



**JULY 2014 GRADUATION CEREMONIES
ROYAL FESTIVAL HALL ACCESS GUIDE**

(Version 1 – February 2014)



We would like you and your guests to have an enjoyable day at your graduation ceremony. If you need help and advice on planning your visit please do not hesitate to contact the Student Support and Events Team.

Tel: +44 (0)207 679 2051
Email: grad_ceremonies@ucl.ac.uk

In person: If you wish to speak to a member of the Student Support and Events Team in person please contact us by telephone or email and we will arrange an appointment to see you.



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The Venue

The graduation ceremony will be held at the **Royal Festival Hall** which is located within the Southbank Centre (Belvedere Road, London SE1 8XX). The Southbank Centre is made up of the Royal Festival Hall, Queen Elizabeth Hall and Hayward Gallery.

The Reception

A light canapé and drinks reception will be held in the Blue Bar and the Green Bar located on Level 4 of the Royal Festival Hall.

Tickets

The Royal Festival Hall has a limited number of seats that require minimal or no use of stairs. It is therefore essential that you contact the Student Support and Events Team as soon as possible if you require specific seating.

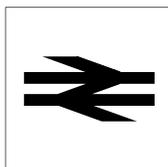
Traveling to the Southbank Centre

The Southbank Centre is situated in the heart of London and is well served by all means of transport. We strongly advise you to use public transport to reach the venue.

To help you plan your route please use the journey planner on the Transport for London website: www.tfl.gov.uk.

The Royal Festival Hall has produced helpful guides to show you step-free routes to the venue from Westminster underground, Waterloo mainline and Charing Cross stations. These 'Photo Access Maps' are available to download at www.southbankcentre.co.uk/visitor-info/access/photo-access-maps

BY RAIL



Trains

Nearest railway stations are Waterloo, Waterloo East and Charing Cross. All three stations have some step free access into the mainline station; however the interchanges with the underground are not step free. Please see the national rail web site for more information: www.nationalrail.co.uk/.



Underground/Tube

Nearest underground stations are Waterloo, Westminster and Embankment. Unfortunately, none of these stations are fully accessible for entry and exit. Please see the Transport for London website for more information: www.tfl.gov.uk

BY ROAD

The Royal Festival Hall is within the Congestion Charge Zone. For more information visit www.cclondon.com or call 0845 900 1234.

Parking at the Southbank Centre

The Southbank Centre has two car parks, operated by CP Plus Limited:
Southbank Centre Car Park – Hungerford Road (7am - 1am daily)
Southbank Centre Car Park - Hayward Gallery (7am - 1am daily)



A pay-on-foot parking system is in use in both car parks.
For enquiries please call: 0330 4007275.

Blue Badge Holders

Parking at Southbank Centre's car park is free to visitors who display a Blue Badge and are attending a paid, ticketed event at Southbank Centre. Patrons should display their Blue Badge clearly in their vehicle. There are a limited number of dedicated parking bays for Blue Badge holders only in the Hayward Gallery Car Park.

For further details about parking at the Southbank Centre please refer to the website:
www.southbankcentre.co.uk/visitor-info/parking

Buses

All buses in London are now wheelchair accessible. Buses stop on Waterloo Bridge, in York Road, in Belvedere Road and in Stamford Street. Please visit the Transport for London website: www.tfl.gov.uk/ for more details.

Taxis

Taxis can be called from the phone at the *Southbank Centre Square* exit doors in the Royal Festival Hall, or a taxi rank is adjacent to Southbank Centre Square on Belvedere Road. If you are arriving at Southbank Centre by taxi, please ask to be dropped off at Southbank Centre Square.

Access to the Building



The Royal Festival was made into a very accessible building when it was refurbished in 2005-2007. A dedicated Southbank Centre team are available to answer questions about accessibility, you can contact them on 0844 875 0073 (option 2). You can email them at accesslist@southbankcentre.co.uk



The Royal Festival Hall has many entrances. We recommend you use the entrance from Southbank Centre Square giving you access to Level 1 (Blue Side) where the Cloakroom is located. If you do enter the building using one of the other entrances there are lifts to all floors of the building using the JCB glass lift or the other internal lifts.

Inside the Auditorium

All levels of the Auditorium can be reached using the JCB glass lift or the other internal lifts. There are power-assisted doors at each entrance of the auditorium. The JCB glass lift goes to all levels of the building and can carry 4 wheelchairs (18 people). It has wide automatic doors, tactile buttons and voice announcements. There are also platform lifts between half landings at Level 5 and Level 1.

All doors are held in the open position during seating and exit.

Most of the seats in the Royal Festival Hall require the use of some steps. If you inform us that you or a member of your party will be attending in a wheelchair or that someone has limited mobility, appropriate space and seating will be allocated to you.

The building 'side' (green or blue), door and seat number you need are printed on your ticket.



GRADUAND SEATING

Graduands will enter the auditorium via Door B (Blue Side). This is a level entrance with no stairs.

Graduands will be seated in the front of the Rear Stalls (Row AA) and all rows of the Front Stalls. Row AA of the Rear Stalls will be allocated as accessible seating for graduands. The Front Stalls is divided into three sections by aisles. The very front and back rows of each block are at entrance level. The other rows in the front stalls are split by a step of no higher than 19cm. There are 17 steps from the back of the graduand seating block to the stage.

There are four steep (21cm) stairs used by graduands to access the stage with a handrail on the right side. The stage is 20.60m in length.

Graduands traditionally join the academic procession as it makes its way to the back of the Front Stalls up 17 steps and out of the auditorium at Level 4. If you feel that this may be difficult for you, please contact the Student Support and Events Team immediately so we can discuss the alternative options you have. If you have informed us you are attending in a wheelchair we will contact you to discuss the arrangements for your day.

GUEST SEATING

If you have already informed us that your guests have specific seating requirements we will ensure they are allocated appropriate seating.

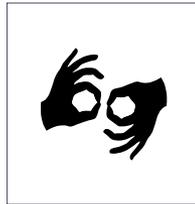
If you have informed us that a member of your party will be attending in a wheelchair we will allocate appropriate space in the auditorium in one of the dedicated areas.



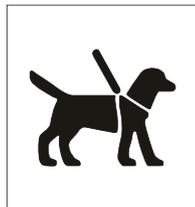
Hearing Assistance

There is an infrared system in the auditorium. You can use this by adjusting your hearing aid to the 'T' setting. Headsets can be collected from the Ticket Office.

There is a portable sound enhancement system that can be used in other areas.



A **BSL interpreter** is not present at all ceremonies. If you or one of your guests requires this service please contact the Student Support and Events Team as soon as possible.



Guide Dogs and Hearing Dogs

Please contact the Student Support and Events Team if you or a member of your party will be accompanied by a guide dog or hearing dog. We will then ensure a seat is allocated where the dog can sit with you comfortably without blocking fire exit routes or the path of students processing for graduation.

Facilities

Accessible toilets

These are located on all floors of the building. Please refer to the plans for specific locations.

Cloakroom

There is a cloakroom available on Level 1. From the entrance off Southbank Centre Square (Blue Side) use the platform lift, opposite the JCB glass lift (lift 7), to go the cloakroom. The cloakroom is complimentary and managed by the Southbank Centre. UCL cannot be held responsible for any items stored. On the day of the graduation ceremonies the cloakroom will be open until 6pm.

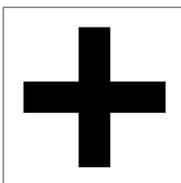
Lifts

The JCB glass lift can carry 4 wheelchairs (18 people), has wide automatic doors, tactile buttons and voice announcements. It goes to all levels of the building. There are also platform lifts between half landings at Level 5 and Level 1.

Which Lift is best for my seat?

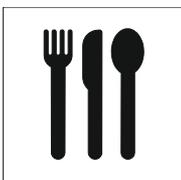
| | |
|----------------|----------------------------|
| Door A Level 3 | Blue Side JCB Glass Lift 7 |
| Door B Level 4 | Blue Side JCB Glass Lift 7 |
| Door C Level 5 | Blue Side JCB Glass Lift 7 |
| Door D Level 5 | Blue Side Lift 4 or 5 |
| Door E Level 6 | Blue Side JCB Glass Lift 7 |
| Door F Level 6 | Blue Side JCB Glass Lift 7 |
| Door G Level 3 | Green Side Lift 1 |
| Door H Level 4 | Green Side Lift 1 |
| Door J Level 5 | Green Side Lifts 2 or 3 |
| Door K Level 5 | Green Side Lift 1 |
| Door L Level 5 | Green Side Lift 1 |
| Door M Level 6 | Green Side Lift 1 |
| Door N Level 6 | Green Side Lift 1 |





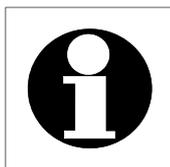
First Aid

There are trained first aiders on duty at the ceremonies. If you require their assistance please locate the nearest person in a purple UCL sash and they will inform a first aider.



Food and Drink

There are several places to eat and drink in and around Royal Festival Hall. There are bars on Levels 2, 4 and 5 of the building. For more details please refer to: www.southbankcentre.co.uk/visitor-info/shop-eat-drink.



Information

We will have an Information Desk based in the Level 2 Foyer where staff will be able to answer questions and provide assistance. Our staff will be easy to locate throughout the venue – just look for someone wearing a purple UCL sash.

