

SOUTHBANK CENTRE



Royal Festival Hall

PREPARATION STORY

Preparing for your visit

This information is for you to use as much or as little as you like, to help you to prepare for your visit to the Royal Festival Hall. In this handout, you can find pictures of the route through the building and information about what you will experience along the way.

When you arrive at the Southbank Centre site, look for the large white stone building with the curved roof, or ask any of our staff for directions to the Royal Festival Hall.

The Royal Festival Hall is one of the world's leading performance venues.

Inside you will find a 2,700 capacity auditorium, The Clore Ballroom, the National Poetry Library, the Southbank Centre Shop, the Festival Bar & Kitchen, the Ballroom Cafe, Skylon restaurant and the Members' Lounge.

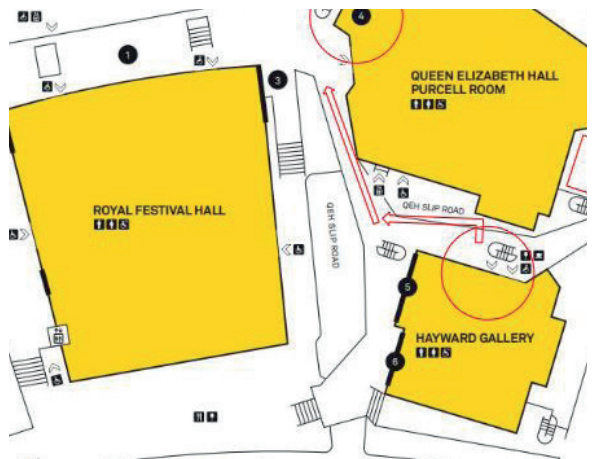
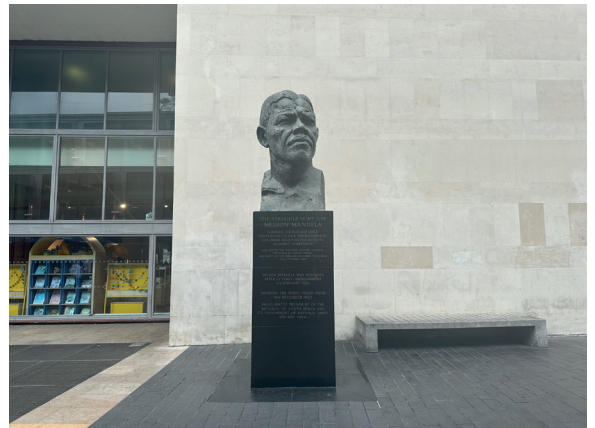
From Waterloo Station and Belvedere Road

To enter the Royal Festival Hall, walk up the 27 steps to Mandela Walk on your right-hand side and the row of restaurants on your left.

For step-free access to the Royal Festival Hall, use the external lift near the Artists' Entrance on Southbank Centre Square, Belvedere Road. Exit at Level 2 and enter through the doors next to the curvy red bench.

You can go through these doors to enter the Green Side Foyer, Level 2.

All other floors are accessible from the lifts and stairs on this level.



From the Riverside Terrace

You can enter the Royal Festival Hall from the Riverside Terrace through either the doors on the left-hand side (Blue Side) or the right-hand side (Green Side) of the building.

After you go through either set of doors, you enter the Festival Bar & Kitchen, which serves hot and cold drinks and food.

This is an outdoor space with some tables and chairs for you to use. During the summer there is a pop-up bar and a stage set up for free performances.

Opening hours are Wednesday – Friday: 4pm – dusk and weekends: 12 noon – dusk.



From the access drop-off point

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

There are three Blue Badge parking spaces available for visitors located on the Queen Elizabeth Hall Slip Road. Spaces are allocated on a first-come, first-served basis, and are free to use. You must display your Blue Badge as you enter the site.

For step-free access to the Royal Festival Hall, enter through the Southbank Centre Square Doors and use the JCB Glass Lift located on your right-hand side. All floors can be accessed using this lift.



Royal Festival Hall facilities

Welcome Desk, Level 2, Royal Festival Hall

You can ask the Visitor Assistant here for information and directions. You can also buy tickets here. Please note that we do not accept cash and all payments are made by card.



Visitor Assistants

All our Visitor Assistants wear bright yellow lanyards and black Southbank Centre t-shirts.

Our Visitor Assistants' priority is to ensure you have a positive and safe experience at the Southbank Centre.

They are friendly, and if you need help or have a question about anything on-site, they'll be happy to assist.



Wayfinding

The Royal Festival Hall is divided into a Green Side and a Blue Side. This does not mean the building is different colours, but they are names we use to help people find their way around.

Look up at the sign, which will tell you which floor you are on and on which side, for example: Level 2, Green Side.



There are six floors in the Royal Festival Hall.

If you have a ticket to a performance in the auditorium, your ticket says which floor you need to go to. It also says if the door you use to enter the auditorium is on the Blue Side or the Green Side.



Ticket Office, Level 2, Green Side

This is located on Level 2, Green Side and is where you may come to buy or collect tickets just before the show starts.

The Ticket Office is open when we have performances scheduled in the auditorium.

You can buy tickets at the Welcome Desk, Level 2, Royal Festival Hall when the Ticket Office is closed.

Toilets

You can find toilets, including accessible toilets, on every level in the Royal Festival Hall.

A Changing Places Toilet is located on Level 1, Blue Side for disabled people who need personal assistance to use the toilet.

The key for this room is available from the Welcome Desk on Level 2. If you pick up the phone receiver on the wall, you can speak to the Visitor Assistant at the Welcome Desk and ask them to bring you the key. **Please ensure you are returning the key after.**

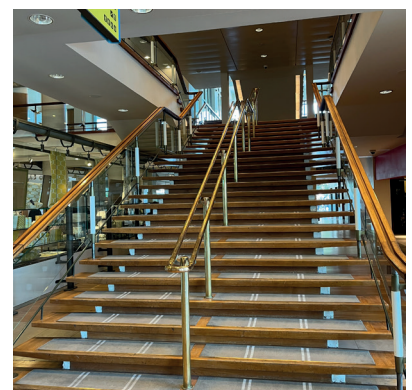
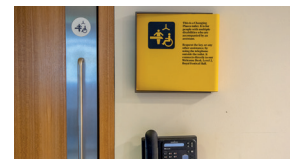
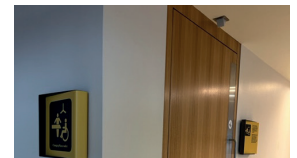
Lifts

There are three lifts located on Level 2, Green Side and four lifts on Level 2, Blue Side. Not all of these lifts access every floor, so please ask if you need any assistance.

The JCB Glass Lift plays recorded choir voices singing as the lift moves. The voices are deep on Level 1 and get higher as you move up the building to Level 6. The voices sing the floor level when the lift arrives at a floor and the doors open. The JCB Glass Lift is on the Blue Side of the building.

Stairs

There are staircases on the Green and Blue Sides of Level 2. You can walk up the stairs to find your door or you can take the lift.



Seating

There are many tables and chairs available for you to use on Level 2. You can relax here at any time when the building is open.

The Clore Ballroom, Level 2, Royal Festival Hall

There is often seating in The Clore Ballroom and you are welcome to sit here. Sometimes free events happen here, like our social dances, and you can join in if you wish. There are several long tables with multiple plug sockets in this space and you are welcome to sit and work on your laptop or mobile phone for as long as the building is open.

Ballroom Cafe, Level 2, Royal Festival Hall

You can buy food and drink from the cafe and use the tables and chairs in this area, or sit outside.

You can get freshly ground coffee and other hot drinks and enjoy a sweet treat made in our on-site bakery. There is a range of food options, like soup and sandwiches, if you prefer.

The Ballroom Cafe opening hours are Monday & Tuesday 10am – 5.30pm and Wednesday – Sunday 10:30am – 8pm.

Skylon Restaurant, Level 3, Royal Festival Hall

This is a more formal restaurant and bar with views of the London skyline. Skylon Restaurant is located on Level 3.

Festival Bar & Kitchen, Level 2, Royal Festival Hall

You can buy food and drink from the bar and use the tables and chairs in this area, or sit outside on the Riverside Terrace.

The Festival Bar & Kitchen opening hours are Monday & Tuesday 10am – 5.30pm and Wednesday – Sunday 10am – 10pm.



Royal Festival Hall Shop, Level 2, Green Side, Royal Festival Hall

Our shop is located on the Green Side, the shop is an open-plan space with a dedicated kids' area and areas displaying exclusive ranges.

The shop is open from Tuesday to Sunday, 12.30pm – 7.30pm (exceptions apply).

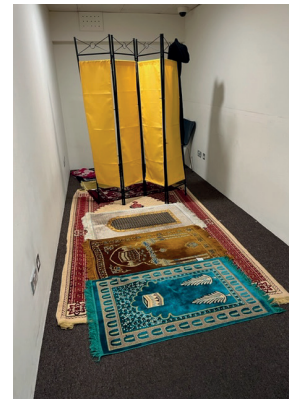


Quiet Space

Ask the Visitor Assistant at the Welcome Desk, Level 2 if you need a quiet space. They will let you know where you can go.

Multi-Faith Prayer Room, Level 1, Blue Side, Royal Festival Hall

This room is located on Level 2, Green Side and is available for one person at a time to use. There is a metal slider on the door showing if the room is vacant or occupied.



Ask the Visitor Assistant at the Welcome Desk, Level 2 for the code to unlock the door if the room is vacant.

Archive Studio, Level 2, Royal Festival Hall

This is located on Level 2, Blue Side near The Clore Ballroom.

Research access is available by appointment on Wednesdays and Fridays.

When it's open the archive studio shows historical materials relating to our buildings, events, exhibitions and performances. Even if the archive studio is closed, you can still see temporary archive displays in the windows.



National Poetry Library, Level 5, Blue Side, Royal Festival Hall

The National Poetry Library houses the world's largest public collection of modern poetry. It is free to join.

You don't need to be a member to browse the shelves or to take a seat for poetry reading or study.

There are a few steps up to some of the shelving units within the library. Please ask the staff if you require assistance.

There is a reading area for children just outside the library entrance.

For step-free access, take the JCB Glass Lift located on the Blue Side. This is a large lift with glass walls and a black carpet.

There is a reading area for children just outside the library entrance. The library is open Tuesdays, 12 noon – 6pm, and Wednesday – Sunday, 12 noon – 8pm.



Members' Lounge, Level 6, Royal Festival Hall

The Members' Lounge is located on Level 6 and you can go there if you are a Southbank Centre Member.

There is a bar serving food and drinks and plenty of tables and chairs for Members to meet up or to work remotely.

Our dedicated Members' space can temporarily be found in the St Paul's Roof Pavilion, Blue Side, on Level 6 of the Royal Festival Hall. This is while we make exciting changes to the permanent Members' Lounge on Level 6 of the Royal Festival Hall, which is due to reopen on Monday 24 February.



Attending a ticketed performance or an event at the Royal Festival Hall

Collecting tickets from the Ticket Office, Level 2

If you ordered e-tickets, they will have been sent to you by email. You can show your e-tickets at the door shown on your ticket.

If you need to collect a paper ticket, then go to the Ticket Office on Level 2. The Ticket Office is usually open 90 minutes before the start time of a performance.

There is a QR code on your e-ticket; it can be helpful to turn up your phone's brightness and have this ready when approaching the entry to the auditorium doors.



Ice cream

When there is a performance in the Royal Festival Hall auditorium, Visitor Assistants sell ice cream, bottled water, sweets and snacks from sales points around the building.

These snacks are usually available to buy 30 minutes before the start time of the performance and in the interval, if there is one.



Programmes

If there are programmes on sale for a performance in the auditorium, these will be available to buy at all sales points and at the Welcome Desk, Level 2.



Scanning tickets

A Visitor Assistant will scan your ticket before you enter the auditorium and will advise you where you are sitting.

The same will happen for ticketed events in other venues within the Royal Festival Hall.

Cloakroom

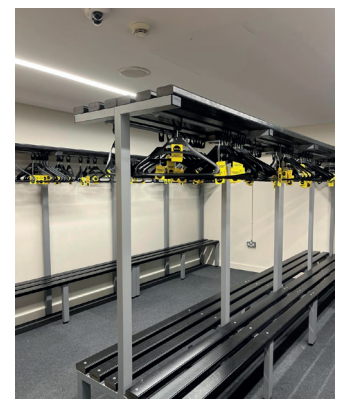
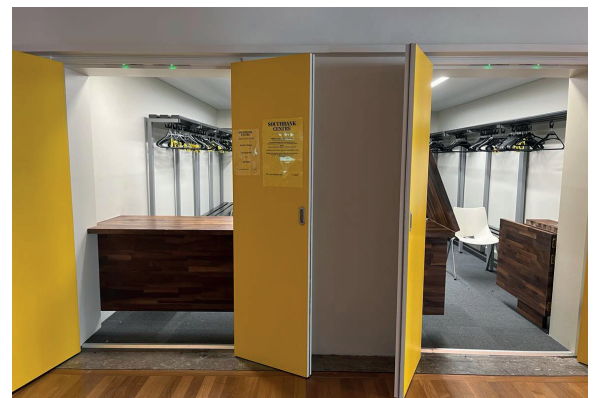
The Royal Festival Hall cloakroom on Level 2, Green Side, opposite the Ticket Office, can be accessed via steps or platform lift from the Southbank Centre Square Doors.

It opens around 60 minutes before the start of any Royal Festival Hall show, and closes around 15 minutes after the performance ends.

The charge is £1 per item. Items must be collected on the same day they are stored.

Items left here are at the owner's risk and we cannot accept any responsibility for loss or damage, from any cause, to items left in the cloakroom.

Please note that we're unable to accept cash payments across our site.



Auditorium

This is what the Royal Festival Hall auditorium looks like.



Blue Room, Level 1, Royal Festival Hall

This is a performance space located on the Green Side.

For step-free access, enter the Royal Festival Hall through the Southbank Centre Square Doors and turn left to enter the long corridor known as the Exhibition Space.

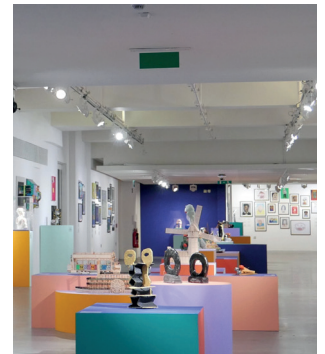
Exhibition Space, Level 1, Royal Festival Hall

This is a long and straight area located on Level 1, Blue Side that is sometimes used as an exhibition space.

For step-free access, enter the Royal Festival Hall through the Southbank Centre Square Doors and turn left.



Blue Room



Exhibition space

St Paul's Roof Pavilion, Level 6, Blue Side, Royal Festival Hall

This venue is used for anything from corporate meetings, small conferences, virtual events and private parties.

There is a private rooftop courtyard and balcony that runs the full length of the room, offering spectacular views of the city.

For step-free access, take the JCB Glass Lift located on the Blue Side. This is a large lift with glass walls and a black carpet. The JCB Glass Lift plays recorded choir voices singing as the lift moves.



Level 5, Green Side, Royal Festival Hall

This venue is used for conferences, meetings, workshops, receptions and more.

For step-free access, take Lift Number One from Level 2, Green Side. This is a small lift which will comfortably fit one wheelchair user and companion.



Weston Roof Pavilion, Level 6, Green Side, Royal Festival Hall

This venue is used for meetings, workshops, dinners, private parties and more. It is filled with natural daylight and offers beautiful views across the Thames to the Houses of Parliament and beyond.

For step-free access, take Lift Number One from Level 2, Green Side. This is a small lift which will comfortably fit one wheelchair user and companion.



Sunley Pavillion, Level 3, Green Side, Royal Festival Hall

This venue is used for meetings, break-out groups, receptions and private dining. This venue is accessed via four steps. Lift access is possible but is key controlled so please advise a member of Southbank team for assistance.



After your visit

Thank you for visiting the Royal Festival Hall.
We look forward to welcoming you again soon.

We are committed to ensuring all visitors feel welcome and have an enriching and positive experience when they visit our site.

We are keen to hear about your experience and ways you feel we may be able to keep improving. Our staff would like to hear what you think, so please speak to them directly.

To receive emails about accessible performances and events at the Southbank Centre, please email:

accesslist@southbankcentre.co.uk

More information about our Access Scheme can be found on our [website](#).

