



**SOUTHBANK  
CENTRE**

**REPLAY**

# **A Limitless Recycled Playground**

Tuesday 21 January – Sunday 1 June

## **Access information and what to expect guide**

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

## Contact information

If you need any further information, please feel to email

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

Or you can call 020 3879 9555 (Monday – Friday, 10am – 5pm; Saturday & Sunday, 12 noon – 5pm).


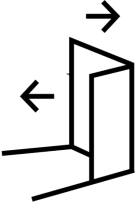
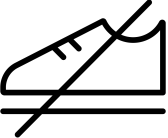

The Southbank Centre’s Access webpage can be found [here](#) or by visiting [southbankcentre.co.uk/visit/access](http://southbankcentre.co.uk/visit/access)



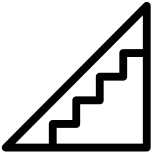
## Contents

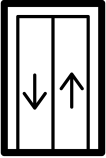

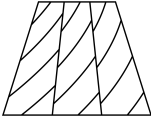

In this guide, you will find:





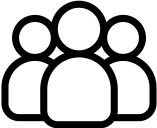

Key information	3
Arriving at the Southbank Centre	8
Step-by-step experience of REPLAY	10
Taking care of yourself	16
Relaxed event	17
Moving around the space	18
Sensory Adapted sessions	19
Early Years sessions	20
Toilet and baby change facilities	21
After your visit	22





# Key information

 <p><b>Timings</b></p>	<p><i>REPLAY</i> is a one-hour experience from start to finish. There will be 45 minutes of self-led play time as part of this.</p>
 <p><b>Come and go</b></p>	<p>You are free to come and go as much as you need during the session.</p>
 <p><b>Shoes</b></p>	<p>We ask that shoes are removed. There is space at the beginning of <i>REPLAY</i> where you can leave and collect your shoes.</p> <p>If this is an issue for you, you can let us know on the day and shoe covers will be available.</p>
 <p><b>Sound</b></p>	<p>Music will be playing throughout your play session. It will be low-level background music and it won't have any sudden changes. You might notice that the beat gets quicker over time, or slows down. You might hear lots of different interesting sounds and instruments while you're in the room.</p> <p>At the end of the experience, you will hear some instructions. There are also banners in the space which say the same as the spoken instructions: 'Reset, colour to colour, object to object'</p>

	<p>The lights and the sound work together to provide a journey through the experience. Cues are given in light as well as sound with changing light effects to signal different stages of the experience.</p> <p>Noise cancelling headphones are available to be borrowed or you are welcome to bring and wear your own.</p>
 <p><b>Lighting</b></p>	<p>There are colourful LED strips lighting the ceiling of the space. These change colour gently, but they do not flash.</p> <p>The lights and the sound work together to provide a journey through the experience. Cues are given in light as well as sound.</p>
 <p><b>Wheelchair accessible</b></p>	<p>This event is wheelchair accessible.</p> <p>Wheelchairs are available to borrow from the Southbank Centre (from the Royal Festival Hall Artists' Entrance)</p>
 <p><b>Step-free access</b></p>	<p>Step-free access is available to the Exhibition Space in Level 1 of the Royal Festival Hall, where <i>REPLAY</i> takes place.</p> <p>The most direct way to reach <i>REPLAY</i> with step-free access is through the Level 1 Southbank Centre Square Doors.</p> <p><a href="#">Click here to view the Southbank Centre's Access Map</a></p>

 <p><b>Lift</b></p>	<p>If you arrive on Level 2 of the Royal Festival Hall, you can take the JCB lift to Level 1. This is located near the entrance to <i>REPLAY</i>.</p> <p>The JCB Glass Lift will be out of service from Monday 24 February as we make improvements to the Royal Festival Hall's lifts and foyer spaces.</p> <p>If you arrive on Level 2 after this date and require step-free access, please ask at the Welcome Desk for alternative routes.</p>
 <p><b>Rest Space</b></p>	<p>A Rest Space is available for audiences to make use of before, during, or after the experience.</p> <p>This is a quieter space with room for you to sit or lie down.</p> <p>If you want to access the Rest Space speak to a Visitor Assistant on the day and they will guide you.</p>
 <p><b>Flooring</b></p>	<p>There is short pile carpet throughout <i>REPLAY</i>.</p>
 <p><b>Assistance dogs</b></p>	<p>Assistance dogs are welcome throughout the space.</p>

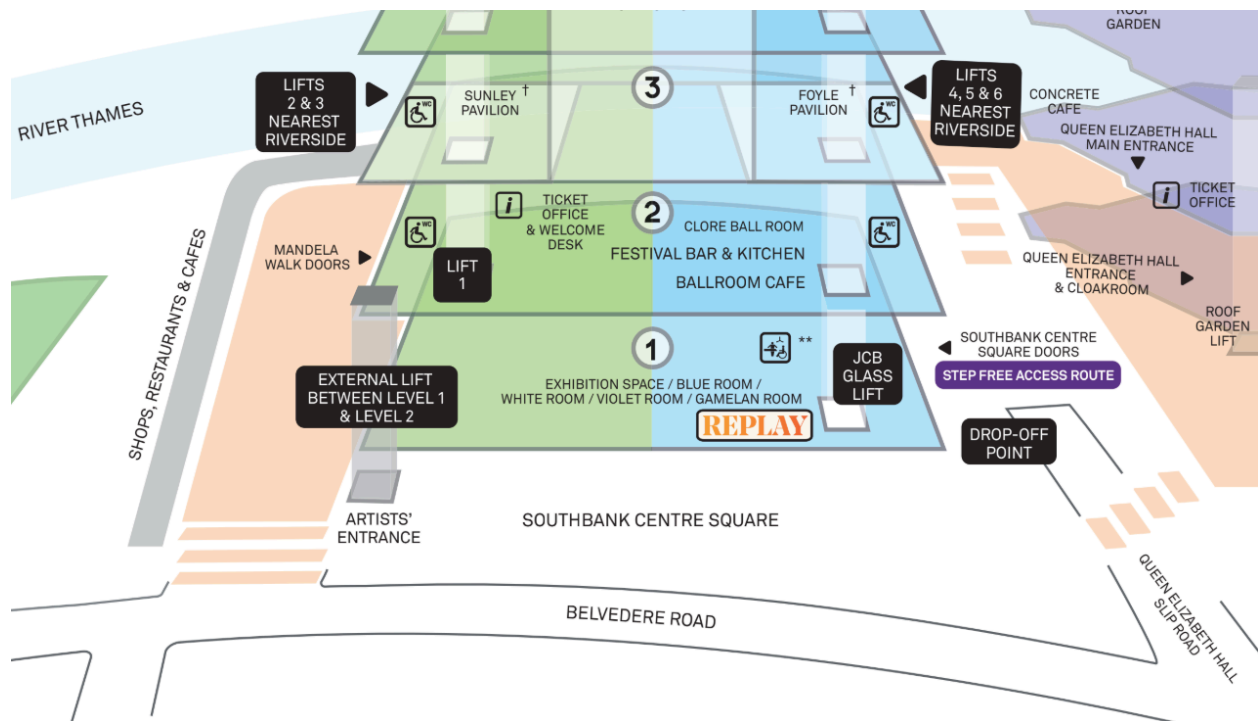
 <p><b>Captions</b></p>	<p>Videos are captioned.</p> <p>There is no live captioning for this experience.</p>
 <p><b>Film</b></p>	<p>A briefing video will introduce you to the space.</p> <p>This is captioned and all written text in the video is spoken.</p>
 <p><b>BSL</b></p>	<p>This experience is not BSL interpreted.</p>
 <p><b>Audio Description</b></p>	<p>This experience is not Audio Described while you are in the space.</p> <p>There is an audio description of the Play Space available here or via this link:  <a href="http://www.theherdtheatre.co.uk/audiodescriptionreplay">www.theherdtheatre.co.uk/audiodescriptionreplay</a></p>
 <p><b>Public event</b></p>	<p>As this is a public event there will be people using the space in different ways. This might mean there is talking, excited sounds and possible sudden noises or movement.</p>
 <p><b>Staff – Visitor</b></p>	<p>There will always be members of the Southbank Centre’s Visitor Experience team around to support visitors and answer any questions you might have.</p>

<p><b>Assistants</b></p>	<p>They will be wearing black Southbank Centre branded t-shirts and yellow coloured lanyards.</p>
<p><b>Sensory Adapted sessions</b></p>	<p>There are Sensory Adapted sessions available.</p> <p><a href="#">Click here for more information on Sensory Adapted sessions.</a></p>
<p> <b>Touch</b></p>	<p>Everything in the installation can be touched. There are lots of different textures to explore.</p>
<p> <b>Reading and writing</b></p>	<p>There are bits of text around the Play Space, and most typed text will also have an image next to it.</p> <p>You are welcome to use assistive devices in the space; however, the compatibility has not been checked within the spaces.</p> <p>Members of the Southbank Centre’s Visitor Experience team will be present and happy to support visitors with reading.</p>
<p> <b>Breastfeeding</b></p>	<p>Breastfeeding is welcome anywhere in our space.</p>
<p> <b>Food and drink</b></p>	<p>No food is permitted in the space, unless needed for health reasons.</p> <p>Sealed bottles or small cups of water are permitted in the space. There are multiple bars with tap water within the building.</p>

# Arriving at the Southbank Centre

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

**REPLAY** is located in the Exhibition Space on Level 1 of the Royal Festival Hall building at the Southbank Centre.



The best location to arrive for *REPLAY* is via the Queen Elizabeth Hall Slip Road.

This is the road between the Royal Festival Hall and the Hayward Gallery, off Belvedere Road.

The entrance to *REPLAY* is located to the left-hand side, through the Southbank Centre Square Doors. There will be signs on the doors.

This access route is step-free.

You can view our site access map here: [Southbank Centre access map & floor plans](#)

There is a buggy park opposite the entrance to *REPLAY*. Items are left at your own risk.

### **Blue Badge parking**

There are three Blue Badge parking spaces available for visitors. These are located on the Queen Elizabeth Hall Slip Road.

Spaces are allocated on a first-come, first-served basis, and use of them is free. You will need to display your Blue Badge as you enter the site. Vehicles that do not display a Blue Badge are refused entry.

Blue Badge holders and those with access requirements can also be dropped off on the Queen Elizabeth Hall Slip Road off Belvedere Road (the road between the Royal Festival Hall and the Hayward Gallery).

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

[View a map of disabled parking locations](#)

# Step-by-step experience of REPLAY

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

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

## 1. Arriving at the entrance:

Everyone who comes to *REPLAY* will need their own ticket, adults and children. All tickets are £7.50. You can buy tickets by [following this link](#).

When you arrive you will be greeted by a Southbank Centre Visitor Assistant. You will be able to identify them as they will wear a Southbank Centre T-shirt and lanyard.

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

You may have to wait a short time before you can enter, while we wait for other visitors to leave *REPLAY*. If waiting is difficult for you, you can leave and come back once the doors are open.

## 2. Shoe Room

The Visitor Assistant will welcome you into *REPLAY* once the doors are open.

The first room you will enter is the Shoe Room. In this space, you will need to take your shoes off and store any small bags or belongings.

You will return to this room before you leave.

This room is well-lit and there will be music playing.

The room has wooden pegs on the walls on both sides where coats and bags can be hung. There are wooden blocks to help you to take off your shoes. Shoes can be stored at the back of the room within the metal shoe rack.



### **3. Cinema Room**

After taking your shoes off and storing your belongings, you'll move into the Cinema Room. In this room the Visitor Assistant will help you find a seat or wheelchair space.

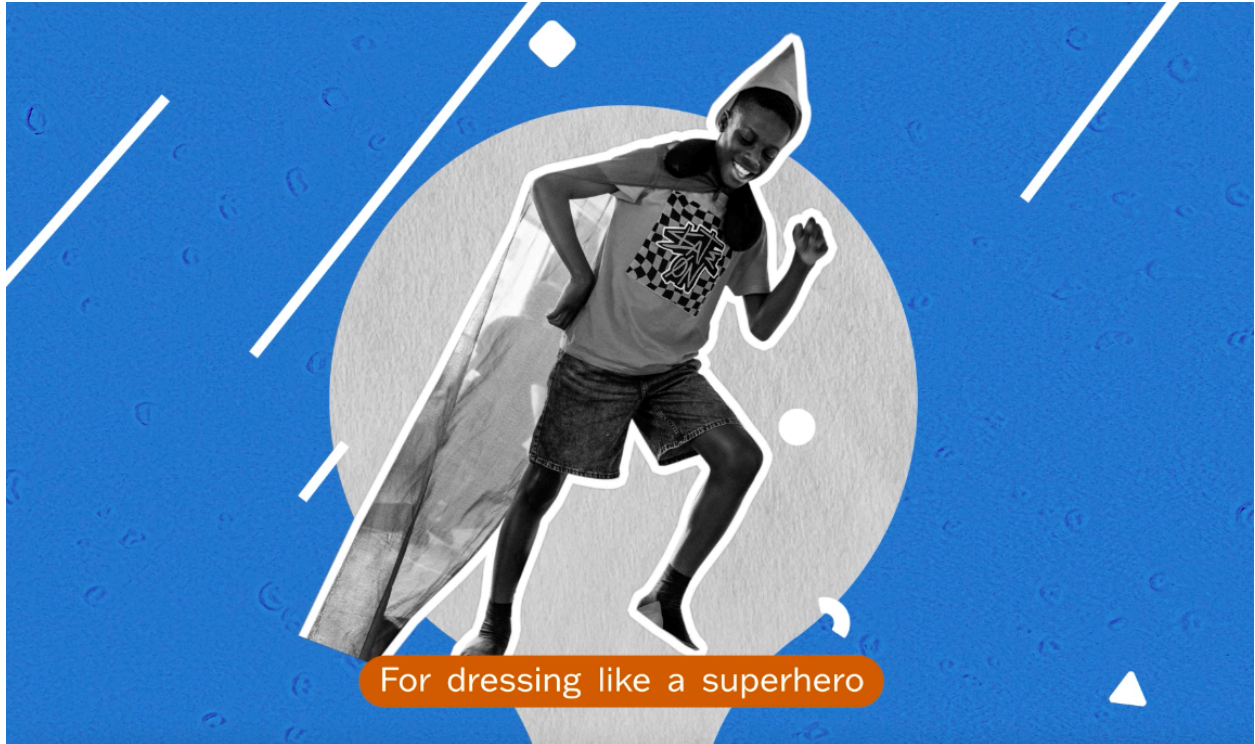
This room looks a bit like a cinema, with black walls and soft seats. The room will be well-lit when you enter and music will be playing.

There is low level lighting (but not totally dark) in this space. There will be soft, tiered seating directed at a screen.



Once everyone is seated a film will play. The film is 3 minutes and 35 seconds long. While the film plays, the lights will get a little darker but it won't be totally dark. The film is accompanied by music and voices of adults and children. It will be captioned and all written text will be spoken.

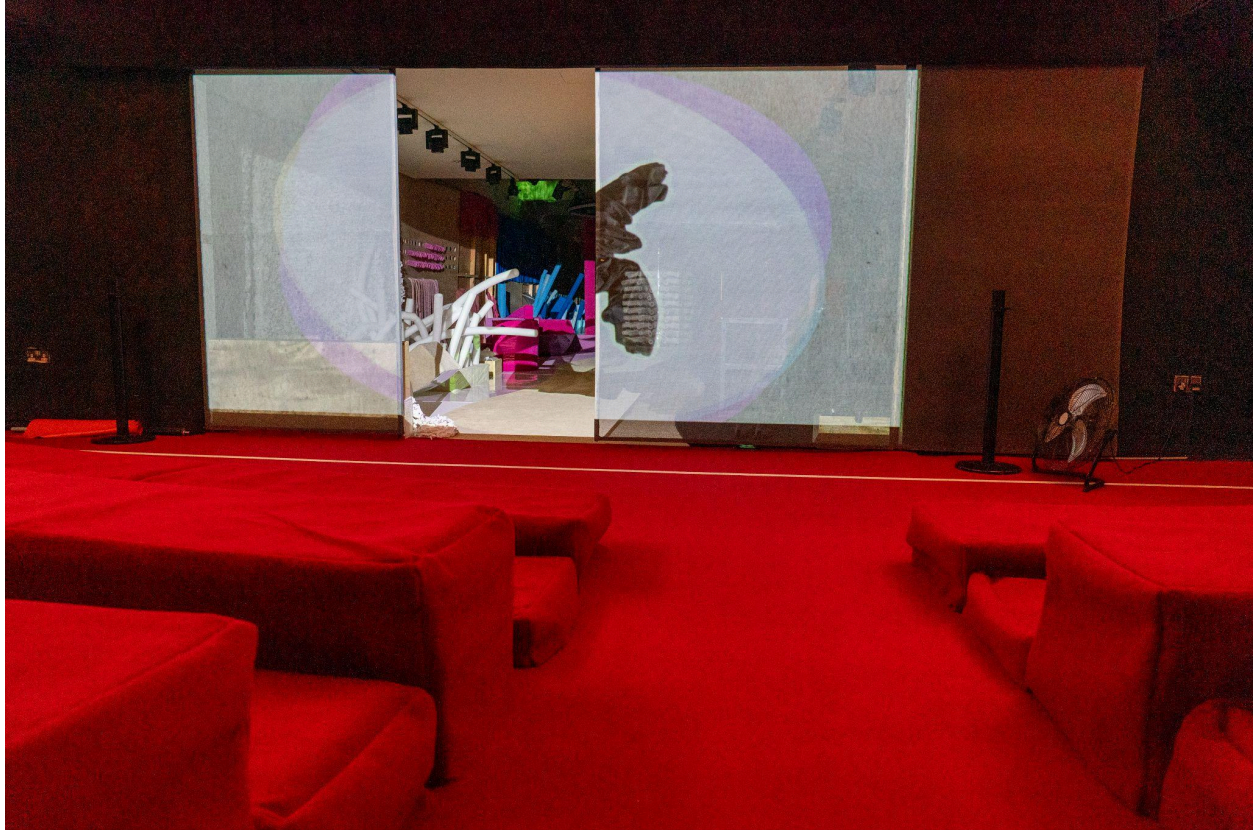
Here is an example from the film:



The film will explain:

1. That this is a play space is made out of reclaimed and recycled materials.
2. Everything in this space is yours to play with and that you can move it, combine it and use it in your play.
3. Remember to look after yourselves, look after each other and – most importantly –have fun!

After the film, the screen will become a door to the Play Space. A Visitor Assistant will pull back the screen and invite everyone to enter.



#### **4. Play Space**

The floor is covered mostly in carpet, with some vinyl. A beige, winding path runs through the middle, and on either side are pockets of colour: black, white, pink, orange, blue, brown and purple.

Curved wooden walls run down either side of the space. Some of these walls also double up as tunnels.

There are a number of loose-part play objects – objects that can be moved around in each area. These include smaller items and larger blocks.

It looks like this:



In the middle of the space is the Play Generator.



The Play Generator is a large tube structure filled with smaller, removable tubes. On each tube is an idea for play:

For example:

- 'Make a rainbow'
- 'Build a village'
- 'Dress your grown-up like a baby'

The Play Generator uses written text to provide play prompts.

You can use the Play Generator as much or as little as you like during your play.

There can be a maximum of 60 audience members in the Play Space. For Sensory Adapted sessions, there can be a maximum of 30 audience members in the Play Space.

You have 45 minutes to play in the space.

### **5. Reset**

At the end of the 45-minute play time the sound and lighting will change to indicate it's now time to reset.

Help us reset the space by returning the objects and materials you've used to their home: colour to colour, shape to shape, object to object, so that others can play again in the space after you.

There are 3 minutes to reset the space. During this time there will be a voiceover letting you know how much time there is. The music gets faster and the lighting pulses slowly.

### **6. Leaving the space**

Once the Reset has finished you will be invited to leave the space. You will exit the way you arrived, through the Cinema Room and collect your belongings and shoes from the Shoe Room.

All of these spaces will be brightly lit with no changing lights. There is no music.

# Taking care of yourself

This experience is self-led.

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

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

We tell everyone these important rules before entering *REPLAY*:

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

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

## Relaxed event

*REPLAY* is a Relaxed event.

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

There is also a Rest Space available for audiences to make use of before, during, or after the experience. This is located a short distance away from *REPLAY* via a short flight of stairs or a platform lift for wheelchair users.

It is also possible to borrow noise-cancelling headphones for adults or children.

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

# Moving around the space

Step-free access is available to the Exhibition Space, Level 1 of the Royal Festival Hall, which is where *REPLAY* takes place.

The space has been designed on one level.

There is short pile carpet throughout *REPLAY*.

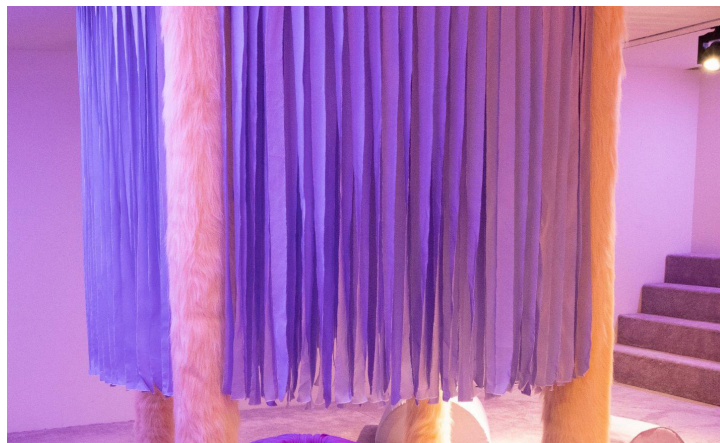
There are plinths and platforms of different heights that may be used as table tops for playing and building.

Objects are stored within walls and containers at different heights.

A Visitor Assistant will help to support your journey through the space if you need a clear route.

There is one tunnel that is 50cm long, which is not wheelchair accessible. There is a sensory purple canopy at the end of the space for anyone who wants to experience an enclosing feeling.

It looks like this:



# Sensory Adapted sessions

Sensory Adapted sessions take place on Thursday afternoons at 1.30pm and Sunday mornings at 10.30am.

These have a lower capacity, with a maximum of 30 people in the space.

All sessions – not only the Sensory Adapted sessions – feature lighting and sound which has been designed to avoid sudden changes of brightness or loudness, and there are no flashing lights.

This is intended to make *REPLAY* suitable for audiences with sensory sensitivities. This may include children, young people and adults with neurodivergence such as autism, learning difficulties or other sensory or communication needs.

Please read our 'Step-by-step experience of *REPLAY*' section (page 11) for further information on lighting and sound in the event.

There is also a Rest Space available for audiences to make use of before, during, or after the experience. This is located a short distance away from *REPLAY* via a short flight of stairs or a platform lift for wheelchair users.

It is also possible to borrow noise-cancelling headphones for adults or children.

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

# Early Years sessions

Early Years sessions are specifically for families with children aged 6 months – 3 years.

If you have children across age groups or over this age, please book onto another session. Children aged 6 months – 3 years are still welcome at any other session.

During term time all weekday sessions are specifically for Early Years.

On weekends the first two morning sessions on Saturdays and the 11.30am session on Sunday are specifically for Early Years.

During school holidays only the first two sessions from Tuesday to Friday are for Early Years.

# Toilet and baby change facilities

## Toilet facilities

The closest toilets to *REPLAY* are located in Level 1, accessible via a short flight of stairs.

There is an accessible toilet and Changing Places toilet located on Level 1, opposite the JCB Glass Lift, with level access from *REPLAY*.

The Changing Places toilet requires a radar key. If you require a radar key please speak to one of the *REPLAY* Visitor Assistants or there is one at the Welcome Desk, which is located on Level 2.

The Changing Places toilet facility includes a height-adjustable bench, tracking hoist system, a centrally-placed toilet, a height-adjustable basin and a shower.

For health and safety reasons we do not provide slings. Visitors are asked to bring their own which should be compatible with the loop system. The maximum weight for the hoist and the height adjustable bench is 200kg.

There are also accessible toilets located on all other floors of the Royal Festival Hall.

## Baby change facilities

The closest baby change facilities to *REPLAY* are located next to the female toilets on Level 1, Royal Festival Hall. This space is accessible via a short flight of stairs or a platform lift for wheelchair users.

This room can be accessed by exiting through the main entrance of *REPLAY*. A Visitor Assistant can help you locate these facilities.

## After your visit

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

We are committed to ensuring all visitors feel welcome and have an enriching and positive experience when they visit the Southbank Centre. We are keen to hear about your experience and ways we can keep improving.

Our staff would like to hear what you think – speak to them directly or give feedback by email: [hello@southbankcentre.co.uk](mailto:hello@southbankcentre.co.uk)

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

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