

A group of graduates in black gowns and purple stoles, seen from behind, standing in a line. They are wearing black mortarboard caps with tassels. The graduates are standing on a light-colored paved surface.

**JUNE 2013 GRADUATION CEREMONIES  
ROYAL FESTIVAL HALL ACCESS GUIDE**

(Version 2 – March 2013)



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 Centre Events Team.

**Tel:** +44 (0)207 679 2051  
**Email:** [grad\\_ceremonies@ucl.ac.uk](mailto:grad_ceremonies@ucl.ac.uk)

**In person:** If you wish to speak to a member of the Student Centre 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 Centre Events Team as soon as possible if you require specific seating.

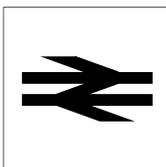
## ***Traveling to the Southbank Centre***

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](http://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](http://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/](http://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 web site for more information: [www.tfl.gov.uk](http://www.tfl.gov.uk)

## BY ROAD

The Royal Festival Hall is within the Congestion Charge Zone. For more information visit [www.cclondon.com](http://www.cclondon.com) or call 0845 900 1234.

### Parking at the Southbank Centre

The Southbank Centre has two car parks, operated by APCOA Parking UK:  
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: 020 7620 0397.

### 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](http://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/](http://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 0871 663 2587.



The Royal Festival Hall has many entrances. We recommend you use the entrance from Southbank Centre Square giving you access to Level 1 (Green 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. There is a glass lift (JCB) that goes to all levels of the building which can carry 4 wheelchairs (18 people), 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 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 Centre 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.

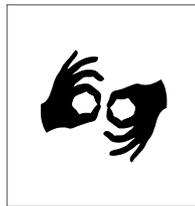
If you have informed us that a member of your party will be attending in a wheelchair we will allocate appropriate space in the auditorium in one of the dedicated areas.



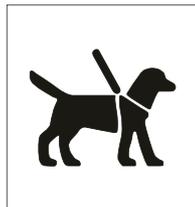
### **Hearing Assistance**

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 Centre Events Team as soon as possible.



### **Guide Dogs and Hearing Dogs**

Please contact the Student Centre 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**

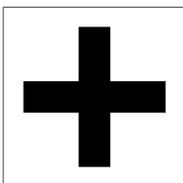
There is a cloakroom available on Level 1. From the entrance off South Bank Centre Square (Blue Side) use the platform lift, opposite the JCB Lift (lift 7), to go the cloakroom. The cloakroom is complimentary and managed by the Southbank Centre. UCL cannot be held responsible for any items stored.

### **Lifts**

The glass lift (JCB) 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.

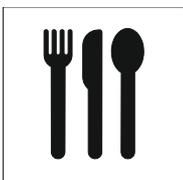
### **Which Lift is best for my seat?**

Door A Level 3	Blue Side JCB Lift 7	
Door B Level 4	Blue Side JCB Lift	
Door C Level 5	Blue Side JCB Lift 7	
Door D Level 5	Blue Side Lift 4 or 5	Green Side Lift 2 or 3
Door E Level 6	Blue Side JCB Lift 7	
Door F Level 6	Blue Side JCB Lift 7	
Door G Level 3	Green Side Lift 1	
Door H Level 4	Green Side Lift 1	
Door K 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 be 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](http://www.southbankcentre.co.uk/visitor-info/shop-eat-drink).



### **Telephones**

There are public telephones on Level 4 near the coffee bar. One of these phones is on a lower level suitable for wheelchair users.



### **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.

