

SOUTHBANK CENTRE

ARTISTIC RENTALS PROMOTER GUIDE

Royal Festival Hall, Queen Elizabeth Hall and Purcell Room

This document forms part of Southbank Centre's Rental Agreement
Valid from: 1 April 2018 – 31 March 2019

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Abbreviations used in this document:

Royal Festival Hall – RFH
Queen Elizabeth Hall – QEH
Purcell Room – PUR
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	915 seats 707 seats with full tech holds
PUR	293 seats total 236 seats with full tech holds 365 without extended stage in place (N.B. default position is <u>with</u> extended stage)

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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 and foyer sales staff
- Cloakroom attendants (for main auditoria events only)

Marketing

- A dedicated Marketing contact, allocated 3 months prior to Event
- Event listing on Southbank Centre website
- An entry in SC's monthly print listings, subject to copy deadlines being met
- For RFH shows only - inclusion of flyer in leaflet racks (from one month prior to your Event), subject to compliance with SC branding guidelines
- Inclusion in SC Members on sale email and one appearance in a regular SC email
- Opportunities to promote via SC social media
- Exit flyering opportunities (strictly subject to availability)
- Access to SC postal data

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 with 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.

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

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 assigned an Event Assistant who will issue you with SC's on sale documentation and work with you to put your event on sale. Any specific on sale date requests can be discussed with the Artistic Rentals team or your Event Assistant. 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 may take 10-15 days during busy periods. 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 confirmed artists, programme, ticketing information, discounts, ticket agency allocations, notification of any adult content, age restrictions/recommendations, special effects, approximate timings, and latecomer policy.
- **Copy**
Up to 250 words of main copy and 150 characters of summary copy 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 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 300 characters, this will be edited when appearing in other places on the website: for example, search results.

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

Please do not send press releases.

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- **Completed Ready Reckoner ticket pricing map**

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

- **Images**

Please supply landscape images at the largest size possible. **All images used on event pages on Southbank Centre website must be a minimum of 1600 pixels (w) x 900 pixels (h).** In some cases, the same images may also be displayed on the site at 1600 (w) x 630 (h).

Please note we cannot use images that include text, logos or composite images. 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 ready edited clips 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 you can either display up to three images in the main carousel area with a video embedded in the main body copy or one video file in the main carousel area. This video requires an image thumbnail.

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.

Permission for usage of images and videos is your responsibility and please provide a photographers 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 your Event Assistant or 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.

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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. Southbank Centre Members are an integral part of ticket sales for Southbank Centre 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. The priority booking period must be a minimum of 24 hours prior to the general on-sale and be a minimum of 24 hours prior to the general on-sale and must precede any third party pre-sales.

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 box office receipts net of VAT. Rates at June 2018 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 £3.50 as these channels are more labour intensive to run, while those booked online have a charge of £3. 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 (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)
- PUR – 25 tickets (recommended distribution: 15 Promoter, 10 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 Ticketing Services and Ticketing Duty Managers in excel format no later than 3.5 hours in advance of the performance start time.

Final guest lists and releases for weekend events can be sent to Ticketing Services and Ticketing Duty Managers up to 4pm on the Friday before the Performance. After this time it should be sent to the Event Manager and Ticketing Services Duty Managers no later than 3.5 hours in advance of the performance start time so it can be passed to the Ticketing Duty Manager on duty at the ticket desk for processing. Our guest list template must be used if SC is managing your guest list.

If your event is on a commission-based deal, the value of any tickets used over the contractual allocation will be subject to 13.5% ticket commission of the full price.

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. 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 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 original method of payment in exceptional circumstances.

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House seats and venue holds

For all events held in the RFH, QEH and PUR, 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 and Visitor Experience 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 + 36 venue holds
- QEH – 10 house seats + 8 venue holds
- PUR – 4 house seats + 4 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.

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

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

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

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.

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, Southbank Centre reserve 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.

Southbank Centre reserves the right to contact its customers in the event of a material change being made to an event. The Head of Ticketing 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

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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.

Sales reports

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 ages 16 and under. Tickets are sold on 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 house. If you would like to increase the proportion of the house available at the concessionary rate please contact your Event Manager.
- 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 25% 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.

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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 hosting required will be recharged to the Promoter.
- 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. SC reserves the right to charge 20% commission on any VIP packages.

Where there is an amendment made by the Promoter and ticket holders must be informed, Southbank Centre reserve 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.

Wheelchair spaces and pricing

Wheelchair spaces are placed throughout the Hall in the RFH, QEH and PUR. 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.

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 concessionary ticket prices is determined 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. The data on the Access List is checked and monitored annually and there

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are now approximately 3% of patrons on our database listed as members.

Patrons who have a specific seating requirement but don't need to bring a companion receive 20% discount.

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.

Wheelchair seats

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

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

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 feel that the event you are planning would be suitable in an assisted format or would like further advice please do discuss with your Event Manager.

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FRONT OF HOUSE

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

- Stewarding
- Ticketing and foyer sales staff
- Cloakroom attendants (for auditoria events 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 Services staff members where there are large guest lists (120 or more) managed by SC Box Office, 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 both Non-Ticketing Hosts and Ticketing Hosts; please refer to SC's Artistic Rentals Rate Card for more details on Hosting costs.

Receptions

If available, other spaces at Southbank Centre can be hired for receptions, as part of your main auditorium event. The rates below are for standard reception times, between 17:00-23:00.

- | | |
|--|------|
| • Level 5 Function Room | £370 |
| • Level 5 Function Room (with PA and operator) | £650 |
| • Sunley Pavilion / Level 3 Function Room | £135 |
| • QEH foyer reception space | £135 |

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 - a list is available from your Event

² Additional security charges may apply for certain types of event, please consult your Event Manager
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Manager. 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 commission payable is as follows:

- RFH £250
- QEH £130
- PUR £68

In order to comply with our auditing procedures, all programme monies have to be banked after the performance via SC's Visitor Experience team. Income due will only be paid via the concert settlement. It is the Promoter's responsibility to ensure that this information is passed to a third party if applicable.

Settlement and Payment for programmes will normally occur within 7 days of your event by bank transfer. Please note that no cash settlements will be made on the night. 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, CDs and DVDs, 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, CDs or DVDs you should contact Foyles directly to make arrangements for sale. The contact is Colm Devereux, Events Co-Coordinator, phone 020 7437 5660, or email colm.devereux@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 a 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.

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

Southbank Centre sells on your behalf	Merchandise % commission rate	Minimum commission charge to be applied per event
RFH	25%	£125 + VAT
QEH		£62 + VAT
PUR		£62 + VAT
Function Rooms and foyer spaces		£48 + VAT

SC will provide trained Merchandise Hosts on the following conditions:

- Assistant Duty Managers (ADM) 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 the attention of 'Assistant Duty Manager'. Please liaise with your Event Manager regarding the delivery of your merchandise.
- Your stock will be counted by the ADM and Hosts 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.

Please note that cash is 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

Flat Pitch rate (Promoter sells themselves)	Fee (per event)
RFH	£235 + VAT
QEH	£78 + VAT
PUR	£26 + VAT
Function rooms and foyer spaces	£26 + VAT

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)

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SC can provide staff to help at your pitch if requested 3 weeks in advance at an additional cost of £17 + 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 for all non-classical events unless the Event Manager has been informed otherwise 3 weeks prior to the event.

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 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 cloakrooms in the RFH and QEH building foyers are available to patrons, charged at £1 per item. Cloakrooms 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 £14 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.

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Cleaning and portorage

Whilst cleaning is generally 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 portorage requirements or work outside of general hours (08:00 – 23:00).

Safeguarding

We aim to provide safe participatory and creative opportunities for all the children, young people and vulnerable adults who use Southbank Centre. SC have recently reviewed their policies and processes, which apply to all staff, Board members, volunteers, artists and anyone working on behalf of Southbank Centre. Please see Appendix 6 for full details of SC's safeguarding policy.

Security

The RFH and QEH building 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 Southbank Centre 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. The replacement cost (£10 per pass) of any passes that are not returned to 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.

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The Royal Festival Hall building closes at 23:00 daily. 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.
- 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 Production 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 Royal Festival Hall Ticket Office on Level 2, for validation before you leave.

Please note: on Sunday 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

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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 tunings per event by a SC approved piano tuner, by arrangement with Production team
- Two technicians – allocated as per the show requirements plus a manager in a supervisory role

Please see the 2018-19 SC Rate Card 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 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 23:00 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

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Policy, a copy of which is available from your Event Manager.

It is the responsibility of the promoters to notify SC of and make provision to mitigate for 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 sufficient, 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 Host 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.

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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.

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 refer to the document: [RFH sound coverage and PA rigging advice](#) (available from your SC contact). This contains essential information for Promoters of Amplified Shows for Royal Festival Hall shows and can be provided by your Event Manager.

Sound and lighting levels

Please notify SC as soon as possible at 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.

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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/organ³ will be provided free of charge for your event as well as two tunings per event by a SC approved piano tuner. 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).

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

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 some areas are not 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.

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.

³ The Purcell Room and Queen Elizabeth Hall do not have an organ
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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, QEH and PUR including 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, technical specifications etc 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/about/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.

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.

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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/about/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 three months prior to the event. If this is not possible, we will ensure that 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, and we print around 20,000 copies of the listings each month and these are 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 we host every year, space on our leaflet racks is under limited. For RFH concerts, we are generally able to display your A5 leaflets for one month prior to your event on Level 2 of the RFH, and the guidelines are that we would need 1000 flyers for onsite purposes. Please do discuss this with your marketing contact before sending any marketing material and please do not send flyers any earlier than one month prior as we are unable to store or display them.

With the QEH building newly reopened, we are reviewing our policy for leaflet display and locations of racking across the whole of the RFH, QEH and Purcell Room buildings. We will keep all promoters informed if there are any changes to the above provision.

Please note that we don't have the facility to display any posters on site.

SC 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. Logos or any images with text on are not used on the website and we cannot link to any external sites from our website.

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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 music, dance & performance, visual arts, literature, family events and free events. 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

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 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.

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. The use of logos in addition to the Southbank Centre logo will not be approved.

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 based on editorial

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relevance, and as we have a very high volume of events happening at Southbank Centre at any one time we can't guarantee that we can tweet or facebook every request. Please discuss any opportunities surrounding social media with your Marketing Officer, 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 clearly outlined in the Promoter branding guidelines that can be downloaded from <https://www.southbankcentre.co.uk/about/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', 'Southbank Centre's Queen Elizabeth Hall' and 'Southbank Centre's Purcell Room' 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 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, and comply with our branding guidelines (see page 19).

Programmes 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
- Info on time and length of interval

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- Brief guide to concert hall etiquette (info about mobile phone use etc) (see suggested copy below)
- Introduction to Southbank Centre, including contact details for customer relations (see sample 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

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

Welcome to Southbank Centre

We hope you enjoy your visit. We have a Duty Manager available at all times. If you have any queries, please ask any member of staff for assistance.

Eating, drinking and shopping? Southbank Centre shops and restaurants include Foyles, EAT, Giraffe, Strada, wagamama, YO! Sushi, Le Pain Quotidien, Las Iguanas, ping pong, Canteen, Honest Burger, Côte Brasserie, Skylon and Topolski, as well as cafes, restaurants and shops inside Royal Festival Hall.

If you wish to get in touch with us following your visit, please contact the Visitor Experience Team at Southbank Centre, Belvedere Road, London SE1 8XX, phone us on 020 3879 9555, or email customer@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.

RECORDING is not permitted in the auditorium without the prior consent of Southbank Centre.

Southbank Centre reserves the right to confiscate video or sound equipment and hold it in safekeeping until the performance has ended.

MOBILES, PAGERS 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.

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Please note that, as with other promotional materials, no other event within a 50-mile radius of SC is ever to be listed on a programme or freesheet to be distributed at an SC event, nor is any data collection permitted.

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 your 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:

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

Deliverers should contact Assistant Visitor Experience Managers on 020 7921 0757 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.

Delivery address and guidelines for programmes only:

Assistant Duty Manager- Sales
Visitor Experience
Post Room
Southbank Centre
Belvedere Road
London
SE1 8XX

Deliverers should contact Assistant Duty Managers via the post room. Programmes should arrive before 3pm on the day of the event.

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Unsold programme collection or disposal

Any unsold programmes you want to keep must be collected at the end of the performance. Please liaise your the 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 copying in your Event Manager.

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 about your event, 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 box office 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 (your Event Manager will send you a guest list template for completion). 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 direct 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.

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

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RECORDING, FILMING AND BROADCASTING

Press photography / filming

If you would like to organise filming or photography during rehearsal, please contact the Press Office and your Event Manager in advance so that arrangements for photography and/or filming passes and liaison with Visitor Experience can be made. 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

You are welcome to bring your own crew to record a performance at Southbank Centre, as long as you have artist consent, which you must arrange 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 the event. Please see the SC Artistic Rentals Rate Card for further details.

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 SC Artistic Rentals Rate Card for further details on production packages and facility fees.

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SOUTHBANK CENTRE CONTACTS

Event Manager	As allocated 3 months prior to Event
Marketing Officer	As allocated 3 months prior to Event
Head of Artistic Rentals and Partnerships	020 7921 0965
Artistic Rentals and Partnerships Manager	020 7921 0710
Production / Technical	020 7921 0737
Security Enquiries / Booking	020 7960 5207
Ticketing Services	020 7921 0804
SC Ticket Office (bookings)	020 3879 9555
Press Office	020 7921 0888
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 and inserts 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.
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. Send draft letter + Romax mailing reference number + planned inserts to your Marketing Officer for sign off. Once letter & insert plans are signed off, SC will send the data to Romax.
4. 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, Queen Elizabeth Hall and Purcell Room.

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 7921 0609;

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 and the Purcell Room**.
- 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 product 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.

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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.

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 Southbank Centre produced freesheets. 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:

- a. All freesheets and brochures should include Southbank Centre branding.
- b. Material that promotes non-Southbank Centre events will not be allowed on site.
- c. 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.

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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.

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: <http://www.southbankcentre.co.uk/venues/venue-hire>

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

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.

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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.

Monthly listings brochure	Deadline to return on sale documentation, copy and image
April 2018	1 January 2018
May 2018	1 February 2018
June 2018	1 March 2018
July 2018	1 April 2018
August 2018	1 May 2018
September 2018	1 June 2018
October 2018	1 July 2018
November 2018	1 August 2018
December 2018	1 September 2018
January 2019	1 October 2018
February 2019	1 November 2018
March 2019	1 December 2018

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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, VIP to-buy requests 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), 31 (2 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

PUR

House Seats (4)

Stalls: A19-20, E17-18

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Venue Holds (4)
Stalls: Row C19-22

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

Please notify us if you would be happy to 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

Queen Elizabeth Hall

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

Purcell Room

B15-18, E19-20

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

PUR – recommended allocation out of 25 comp holds – 15

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:

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

PUR – recommended allocation out of 25 comp holds – 10

Standard Press hold positions are as follows:

Row A6-7; Row B8-9; B19-20; Row C17-18; Row D19-20

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.

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, Blue Side: Row W30-33

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.

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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

Masking kills (2m leg only)

Row A5-10, 30-35, 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

PUR

Masking kills

Row A1-3 & 23-25, Row B1-2 & 24-25, Row C1 & 25

Sound desk kills

Row K8-18, Row L8-18, Row M8-18

The lighting box access staircase takes out L17 & 18 and M17 & 18. These are permanent holds and will not be sellable seats.

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Appendix 5 - EVENT COPY AND IMAGE GUIDELINES FOR PROMOTERS AT SOUTHBANK CENTRE

COPY GUIDELINES

Copy Format:	<p>Please note: In providing copy for your event at Southbank Centre, you warrant that Southbank Centre is able to edit the copy as 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 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 Southbank Centre reserves final edit and usage control of copy.</p> <p>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. Copy should be clear, concise, in plain English, and in the third person.</p>
Copy Deadline:	<p>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.</p>
Copy Length:	<p>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 300 characters, this will be edited when appearing in other places on the website: for example, search results.</p> <p>Copy should avoid overly long sentences with multiple clauses. 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>
Copy Title :	<p>Titles can be up to 50 characters in length. The design of our website and tickets means that longer 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.</p>
Biographies:	<p>Biographies should be restricted to key highlights and we do not include urls to artist's or promoter's websites.</p> <p>Please note that promoter line credits will not be included on the Southbank Centre website.</p> <p>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>'Southbank Centre' is always two words. Please don't use articles to refer to buildings or for</p>

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	<p>Southbank Centre itself (for example: Royal Festival Hall, not 'the' Royal Festival Hall; Southbank Centre, not 'the' Southbank Centre.)</p> <p>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.</p>
Press release:	<p>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.</p>

On all marketing print/advertising, please include the following text on transaction fees:

There are no transaction fees for in-person bookings or Southbank Centre Members and Supporters Circles. For all other bookings, transaction fees apply: £3 online and £3.50 over the phone. If you wish to receive tickets in the post, a £1 delivery charge applies

For more information please contact your event lead.

IMAGE GUIDELINES

Image Requirements:	<p>Please supply one or more landscape image 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 for the homepage or event pages. • 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 images at the largest size possible. All images used on event pages on Southbank Centre website must be a minimum of 1600 pixels (w) x 900 pixels (h). In some cases, the same images may also be displayed on the site at 1600 (w) x 630 (h).</p>

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	Please note we cannot use images that include text, logos or composite images. The format should be JPG, PNG or TIFF where possible.
Image credits:	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.
Image file name:	<p>Please ensure files are saved using the following naming convention: event.start.date(numeric)_event.title_image.credit.details e.g. 140815_David_Leans_Brief_Encounter_image_credit_mario testino.</p> <p>When supplying more than one image please highlight which image is the lead image eg. 140815_David_Leans_Brief_Encounter_image_credit_mario testino_Lead_Image</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 the maximum number of media files on an event page is 4. You can have a combination of either: Up to 3 images in the main carousel area with a video embedded in the main body copy OR 1 video file in the main carousel area. This video requires an image thumbnail. <p>With regards to Festival/Series pages, you can have up to 3 images or 1 video (with a thumbnail image) in the main carousel area.</p> <p>Please note: 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.</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.

SOUTHBANK CENTRE

Appendix 6 - SAFEGUARDING AT SOUTHBANK CENTRE

Southbank Centre is committed to safeguarding children and vulnerable adults whose welfare is paramount.

We aim to provide safe participatory and creative opportunities for all the children, young people and vulnerable adults who use Southbank Centre. The policy applies to all staff, Board members, volunteers, artists and anyone working on behalf of Southbank Centre.

The Promoter must comply with SC's Safeguarding Policy and Code of Conduct (a copy of which can be requested via your Event Manager), including when necessary, obtaining a DBS certificate and any other related licenses or permissions when working with children up to the age of 18 or vulnerable adults, as well as ensuring any data relating to children specific to the engagement is managed in compliance with GDPR.

The purpose of the policy overall is:

- To provide protection for the children who participate in Southbank Centre's activities.
- To provide staff and volunteers with the overarching principles which guide our approach to safeguarding.
- To ensure all Safeguarding elements are considered across the programming, planning and delivery of all activity.

Southbank Centre's Safeguarding arrangements

We keep children on our site safe by ensuring the following:

- Safer recruitment
- Clear policy and procedures
- Guidance on safe practice
- Staff awareness
- Designated responsible person
- Whistleblowing policy
- Support for staff

Safer recruitment

Southbank Centre ensures that any member of staff, artists or workshop leaders engaged in regulated activity have a DBS check in line with legislation.

Clear policies and procedures

Southbank Centre has a Code of Conduct regarding working with children which states the acceptable behaviour expected when staff work with children. The code also describes unacceptable behaviour.

If children become separated from their parents or carers when visiting our site, we have a clear Lost and Found Children policy. This ensures that DBS checked staff are responsible for looking after the child until they are reunited with their parents or carers.

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Guidance on safe practice

We keep children safe by valuing, listening to and respecting them. We ensure our policies and guidelines are managed and reviewed by our Safeguarding Committee on a regular basis. The committee is made up of representatives from various departments across the organisation who have a responsibility for the safety of children.

We ensure we have a safe physical environment for our children, young people, volunteers and staff by applying health and safety measures in accordance with legislation.

Staff awareness

All staff at Southbank Centre are given an induction to our safeguarding policies and those working directly with children are given specific training.

Whistleblowing

We have a grievance and whistleblowing policy which has been written in conjunction with our unions which all staff can have access to.

Support for staff

Southbank Centre provides effective management for staff through supervision, support and training to ensure the safety and wellbeing of children on our site.

Designated Responsible People

Southbank Centre has identified two Designated Responsible People who have specific responsibility ensuring the safety and wellbeing of children who visit Southbank Centre. Their role is also to share any concerns or relevant information with agencies who need to know.

Alison Lodge, HR Director - alison.lodge@southbankcentre.co.uk / 020 7921 0725

Sunita Pandya, Deputy Director of Producing and Presentation, sunita.pandya@southbankcentre.co.uk / 020 7921 4259