Information for people with disabilities
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About this booklet

We are Southbank Centre.

We want everyone to be welcome.

This booklet tells you how we can support people with disabilities.

What is Southbank Centre?

Southbank Centre is in London.
It is by the river Thames near Waterloo.

Southbank Centre is made up of:

- Royal Festival Hall
  (Open 10am to 11pm every day apart from Christmas Day.)

- The Poetry Library at
  Royal Festival Hall (Open 11am to 8pm Tuesday to Sunday.)

- Hayward Gallery (closed until 2018.)

- Queen Elizabeth Hall and the
  Purcell Room (closed until 2018.)
Lots of events happen here, like theatre, concerts and talks. There are also some food markets.

Some buildings are closed until 2018 because we are making changes to them.

How can we support you?

Please ask our staff for help at any time if you need it. They will be happy to help.

At Southbank Centre:

- Our buildings are easy for people with disabilities to use.
  
  For example, they have lifts, ramps and toilets that are easy to use.

- There is free parking at the National Theatre car park if you have a blue badge.
At Southbank Centre:

- Some people with disabilities can get cheaper tickets for events and a free ticket for the person they are with.

See page 9 for more information.

At Southbank Centre you can:

- Borrow a wheelchair (from Royal Festival Hall Artists' Entrance.)

- Get equipment to help you hear sound better. Ask at a ticket office for this.

- Get support from staff if you cannot see or find it hard to see.

For example, someone can tell you where things are or what is happening at a show.

Please tell us if you want support like this.
At Southbank Centre you can:

- Bring your assistance dog if you have one.

- Ask staff to go into an event before other people.
  You can do this if you cannot stand up for long or need more time to get to your seat.

- Bring any medicine, food or drinks that you need for your disability or health condition.
Our events and shows

We are making more of our events and shows easier for people with disabilities.

You can ask us for help to make an event or show easier for you.

For example, you may need to:

• Know what is happening in British Sign Language (BSL).

• Listen to someone talk about what is happening in the show.

• See the words people are saying on a screen.
Or you may need to:

- Go to an event that is easier for people with autism or learning disabilities.

  For example, some events have less noise and lights. And it is easier to relax and move around.

If you need support like this please ask us at least 6 weeks before the event or show.

We cannot always help, but we will always try our best.

Some of our events already have support like this for people with disabilities.

We have equipment to help people hear sound better at all our live events.

You can ask for a list of our events in Braille, sound or large writing.
Our Access Scheme
(Cheaper tickets and other support)

We have something called an Access Scheme that you can join.

If you join the Access Scheme you can:

• Get information about events that are easier for people with disabilities to go to.

• Ask us for information in a way you find easy to understand. For example, in easy read like this booklet.

You may be able to get:

• Cheaper tickets for some events and a free ticket for your supporter or carer if you can only sit in certain places.

To join please fill in the form starting on page 14.

Or you can ask someone who supports you to fill in the form for you.
How to get to Southbank Centre

Our address is:
Southbank Centre
Belvedere Road
London SE1 8XX

There are some maps on our website:
https://www.southbankcentre.co.uk/visit/maps-floorplans

1. By Underground and train

The nearest Underground (Tube) stations are:

Waterloo. This station is on the:
- Northern Line  (the black line)
- Bakerloo Line  (the brown line)
- Jubilee Line    (the silver line)
- Waterloo and City Line (the light green line)
**Embarkment.** This station is on the:

- **District Line** (the green line)
- **Circle Line** (the yellow line)

**The nearest train stations are:**

- Waterloo
- Waterloo East
- Charing Cross
- Blackfriars

2. **By bus**

These buses stop less than 2 minutes away from Southbank Centre:

<table>
<thead>
<tr>
<th>Route</th>
<th>Stops</th>
<th>Frequency</th>
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<tr>
<td>RV1</td>
<td>68 and N68</td>
<td>176</td>
</tr>
<tr>
<td>1 and N1</td>
<td>76 and N76</td>
<td>188</td>
</tr>
<tr>
<td>4</td>
<td>139</td>
<td>243</td>
</tr>
<tr>
<td>26</td>
<td>168</td>
<td>341</td>
</tr>
<tr>
<td>59</td>
<td>171 and N171</td>
<td>521</td>
</tr>
<tr>
<td></td>
<td>172</td>
<td>N343</td>
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These buses stop 5 minutes away:

- 77 507
- 211 N381
- 381

3. **By bike** (Park at Southbank Centre Square near Belvedere Road.)

4. **By taxi**
5. By river boat

You can get:

- The boat from Westminster to St Katherine’s. Get off at Festival Pier.

- River Bus number RB1. Get off at London Eye Waterloo. You can use your Oyster card.

6. By car

There are not many spaces to park.

You can park at the National Theatre and Cornwall Road car parks.

Parking is free at the National Theatre car park if you have a Blue Badge.

To park for free:

You must show your Blue Badge and parking ticket to staff at Royal Festival Hall ticket office before you leave.

The ticket office is on Level 2.
A car or taxi can also drop you off on the road between Royal Festival Hall and Hayward Gallery.

It is called the Queen Elizabeth Hall slip road.

More help and information

- Speak to staff if you need help while you visit us.

- To join the Access Scheme or to talk about anything you need when you visit us:

Phone us on 020 7960 4200

Email us at: accesslist@southbankcentre.co.uk
Form to join our Access Scheme

Your name

Your address and postcode

Your phone number

Your email
How can we support you?

Audio description. (Listening to someone say what is happening at the event through headphones that you wear.)

British Sign Language (BSL) at shows and events.

Captioning. (Seeing the words people say on a screen.)

A seat near the aisle. (The aisle is the path you go up to get to your seat.)

A hearing loop or equipment to help you hear sound better.

There are more choices on the next page.
Space for an assistance dog.

Space for a wheelchair.

A seat for the person you are with.

A seat on the same level as the ground (no steps).

A seat close to the stage.

An event or show that is easier for people with autism or learning disabilities.

For example, where there is less noise and lights and it is easier to move around.
Other support. Please tell us what.

What sort of events do you like?

- Classical music
- Music shows or gigs
- Dance
- Education and school events
- Family events
- Talks or events about books and poems
- Art, films or photos

How would you like us to send you information?

- Email
- Post
- Phone
Please sign the form below.

When you sign the form it means that you have a disability. Or the person you are filling in the form for does.

You can only be part of the Access Scheme if you have a disability.

Please sign your name here

The date

Please send this form back to:
Access Scheme
Freepost
Southbank Centre
London SE1 8BR

Or email it to:
accesslist@southbankcentre.co.uk

Some pictures by Photosymbols