partner produced material

- Freesheets or items produced by the partner can be distributed at the event subject to the following Southbank Centre branding guidelines and approval:
- All freesheets and brochures should include Southbank Centre branding.
- Material that promotes non-Southbank Centre events within a 50-mile radius of London will not be allowed on site.
- Product placement is not allowed on any publicity material.

4. Website

- 4.1 Funders may receive a line credit, subject to Southbank Centre guidelines. This will need to be approved by the Development team. Logos are not permitted on the website.

5. Ticketing

- 5.1 An agreed allocation of best stalls can be reserved for a sponsor. Full payment to be made 2 weeks before tickets goes on sale to the public.

- 5.2 Sponsor name credits are not permitted on tickets.

6. Charitable Activities

6.1 Southbank Centre does not offer any opportunities for third-party charitable fundraising in any public or foyer areas on site. This includes no collection buckets, fundraising activity or direct solicitations or gifts. Opportunities such as 'text to donate' are permitted within the auditoria although this must be agreed in writing via the artists / company and agreed with the Marketing and Development teams.

6.2 We are unable to offer branding opportunities for charity organisations within public / foyer spaces. Branding is possible within privately hired spaces and the auditoria, although this must be agreed in writing via the artist / company and agreed with the Marketing and Development teams.

7. Hospitality

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7.1 Subject to availability, entertaining rooms can be reserved for sponsor receptions for two hours prior to performances, subject to prevailing hire charges.

7.2 Where entertaining rooms are reserved these spaces can also be offered to a sponsor.

7.3 Details of venues, capacities, access restrictions and liquor licence are available via: <https://www.southbankcentre.co.uk/venue-hire/auditoria>.

7.4 Catering for all receptions must be selected from the list of Southbank Centre approved caterers, available via: <https://www.southbankcentre.co.uk/venue-hire/catering-tech-production/caterers>.

7.5 Programmes can be ordered in advance but no later than 24 hours before performance and delivered to the sponsor reception.

7.6 Branding is possible within privately hired spaces, although this must be done via the artist / company and agreed with the Marketing and Development teams before committing.

SOUTHBANK CENTRE

Appendix 3 - DEADLINES FOR INCLUSION IN SOUTHBANK CENTRE MONTHLY PRINT LISTINGS

SC needs completed contract, deposit, Go Live form, Ready Reckoner and high res images by the dates below in order for your event to be included in the relevant month's print event listings.

Please note that these dates are subject to change, and the Artistic Rentals team will advise as to any alterations in deadlines.

SC monthly listings brochure	Deadline to return on sale documentation, copy and image
April 2022	1 January 2022
May 2022	1 February 2022
June 2022	1 March 2022
July 2022	1 April 2022
August 2022	1 May 2022
September 2022	1 June 2022
October 2022	1 July 2022
November 2022	1 August 2022
December 2022	1 September 2022
January 2023	1 October 2022
February 2023	1 November 2022
March 2023	1 December 2022

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Appendix 4 – SC House Seats and Venue Holds, SC Development Holds, Promoter/Press Holds, Tech Holds

House Seats and Venue Holds

Southbank Centre retains House Seats for our own use for every event in the Royal Festival Hall against which no ticket income is payable to the Promoter. Please note that none of the specific seats listed below can be held as your Promoter or Press complimentary tickets.

In addition to the House Seat holds, please note that additional Venue Holds which are required as part of the standard Southbank Centre House Agreement.

These tickets are to be paid for and not issued as complimentary seats, therefore accommodating both commercial and customer care concerns.

Please note, these venue holds are controlled by Ticketing Services for dealing with seating issues pre-show and released for general sale, if required, closer to the date of Performance.

Please note that none of the specific seats listed below can be held as your Promoter or Press complimentary tickets. We are also required to hold a reasonable number of escort seats for wheelchair users.

RFH

House Seats (40)

Front Stalls: Row L 32-35, Row M 24-37, Row T 28-33

Rear Stalls: Row CC 34-37

Choir: Row A 53-54

Goodman Box: All seats

Venue Holds (36)

Front Stalls: Row N 28-33

Rear Stalls: Row AA 25-30, Row CC 31-36

Balcony: Row A 33-36, Row B 33-36

Boxes: 4 (4 seats), and 41 (4 seats)

QEH

House Seats (10)

Front Stalls: Row L27-32

Rear Stalls: Row BB1-2 & 38-39

Venue Holds (8)

Front Stalls: Row H23-26

Rear Stalls: Row CC29-32

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If your event requires any technical seat holds (see below) in these specific locations, then the House seats / Venue holds will be relocated appropriately.

SC Development Holds

We will allocate a batch of tickets for sale at full price to Southbank Centre Development department for corporate partners and donor groups. These will either be paid for if used, or released for general sale 4 weeks prior to the event if unused.

The location of these seats would be as follows:

Royal Festival Hall

Front Stalls: Row D24-27, Row N24-27, Row P28-31, Row R28-31, Row S28-29, T26-27
Boxes 4 (4 seats), and Box 41 (4 seats)

Queen Elizabeth Hall

Row E25-26, F27-30, G27-30

Promoter/Press Holds

Promoter holds

Please input your permitted amount of Promoter holds into the Ready Reckoner in the locations you wish to hold them. If you do not wish to split your Promoter and Press holds as advised above, it is possible to redistribute these as per your requirements.

RFH – recommended allocation out of 150 comp holds – 120

QEH – recommended allocation out of 50 comp holds – 30

Standard Press Holds

Standard Press seats ('S') will be held by SC Ticketing team unless you state you would like to allocate them otherwise in the Ready Reckoner. The Promoter is responsible for managing their own promoter and press holds. Whilst these are marked as 'S' on the Ready Reckoner, they will be held as part of the total number of permitted Promoter 'P' holds.

RFH - recommended allocation out of 150 comp holds – 30

Standard Press hold positions are as follows:

Front stalls: Row J15-16 & 28-29, Row K 15-18 & 26-29, Row L15-18 & 26-29

Rear stalls: Row BB 15-16 & 36-37, Row CC13-14, Row DD 15-16, DD36-37

QEH – recommended allocation out of 50 comp holds – 20

Standard Press hold positions are as follows:

Row E14-15, E27-28, F12-13, F25-26, G12-13, G25-26, H12-15, J12-13, J27-28

Tech Holds

If the technical plans for the show are not 100% clear before going on sale, SC reserves the right to hold all possible tech holds from the outset.

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If you feel your event does not require some of these holds due to the nature of the setup, please discuss with your Event Manager.

When the technical plans for the show become clearer, it is the promoter's responsibility to raise these with the Event Manager and SC Production with a view to releasing unnecessary tech holds, where possible.

RFH

Side stalls desk tech holds – N.B. small PA – suitable for a talk, or a couple of singers only

Side stalls, Green Side: Row W1 & 3

Central desk tech holds – for shows with substantial PA – usually contemporary and big amplified shows

Front stalls: Row R17-27, S17-27, Row T17-27

Rear stalls: Row AA14-26

Speaker 'sightlines' and stacked speakers on stage – please see 'PA Sound Coverage and PA Rigging Advice' document for further details, available from your Event Manager

Front stalls: Row A5-8 & 36-39, Row B5-7 & 37-39, Row C5-6 & 38-39, Row D4 & 40

Flown speakers sightline holds

Boxes: 1, 2, 7, 8, 25, 26, 34, 35

Ground stacked speakers sightline holds

Side stalls, Green Side: Row W18-27, Row X18-27, Row Y18-27, Row Z16-27

Side stalls, Blue Side: Row W 47-56, Row X 47-56, Row Y 47-56, Row Z 45-56

Choir Stalls holds

The majority of amplified concerts will require the Choir Stalls to be held off sale. As the artist/s and speakers will be directed towards the main auditorium, the audience experience of the event will be affected greatly. The Choir Stalls should be held off sale for all amplified concerts, unless a case can be made by the Promoter that any negative effect of technical equipment on the customer experience will be limited.

IF YOUR EVENT REQUIRES A SCREEN AND PROJECTOR, PLEASE CONTACT YOUR EVENT MANAGER/SC CONTACT FOR DETAILS.

QEH

Central desk seat kills

Row J14-26, Row K14-26, Row L14-26, Row AA14-26, Row BB14-26, Row CC14-26

Central desk restricted view (may not be sellable)

Row DD14-19, Row EE14-19

Rear desk seat kills

Row MM14-26, Row NN14-26, Row PP14-26

Masking kills (2m leg only)

Row A5-9, 31-35, Row B5-9, 31-35; Row C5-8, 32-35; Row D4-7, 33-36; Row E4-7, 33-36; Row F3-5, 35-37; Row G3-5, 35-37; Row H3-4, 36-37; Row J2-3, 37-38; Row K2-3, 37-38; Row L1, 39

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Appendix 5 - EVENT COPY AND IMAGE GUIDELINES FOR PROMOTERS AND ARTISTS

COPY GUIDELINES

Usage control:	Please note: In providing copy for your event at the Southbank Centre, you warrant that the Southbank Centre is able to edit the copy as the Southbank Centre sees fit to be deployed across all forms of promotion, including online media, print distribution, press coverage and digital screens/signage. By providing any copy to the Southbank Centre, you understand and comply that after you have submitted copy, sign-off of edited copy (from artists, agents, managers, or promoters) will not be possible and that the Southbank Centre reserves final edit and usage control of copy.
Deadlines:	If we do not receive your copy by the agreed deadline, your event will not go live on our website. We cannot make additions or amends to copy after copy has been supplied to the Editors, and before the event goes live on the website. Please see the below copy guidelines. Please note that we don't offer external sign-offs.
Length:	The first line of copy should sum up the event in 100 – 300 characters. Copy appears at various lengths across our website. While event pages can have an opening paragraph of up to 160 characters, this will be edited when appearing in other places on the website, for example, search results.
House style:	<p>The Southbank Centre edits copy for clarity, house style, grammar, search engine optimisation, flow, and marketing purposes. We require published copy to meet the following guidelines and copy will be edited to achieve this. The following should not be considered an exhaustive guide to our style, and editorial decisions are at the discretion of the Editors.</p> <p>Copy should be clear, concise, in plain English, and in the third person.</p> <p>Copy should avoid overly long sentences with multiple clauses.</p> <p>Copy should clearly indicate what a customer should expect when attending an event. It should as far as possible clarify the format of an event, for example whether it is a reading, Q&A session or panel discussion (or all three). It should also make clear the style of the artist and the tone of the event.</p> <p>Copy should be written in the present tense ('The composer is performing their new piano work' not 'the composer will perform their new piano work').</p> <p>The Southbank Centre copy avoids empty superlatives ('incredible', 'exciting') and telling people what they will feel ('expect to be amazed and entertained'). We prefer to use interesting description and visual language to draw readers in.</p> <p>'the Southbank Centre' is always three words.</p>
Titles:	Titles can be up to 50 characters in length. The design of our website and tickets means that longer

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	titles cannot be accommodated. We can include more information about the event in the first line of copy about the event, which will appear alongside the title.
Credits:	Please note that promoter line credits will not be included on the Southbank Centre website.
Biographies:	Biographies should be restricted to key highlights and we do not include urls to artists' or promoters' websites.
Press releases:	If providing a press release and unable to edit copy, please provide an additional three bullet points indicating the event's unique selling points: eg. 1) Brazilian artist; 2) performing songs from new album; 3) suitable for all the family.

On all marketing print/advertising, please include the following text on transaction fees. Ensure that all ticket prices are listed with an asterisk. This copy must appear on any page or double-page spread on which there are prices. The booking fee details needs to be displayed prominently, the same size as the prices (or larger):

***Booking fees apply online (£3.50) and over the phone (£4). There are no booking fees for in-person bookings, Southbank Centre Members and Supporter Circles.**

For more information please contact your event lead.

IMAGE GUIDELINES

Image Requirements:	<p>Please supply one or more images for use on the SC website (following the specifications provided below) and 2 images for Press use which should be the largest size possible to allow us to scale as appropriate for print.</p> <p>On the Southbank Centre website, images make or break the user experience. Images need to quickly communicate something exciting, interesting or informative.</p> <p>Each image may be used in multiple instances on the website so sometimes partial cropping will be necessary</p> <ul style="list-style-type: none"> • Do not supply images which include text, title treatments, logos or composite images. Do not supply animated gifs. • Use images which entice and/or explain what the event/festival is. • Do not use any overarching festival or series brand ID images as an alternative to event images.
Image format:	<p>Please supply landscape or portrait images at the largest size possible. Landscape images used on event pages on the Southbank Centre website must be a minimum of 1360 pixels (w) x 765 pixels (h). Portrait images must be a minimum width of 765 pixels.</p> <p>Please note we cannot use images that include text, logos or composite images. The format should be JPG, PNG or TIFF where possible.</p>
Image credits:	<p>Image credits: Please supply any image credits upon submission to SC; if saving in Bynder, please ensure credits are added to image Information. This information will automatically pull through to the website.</p>

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Image file name:	<p>Please ensure files are saved using the following naming convention:</p> <p>Date_event.title_Image.description_image.credit.details</p> <p>E.g. 250321_Beethoven_&_Mozart_Paul_Lewis_image_credit_kaupo_kikkas</p> <p>When supplying more than one image please highlight which image is the lead image eg. Beethoven_&_Mozart_Paul_Lewis_image_credit_mario_testino_Lead_Image</p> <p>Things to remember...</p> <p>Lead Image: Mark an asset as the lead web image for a given event</p> <p>Image credit: Ensure the correct name of the photographer, illustrator, or copyright holder is added</p> <p>Alt text & Web title text: Please ensure you clearly describe what is happening in the image when you add the image to Bynder. Recommended character limit is 50, including spaces.</p> <p>Example Alt text: "A Young Boy Taught to Play French Horn at a workshop"</p> <p>Example Web title: "Southbank Sinfonia Family Concert at Royal Festival Hall"</p>
Additional event page files:	<ul style="list-style-type: none"> • If an event page requires additional images, audio or video files to be uploaded to it, you should supply an additional image for each audio/video file. • Images for each file must be different from one another and also from the main event image. This is to help differentiate the content behind each one. • Please note only one image or video file can be used in the hero section of an event page. • Additional image(s) and/or video file can be added in the body section of an event page. <p>Please note: In providing any image to the Southbank Centre, you warrant that you own the right to that image and you authorise the Southbank Centre to use it for promotion of your event and for subsequent display on our website in perpetuity for archive purposes. You further agree to indemnify the Southbank Centre against any claims made by any third party in respect of such use.</p>

For more detail please go to our Promoter Guidelines section of our website to view our branding guidelines: <https://www.southbankcentre.co.uk/about/artistic-hire/promoter-guidelines>.

Alternatively, for more information please contact your event lead.

Appendix 6 - SAFEGUARDING AT SOUTHBANK CENTRE

1. Mission Statement

At Southbank Centre we believe that everyone has the right to live free from abuse of any kind.

We have a responsibility to keep children and adults, including vulnerable adults, safe and we are committed to protecting children and adults in all of our activities. We will do everything in our power to ensure children and adults who come into contact with Southbank Centre, in any capacity, are safeguarded.

This policy applies to all trustees, employees, volunteers, contractors, artists, promoters, agents, freelancers, visitors³ and those who hire our spaces and is based on the following principles:

- Safeguarding and promoting well-being and welfare means protecting the rights of adults and children to live in safety, free from abuse and neglect and protection from maltreatment while on our site; preventing impairment of health or development; ensuring they receive safe and effective care within our premises; and taking action to enable them to have the best outcomes while they are here
- The welfare of children and adults is paramount
- A child is any young person under the age of 18 and a vulnerable adult is defined by the Care Act 2014 as an adult who has care and support needs and is experiencing (or being at risk of) abuse or neglect and they are unable to protect themselves because of those needs.
- All people, regardless of age, ability, gender, racial heritage, religious belief, sexual orientation, culture or identity, have a right to equal protection from all types of harm or abuse and no person or group of people should be treated less favourably than others in being able to access services which meet their particular needs;
- Some children and adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues;
- Working in partnership with children and vulnerable adults, chaperones; parents, carers and other agencies is essential in promoting children and vulnerable adults' welfare.
- Vulnerable adults, children, carers and parents will be informed of the policy and procedures as appropriate
- All concerns, and allegations of abuse will be taken seriously by trustees, staff and volunteers and responded to appropriately - this may require a referral to children's social care services, the independent Local Authority Designated Officer (LADO) for allegations against anyone in a position of trust, and in emergencies, the police
- We have a commitment to safe recruitment, selection and vetting that includes checks into the eligibility and suitability of all trustees, staff, freelancers and volunteers who have direct or indirect contact with children
- This procedure should be used to voice concerns about unacceptable and/or abusive behaviour towards children or vulnerable adults.

The Safeguarding Policy should be read in conjunction with all other relevant policies and procedures including (but not limited to) the Health and Safety Policy and Lost Child Policy.

³ For the rest of the policy these groups will be referred to as 'staff'.

SOUTHBANK CENTRE

2. Code of Conduct

At Southbank Centre we will seek to keep children and adults safe by:

- valuing them, listening to and respecting them;
- keeping them at the centre of everything we do;
- adopting child protection, protection of vulnerable adults and safeguarding practices through procedures and policies for staff and volunteers;
- ensuring that the organisations we partner with have appropriate safeguarding processes in place;
- providing effective management for staff and volunteers through supervision, support and training;
- sharing information about child protection and protection of vulnerable adults and good practice with staff and volunteers, along with children, vulnerable adults, parents and carers;
- Providing physical means to protect children where a risk of vulnerability is identified (e.g. segregated toilet facilities and dressing rooms)
- Ensuring children and vulnerable adults are not exposed to unsuitable content and images and giving guidance on the appropriate age range for events
- Keep up to date with legislation changes

3. Purpose of this policy

- to protect children and adults who come into contact with Southbank Centre in the course of its work, to the best of our ability;
- to inform our partners, contractors and others we work with, of our overarching principles in relation to safeguarding;
- to provide all staff and volunteers with the overarching principles and procedures that guide our approach to safeguarding and to protect them.

If you are unsure what this policy means, or how it relates to you, please contact the Designated Safeguarding Lead for Southbank Centre (see below for contact information).

4. Scope of the Policy

This policy has been developed in accordance with the requirements and principles established by the relevant legislation and statutory guidance. It sets out the responsibilities of those who work for Southbank Centre including trustees, employees, volunteers and freelancers and those who work with Southbank Centre, including external partners.

We will treat any breach of this policy very seriously. For those who work for us, failure to follow this policy could lead to disciplinary action, which may ultimately result in dismissal. For those who work with us, we reserve the right to immediately terminate your contract and, for Governors, to require you to immediately cease being a trustee.

All concerns and allegations of abuse will be taken seriously.

5. Safeguarding roles at Southbank Centre

All those who work for or with Southbank Centre share the responsibility for safeguarding children and adults but there are individuals within the organisation with specific safeguarding responsibilities.

- **Trustee with responsibility for safeguarding:**
Maggie Semple
- **Director with responsibility for safeguarding:**
Nicola Cardillo-Zallo, Director of People and Culture
nicola.cardillo-zallo@southbankcentre.co.uk
079 1767 9239

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- **Designated Safeguarding Lead:**
Alexandra Brierley, Director of Creative Learning
alexandra.brierley@southbankcentre.co.uk
078 1583 6172
- **Deputy Safeguarding Lead:**
Jessica Santer, Head of Creative Learning
jessica.santer@southbankcentre.co.uk
020 7921 0929
- **Deputy Safeguarding Lead:**
Matthew Hale, Head of Visitor Experience and Ticketing
matthew.hale@southbankcentre.co.uk
020 7921 7090

If you are unable to reach any of the safeguarding leads, you can speak with the Duty Director for that week.

If you need immediate advice, you should call the Lambeth safeguarding Team on 020 7926 5555.

6. Understanding and recognising abuse

We define abuse in its widest possible terms i.e. as treatment that causes harm to a child or adult, including vulnerable adults. (See Appendix Two for greater detail). The protection of children and adults is our shared responsibility and if you have any concerns a child or adult is being mistreated, or you have safeguarding concerns about the behaviour of another member of staff or someone working with or for Southbank Centre, do something about it, by following the flow charts set out below.

Remember

It is better to err on the side of caution and get it wrong than do nothing and then something happens to that child/vulnerable adult.

7. What you should do to safeguard children and adults

You must:

- be aware of situations which may present risks to children and adults;
- assess, plan and organise your work so as to minimise these risks and detailing this on risk assessment;
- always be visible to others when working with children and adults who are vulnerable. There should never be a situation in which anyone employed by, representing, volunteering with, or working with Southbank Centre in any way is alone with a child or vulnerable adult. Staff should be accompanied at all times by an appropriate individual (e.g. a project worker, relative, carer, chaperone or teacher) when interacting with children or vulnerable adults;
- sign up to the safeguarding policy, as a requirement of your contract.
- Understand your responsibility and that of the partners you are working with e.g. Schools.

8. What to do if you have a safeguarding concern: the reporting process

If you have a safeguarding concern about a child or adult, or a child or adult makes a disclosure of possible abuse to you, you should follow this process:

- Inform the Designated Safeguarding Lead, or in their absence the Deputy Designated Safeguarding Lead. Keep the information confidential and write an account of what was disclosed to you.
- In the case of a disclosure, if it concerns a child, make it clear you cannot keep the information confidential
- If necessary the Designated Safeguarding Lead makes contact with local Children's Social Care, or Local Adults Safeguarding Board for advice

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If you have a safeguarding concern, or wish to make an allegation, about a member of staff, or equivalent, abusing a child or adult you should follow this process:

- Inform the Designated Safeguarding Lead, or in their absence the Deputy Designated Safeguarding Lead, unless the allegation is about this person, in which case inform most senior manager not implicated
- The person to whom this information has been given makes contact with the Local Authority Designated Officer (LADO) for advice and guidance (if the concern is in respect of the staff member's behaviour with a child), or seeks advice from the Local Safeguarding Adults Board (if the concern is in respect of the staff member's behaviour with an adult)

Escalating Concerns

It is important to note that if you raise a safeguarding concern or pass on an allegation, you have a responsibility to ensure your concern is addressed to your satisfaction. Therefore, if you feel that your concern has not been addressed you should escalate the matter to the Director with responsibility for safeguarding and then, if necessary, to the trustee with responsibility for safeguarding.

If your concerns have not been alleviated within your organisation, you have a responsibility to contact [Lambeth Children's Social Care](#) or [Lambeth Adult Social Care](#).

9. Information Sharing & Confidentiality

You can **never guarantee confidentiality to a child, or vulnerable adult**⁴. Information should always be shared if you think a child or vulnerable adult is suffering, or likely to suffer, abuse. More information can be found in Appendix 2.

The protection of children and vulnerable adults must take precedence over other legal rights. Please be assured that as long as information is shared in an appropriate manner and in good faith, the law will protect you. You should ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and shared promptly.

10. Serious Incidents

It is a requirement of the Charity Commission that all charities inform them of serious incidents that may occur. The Charity Commission defines a serious incident as "an adverse event, whether actual or alleged, which results in or risks significant:

- loss of charity's money or assets
- damage to charity's property
- harm to charity's work, beneficiaries or reputation⁵

It is the responsibility of the Board of Governors to report a serious incident. More details can be found on the Charity Commission [website](#).

11. Policy review

The safeguarding policy will be reviewed, approved and endorsed by the board of trustees annually, when the circumstances change, requiring a review or due to a change in legislation.

Policy reviewed in November 2018

⁴ This is only applicable to vulnerable adults. Adults who are not deemed to be "vulnerable adults" in law can choose whether information about them is shared and statutory authorities are involved.

⁵ <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

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Appendix 7 – Southbank Centre Approved Caterers List

We are pleased to work with a carefully selected list of caterers. From cocktails to canapés, dinner to dessert, our approved caterers can satisfy a variety of tastes and budgets. Please get in touch directly for menus and costs.

Please speak to your Event Manager about your requirements and get in touch directly with one of the following caterers for menus and costs.

Caper and Berry

From an intimate dinner for 10 to lavish celebrations for 500, every delectable dish from Caper & Berry is served with a sense of style and occasion.

Tel: (+44) 01483 427 521

sales@caperandberry.co.uk

caperandberry.co.uk

Clement Worrall

Exceptional menus, precisely executed concepts and intelligent solutions to the challenges of event catering ensure that Clement Worrall consistently delivers innovative, quality led events.

Tel: (+44) 020 7261 1950

events@clementworrall.com

clementworrall.com

Gather & Gather

Our in-house caterers Gather & Gather have a reputation for curating wonderful food and drink experiences using local produce. Their approach and philosophy around food, drink, service and caring for the planet means you are in the best of hands for all your catering needs.

Tel: (+44) 020 7921 0648

southbank.centre@gatherandgather.com

gatherandgather.com

Rhubarb

Rhubarb's product is stylish and menus are deliciously different. With creative flair and seasonal ingredients of the highest quality, rhubarb's food, drink and service is exceptional.

Tel: (+44) 020 8812 3200

hello@rhubarb.co.uk

rhubarb.co.uk

Social Pantry

Social Pantry is the go-to London caterer for incredible events. With David Attenborough, Rihanna and Hillary Clinton on their client list, they are well known for serving delicious fresh food in season. Social Pantry is leading the way in ex-offender employment maintaining 10% of their workforce as ex-offenders.

Tel: (+44) 020 8871 1949

enquiries@socialpantry.co.uk

socialpantry.co.uk

Spook

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SOUTHBANK CENTRE

A catering and cocktail company which delivers modern food, drink and service with a passion for sourcing ingredients that are big on flavour and also good for producers and the planet.

Tel: (+44) 020 3397 9537

hello@spooklondon.com

spooklondon.com

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