

SOUTHBANK CENTRE

ARTS RENTALS PROMOTER GUIDE

Royal Festival Hall and Queen Elizabeth Hall

**This document forms part of the Southbank Centre's Rental Agreement
Valid from: 1 April 2024 - 31 March 2025**

Abbreviations used in this document:

Royal Festival Hall – RFH

Queen Elizabeth Hall – QEH

Southbank Centre – SC

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*SC reserves the right to adjust the costs listed in this Promoter Guide at any time.
All prices listed are exclusive of VAT, which will be charged at the prevailing rate.
All information correct at June 2024.*

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SC CONTACTS

The main contacts in relation to the logistical / marketing aspects of your event are the Event Manager and Marketing Officer, which will be allocated 3 months prior to the event. Before that, please contact either your Programming contact or the Arts Rentals and Partnerships team.

Event Manager	As allocated 3 months prior to Event
Marketing Officer	As allocated 3 months prior to Event
Arts Rentals & Partnerships	020 7150 6517
Production / Technical	020 7921 0737
Ticketing Services	020 7921 0804
Press Office	020 7921 0888

Southbank Centre Address	Southbank Centre Belvedere Road London SE1 8XX
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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

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

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)
- Cleaning and standard security¹ of the venue

Marketing

- A dedicated Marketing contact, allocated 3 months prior to Performance
- Event listing on the Southbank Centre website
- Inclusion in SC Members on sale email and one appearance in a regular SC email
- Exit flyering opportunities (strictly subject to availability)
- Access to SC postal data (strictly subject to availability)

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

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ABOUT YOUR VENUE HIRE

Contract ('Rental Agreement')

The Rental Agreement must be signed by the promoter before an event is put on sale. 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.

Deposit

All promoters are subject to credit check by SC Finance and SC reserves the right to charge up to 120% of the hire fee as a deposit including contingency for production costs.

Access, Curfew & Contracted Time

Once contracted and on sale any deviations from the contracted start time will not be permitted. Access to the auditoria and backstage areas is not allowed outside of the contracted time.

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:

- 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.
- Production staff and crew required after 23:00 due to over-running events or get-outs.
- Technical staff required for performances running beyond 23:00, the services of whom are available between the hours of 08:00-23:00.

The Promoter will also be liable for early opening charges on top of the standard hire fee if:

- Public use of RFH front of house is required before 10am
- Public use of QEH auditorium and/or foyer is required before 6pm

Please refer to the SC Arts Rentals Rate Card for full details of early, late, overnight call and taxi costs.

Public Liability Insurance (PLI)

Southbank Centre is 'self insuring' as a public body and as such does not carry commercial insurance. Accordingly, all promoters are responsible for obtaining and paying for public liability insurance which shall be applicable to all persons and property, with not less than £10 million of cover for any one claim. Your Event Manager will require a copy of your PLI paperwork.

Settlement

You will be issued paperwork relating to Foreign Entertainers Tax, PRS and bank details - please ensure these are returned promptly. We are unable to process any settlement payments without a completed PRS/FEU form.

SC Finance will deduct the following from your settlement:

- Any portion of the hire fee as yet unpaid
- Any services and facilities charges
- Any commission we retained (if applicable)
- Credit, debit card and paypal administration fee
- Payments to PRS or other recognised collecting societies
- FEU tax where applicable
- Agency commissions/fees (if applicable)
- Discounts
- Refunds

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Settlements to artists should not be made by you on the basis of interim sales summaries and if so will be made at your sole risk. Whilst we will endeavour to make all ticket settlements within 30 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. If your event runs later than the agreed curfew in your contract then your settlement is likely to be delayed.

GETTING YOUR EVENT ON SALE

Event 'Go Live'

All events should go on sale 3 months prior to the Performance date at the latest. Any specific on-sale date requests can be discussed with the Arts Rentals team or your SC Programming contact.

To put your event on sale, we will need from you:

- Signed Rental Agreement
- Deposit Payment
- Completed Go Live Form
- Completed Ready Reckoner
- Images

Templates and guidelines of the above assets will be sent to you by the Arts Rentals team or Programming contact.

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.

Please note that the on sale process usually takes 3-4 weeks after all assets have been received and checked by the Arts Rentals team or Programming contact.

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 SC.

Where there is an amendment made by the Promoter and ticket holders must be informed, SC 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 SC resources.

SC reserves the right to contact its customers in the event of a material change being made to an event. Amendments may take up to three working days from initial communication to flow through to the SC website.

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

Customer Comms

SC sends a pre-event email to customers 2 days before the event and a post-show survey email after the event. The pre-event email contains information on access and directions to our venues. Any amendments to our standard pre-event email must be received no later than 4 weeks before the event and are subject to SC's edit and approval.

Income Potential & Pricing

Please use our Ready Reckoner ticket pricing map to calculate income potential of your event. 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

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events on commission-based deals will require written approval in advance from the Arts Rentals team or Programming contact.

Sales Report

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.

SC Members Priority Booking

It is a contractual obligation to SC to include a priority booking period for SC Members. 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.

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

If you are planning an assisted or accessible performance or would like further advice please discuss with the Arts Rentals team or your Event Manager. An Access Rider, if needed, should be sent to your Event Manager 8 weeks before the event.

If we receive a request for accessible provision from a member of the public for an event that is already on sale, we expect all promoters to be able to make reasonable adjustments in order to provide this, including the promoter covering any costs necessary to deliver the request.

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TICKETING

E-Tickets

SC 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 SC Ticket Office, or through approved agencies that can support e-ticketing (see Agency Ticket Allocations). All tickets will be delivered as e-tickets 7 days before the event unless in exceptional circumstances whereby an additional postage charge of £1 will be made per phone booking.

Agency Ticket Allocations

No more than 35% of available tickets can be sold via ticket agencies. SC is only able to sell tickets via an approved list of ticket agents. Please specify any agency request allocations at the point of set up on your Go Live form. A ticket commission will be charged for all tickets sold via agencies. There is a 2% charge on gross ticket sales to cover credit card charges, plus a commission on third party agency sales of 3% for API-enabled sales and 5% for non-API enabled sales or promoter sales. For more information, please contact the Arts Rentals, Partnerships and Administration team.

If any tickets are sold through a non-approved ticket agency or third party platform without the prior written approval of SC, a penalty charge will be applied to your final settlement.

VIP Packages

If you plan to offer a VIP package for your Performance, please discuss this with the Arts Rentals team or your Programming contact in advance of going on sale. SC will not accommodate VIP package requests after going on sale or promoter third party VIP packages. Any additional space bookings are subject to availability and hire fee. Any additional staffing required will be recharged to the Promoter.

Ticket Refunds

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

Complimentary Tickets

Promoters have a maximum number of allocated complimentary tickets to cover press, guest and promoter holds. Please note that the Promoter is responsible for the allocation and distribution of their complimentary and press tickets.

- RFH: 150 tickets
- QEH: 50 tickets

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.

Guest / Press List

The standard press ticket seat positions (please refer to Appendix 1) will be held from the outset, as part of your complimentary promoter holds allocation, unless you stated otherwise in your Go Live form and Ready Reckoner.

SC Press Office will not confirm/deny any press tickets directly with journalists, log any ticket requests, nor attend the box office to give out press tickets.

It is the promoter's responsibility to:

- Allocate all their own guest and press list
- Handle all press requests
- Email a final guest list (including press) and confirmation of any unused complimentary seats to be released for sale to the Event Manager, Ticketing Duty Manager and Ticketing Services no later

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than 24 hours in advance of the performance start time

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. Please specify which seats are for press.

All guest lists received in time will be booked in and the guests will receive e-tickets, via email with a PDF attachment, at least 2 hours before the event. If for any reason a physical ticket is required, a printing charge of £0.50 per ticket will apply.

To ensure guest lists are processed in good time, where there are large guest lists (i.e. 100+ tickets for RFH events / 40+ tickets for QEH events. Other events will be agreed upon on a case by case basis), additional Ticketing Staff hours may be required, in which case there may be a charge for this service which is passed on to the Promoter.

Seat Holds

Please see Appendix 1 for a comprehensive list of SC's House Seats, Venue Holds, Development Holds and Tech Holds, explaining their position and purposes. Please note that the Goodman Box in the RFH is held for exclusive SC use and may not be sold to customers or used as Promoter 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.

Concessions

A limited allocation (minimum of 2% of the house) of 25% off concession tickets is available for recipients of Universal or Pension

Credit, full-time students and children under the age of 16 on a first-come-first-serve basis.

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 (10 or more people unless otherwise stated) 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.

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'.

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 Arts Rentals team or Programming contact.

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.

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

Wheelchair Spaces and Pricing

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.

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.

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MARKETING

SC 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. The Promoter Branding Guidelines can be downloaded from: <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.

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 copying in your Event Manager and Marketing Officer.

SC Marketing Provisions

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. 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.

The following marketing services are included in your hire as standard:

- **SC website** (www.southbankcentre.co.uk)
We provide a listing on the website which contains text, an image and easy links to book tickets for every event. Your event will be listed on SC's website from the event's on sale date.

- **E-bulletins**
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 that we are unable to offer solus emails.
- **SC Monthly Listings**
Provided that you meet the deadline for copy (usually 8 weeks before diary publication), your event will be included in SC Monthly Listings. SC's monthly listings brochure is an easy to navigate short-form listings guide displayed on site.

The following opportunities may be offered, subject to availability. Please be in touch with your Marketing contact.

- **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.
- **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

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discuss this with your Marketing contact at least eight weeks in advance of your event. Any materials will need to meet our branding guidelines. Please be aware that exit flyering is strictly subject to availability.

- Social Media

Our social media channels are primarily reserved for behind-the-scenes videography / photography, performance clips, educational content and other editorial content that will help engage audiences, rather than event-specific marketing. Our digital team has editorial autonomy over what content is featured. If you have high-quality content that you think might be suitable for inclusion on our social media channels, such as sound clips, video clips and images that add value please discuss with your Marketing contact.

- Media Listings

Where appropriate, we will include information on your event in our own press materials, for example monthly listings which are distributed to key media outlets. 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.

Programmes & Freesheets

At 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 SC branding and a statutory paragraph about SC and needs to be signed off by SC's Marketing team.

Please refer to the Promoter Branding Guidelines and contact your Marketing contact for more information and guidance.

Delivery of Promotional Print and Programmes

We require at least five days advance notice that material is arriving, and ask that it arrive between 09:00 – 17:00 Monday to 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.

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. You will need to complete and include in your delivery a Print Delivery Form which can be obtained from your Marketing contact.

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.

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RECORDING, FILMING & BROADCASTING

Audio / video recording for commercial, promotional or archive purposes

Please advise us at the point of booking if you wish to record or broadcast the event. Permission to film or record is at the discretion of SC and must be approved in writing prior to the event.

Any filming or audio recording in SC - 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 the event. Your Event Manager can provide a quote of fees on request, depending on the intended use of the footage.

To ensure the best possible customer experience, we will always aim for the recording to not affect sightlines or unduly distract the audience. Where auditorium seats need to be held off for sightline / camera purposes, these should ideally be applied before the event goes on sale. 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.

SC camera / recording package

Please note that Southbank Centre has the final call on the number of film crews and cameras that can be on site at any one point.

You are welcome to bring your own crew to record a performance at SC, 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.

Alternatively, SC 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. Please see the relevant Rate

Cards for further details on production packages and facility fees.

Press photography / press filming

If you would like to organise press 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 press 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.

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FRONT OF HOUSE INFORMATION

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.

Should you require the Ticket Desk to open outside of our standard operation hours, additional Ticketing Staff hours will be necessary, in which case there may be a charge for this service which will be 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 Arts Rentals Rate Card for more details on Visitor Assistant costs.

Security

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.

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 closes 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 an hourly Extra Visitor Assistant, with unstaffed racks available free of charge. Any staff

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required after 23.00 will incur overtime charges and taxi charges will also be incurred.

Cleaning and portorage

General cleaning is provided by Southbank Centre, and any additional cleaning requirements for your event can be booked for an additional fee. We expect all promoters to leave all venues in the condition that they were provided in. In the event that the venue is not left in a reasonable state of cleanliness, Southbank Centre reserves the right to charge for additional cleaning after the event. SC may also charge for additional portorage requirements or work outside of general hours (08:00 – 23:00).

Drinks IN / OUT policy

Southbank Centre allows drinks into our auditoria to enhance customer experience. If you feel that this would be detrimental to your event, please discuss with your Event Manager / SC contact.

Latecomer policy

Visitor Experience will assume that 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.

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.

Reception catering

Catering must be provided by one of SC's approved catering companies, the list is available from your Event Manager and in Appendix 2. If you supply your own drink at a private event, corkage charges may apply by arrangement with your selected caterer.

Programme selling

A facility fee for selling programmes is applicable as per the Arts Rentals 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. It is the Promoter's responsibility to ensure that this information is passed on to a third party if applicable.

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.

Merchandise: 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 refer to the Rate Card and ask your Event Manager for an Event Merchandise form 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

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take payment and provide you with a VAT Invoice as receipt of payment.

We are unable to proceed with merchandise selling unless either the minimum commission charge (Option 1) or full Pitch rate (Option 2) 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.

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

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.

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

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 an Extra Visitor Assistant per hour / per person with a minimum shift of 4 hours.

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

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

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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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BACK OF HOUSE INFORMATION

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

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.

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 23:00 and beyond. Please refer to the Arts 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.

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.

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.

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.

To discuss your lighting requirement and lighting equipment available, please contact your Production Manager, who will be able to give an accurate idea of crewing and cost.

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 will be provided free of charge for your event as well as two piano tunings per event by a SC approved piano tuner. With the exception of the QEH organ

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which needs to be requested at the time of booking due to extra acclimatisation requirement, please contact 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).

Additional power

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

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.

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.

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.

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.

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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.

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.

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.

Backstage access for disabled people

SC aims to be a sector leader in accommodating artists and technicians with disabilities. Please contact your Production Manager to discuss stage access. Your Event Manager can provide details on backstage facilities at the RFH and QEH including accessible dressing rooms, wheelchair access, parking and personal emergency and evacuation plans. An Access Rider, if needed, should be sent to your Event Manager 8 weeks prior to the event.

Artists' Bar

The RFH backstage artists' bar can be opened and staffed 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

A Green Room is available in each venue and it 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

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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 request an Approved Caterers list from your Event Manager.

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SC POLICIES

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 your Event Manager.

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 3 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.

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.

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 your Event Manager.

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.

Promoter and artist sponsors

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 4 for more details.

All requests for assistance with Development delivery are to be directed in the first instance to Southbank Centre Corporate Development via 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

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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.

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Appendix 1 - Seat 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.

Royal Festival Hall

House Seats (40)

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

Rear Stalls: Row CC 34-37

Side Stalls, Blue Side: Row W 39, 41

Goodman Box: All seats

Venue Holds (26)

Front Stalls: Row N 28-33

Rear Stalls: Row AA 25-30, Row CC 38-43

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

Queen Elizabeth Hall

House Seats (10)

Front Stalls: Row L 27-32

Rear Stalls: Row BB 1-2 & 38-39

Venue Holds (8)

Front Stalls: Row H 23-26

Rear Stalls: Row CC 29-32

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.

SC reserves the right to adjust the costs listed in this Promoter Guide at any time.
All prices listed are exclusive of VAT, which will be charged at the prevailing rate.
All information correct at June 2024.

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The location of these seats would be as follows:

Royal Festival Hall (20)

Front Stalls: Row D 24-27, Row N 24-27, Row P 28-31, Row R 28-31, Row S 28-29, Row T 26-27

Queen Elizabeth Hall (10)

Row E 25-26, Row F 27-30, Row G 27-30

Promoter/Press Holds

Please input your permitted amount of Promoter P holds (RFH: 150; QEH: 50), which include Press holds, into the Ready Reckoner in the locations you wish to hold them.

The following standard Press seats 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.

RFH Standard Press hold (30) positions are as follows:

Front stalls: Row J 15-16 & 28-29, Row K 15-18 & 26-29, Row L 15-18 & 26-29

Rear stalls: Row BB 15-16 & 36-37, Row CC 13-14, Row DD 15-16, DD 36-37

QEH Standard Press hold (20) positions are as follows:

Row E 14-15, 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% confirmed before going on sale, SC reserves the right to hold all possible tech holds from the outset.

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 Tech Holds

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

Side Stalls, Green Side: Row W 1 & 4

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

Front stalls: Row R 17-27, Row S 17-27, Row T 17-27

Rear stalls: Row AA 14-26

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 A 5-8 & 36-39, Row B 5-7 & 37-39, Row C 5-6 & 38-39, Row D 4 & 40

Flown speakers sightline holds

Boxes: 1, 2, 3, 7, 8, 9, 25, 26, 27, 34, 35, 36

SC reserves the right to adjust the costs listed in this Promoter Guide at any time.
All prices listed are exclusive of VAT, which will be charged at the prevailing rate.
All information correct at June 2024.

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Ground stacked speakers sightline holds

Side stalls, Green Side: Row W 18-27, Row X 18-27, Row Y 18-27, Row Z 16-27

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

Projection in the Control Room holds

Rear Stalls PP 24-28, RR 24-28, SS 24-28, TT 24-28, UU 24-28, WW 24-28

Balcony Projector and/or Sound Desk position

Balcony A 21-28, B 21-28, C 22-31, D 22-31, E 22-31, F 22-31, G 22-31, L 24-29, M 24-29, N 24-29

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.

Large Projection screen with Flown PA

All Boxes Green Side: Boxes 1-12, All Boxes Blue Side: Boxes 25-42, Goodman Box Seats 1-8

RFH Balcony Green Side:

A2-12, B2-12, C1-11, D1-11, E1-10, F4-10, G4-9, H4-9, J4-8, K4-8, L4-7, M4-7, N4-6

RFH Balcony Blue Side:

A37-47, B37-47, C42-52, D42-52, E43-52, F43-49, G44-49, H44-49, J45-49, K45-49, L46-49, M46-49, N47-49

n.b. If you are planning an event with a projection screen please ask the Arts Rentals team for the RFH Ready Reckoner - Projection template

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

QEH Tech Holds

Central desk seat kills

Row J 14-26, Row K 14-26, Row L 14-26

Central desk restricted view (may not be sellable)

Row AA 14-26, Row BB 14-26, Row CC 14-26, Row DD 14-19, Row EE 14-19

Rear desk seat kills

Row MM 13-26, Row NN 13-26, Row PP 13-26

Masking kills (2m leg only)

Row A5-7, 33-35, 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 2 – 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

Company of Cooks

Our in-house caterers Company of Cooks 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 mean you are in the best of hands for all your catering needs.

Tel: (+44) 020 7921 0648

southbank.centre@companyofcooks.com

<https://www.companyofcooks.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

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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Appendix 3 - 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, visitors² 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.

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;

² For the rest of the policy these groups will be referred to as 'staff'.

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- 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
- **Designated Safeguarding Lead:**
Alexandra Brierley, Director of Creative Learning
alexandra.brierley@southbankcentre.co.uk
078 1583 6172

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- **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

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

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- 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**³. 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 reputation⁴

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

³ 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.

⁴ <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

SC reserves the right to adjust the costs listed in this Promoter Guide at any time.
All prices listed are exclusive of VAT, which will be charged at the prevailing rate.
All information correct at June 2024.

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Appendix 4 - 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 via 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.

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.

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All prices listed are exclusive of VAT, which will be charged at the prevailing rate.
All information correct at June 2024.*

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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.

3.4.1 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

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

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- 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.