



ACCESS GUIDE



Royal Albert Hall



We want to make sure everyone has a safe and enjoyable experience at the Royal Albert Hall.

This guide provides information on our access services and facilities.

It also provides our contact details, if you need more information.

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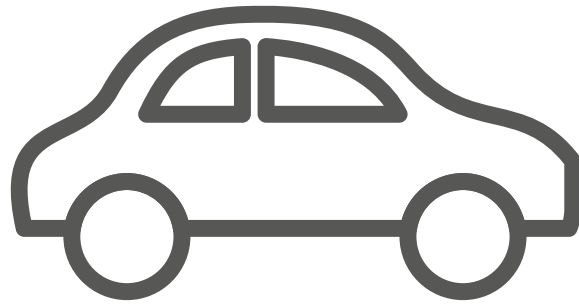
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BOOKING INFORMATION

To book accessible tickets, please call the Box Office on 020 7589 8212 or visit our booking desk located at Door 12 of the building. Our phone room and in-person booking desks are open from 9am-9pm on show days and 9am-5pm on non-show days.

A free companion ticket is available for disabled people who require an assistant companion (limited availability).



TRANSPORT

Blue Badge Holder Car Parking Spaces

For customers attending events in our auditorium there are usually ten free parking spaces for Blue Badge holders at 1851 Place. The entrance is located outside Door 8, which has ramped access to the building. To book a space, please email:

accessbooking@royalalberthall.com

Please include your vehicle registration number. On rare occasions we may not be able to offer any Blue Badge parking due to event requirements. Information about roadside Blue Badge parking bays can be found on the Westminster City Council **website**.

General Parking

General parking is also available at Imperial College campus, a five-minute walk away (SW7 2BX). Entrances are located on Exhibition Road and Prince Consort Road (evenings only). Spaces cost £10.75 (including fees) and can be booked through our website **here**.

On-Street Parking

Strict parking controls are in operation on all public roads around the Hall.

There is one parking bay outside Door 1 of the Hall, which has been allocated solely for use by Blue and White Badge holders. Further Blue Badge bays are located outside the museums on Exhibition Road. There is Pay-and-Display on-street parking on Prince Consort Road and Exhibition Road.



Arrival and Setting-Down Points

For arrival by car, taxi, minibus or Dial-a-Ride, the most convenient set-down point outside the Albert Mansions on Kensington Gore.

For customers using the Royal Albert Hall car park, the nearest entrance is Door 8, which has ramped access and usually opens two hours before the start of the performance.



Underground

South Kensington (District, Circle and Piccadilly Lines) and **High Street Kensington** (District and Circle Lines) are the closest underground stations to the Hall. Neither of these stations are wheelchair-accessible. Walking to the Hall takes approximately 10 minutes from both stations.

The closest step-free underground station is **Green Park**, from there you can take the number 9 bus to the Royal Albert Hall. If you are using public transport, we recommend checking **TFL** to find the best route.

The following night buses also stop on Kensington Gore outside the Hall:

- **N9:** Aldwych to Heathrow
- **N52:** Victoria to Willesden

For further information on the Underground or buses, telephone Transport for London's travel information line on 020 7222 1234 or visit **the TFL website**.

Taxis from the Royal Albert Hall

For arrival by car, taxi, minibus or Dial-a-Ride, the most convenient set-down point is outside the Albert Mansions on Kensington Gore. Vehicles can also pull up next to the South Steps on Prince Consort Road.



GETTING AROUND

The Royal Albert Hall has many entrances at Ground level. Ramped access is located at Doors 1, 3, 8, 9 and 12.

Lifts

Public lifts are located at Doors 1 and 8 with automatic doors, braille, tactile numbering and voice announcements. These lifts serve all levels from Basement to Gallery. Arena Foyers can be accessed via a platform lift from Basement level at Door 1.

Mobility Scooters

The corridors of the Hall are narrow and can become quite congested. To avoid accidents, we therefore ask that, if possible, powered mobility scooters are parked in one of our larger entrances at doors 1, 3, 4, 8 or 9.

Wheelchairs

Our Stewards can provide a wheelchair to assist you around the Hall and to your seat.

We offer a wheelchair loan service.

Wheelchairs can be reserved in advance by emailing:

accessbooking@royalalberthall.com

Alternatively you can request a wheelchair on arrival from our Stewards, subject to availability.

We are unable to offer a pushing service at the present time and customers are advised to ensure they attend with someone who can assist them if required.

If you choose to remain in your scooter please take care to drive responsibly and slowly and be mindful of the safety of others.



BUILDING OVERVIEW

The Royal Albert Hall is a large building in the style of a Roman amphitheatre. The seating configuration may change for different performances and some areas may not be available for certain events. However, as a guide, each floor is designed as follows:

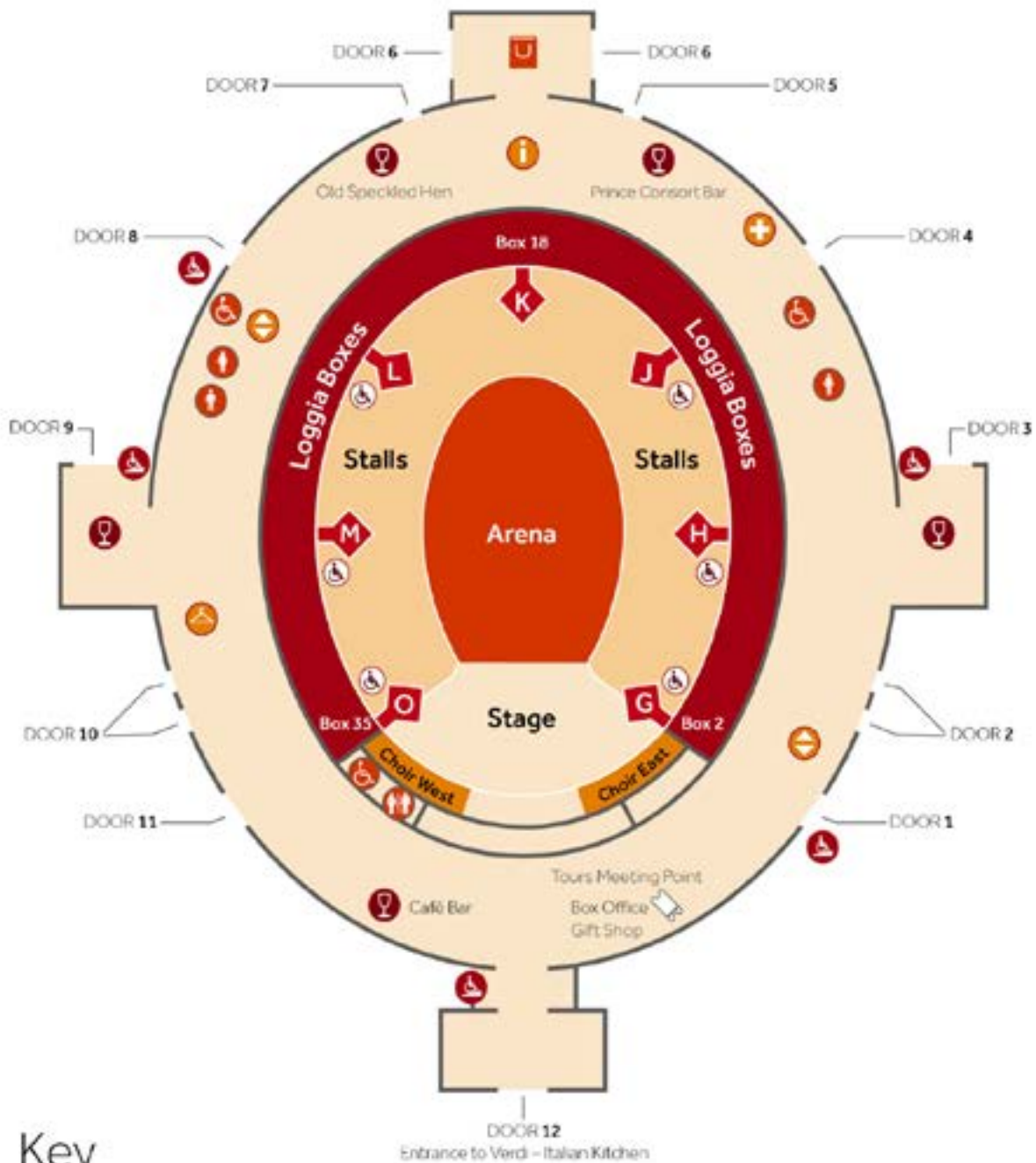
Stalls

From the Ground floor there is level access to all wheelchair spaces at the back of the Stalls. The back row of seating (Row 11) is one step down and there are 21 steps down to Row 1 at the front. Stepped aisles are provided with support rails at the entry to each row of seats.

Loggia

This level of box seating is not accessible to wheelchair users. From Ground level there are five steps up to the Loggia Boxes. Each box is on a split level with two steps down to the back row of seating and one further step to the front row.

Map of Stalls and Loggia Boxes



Key

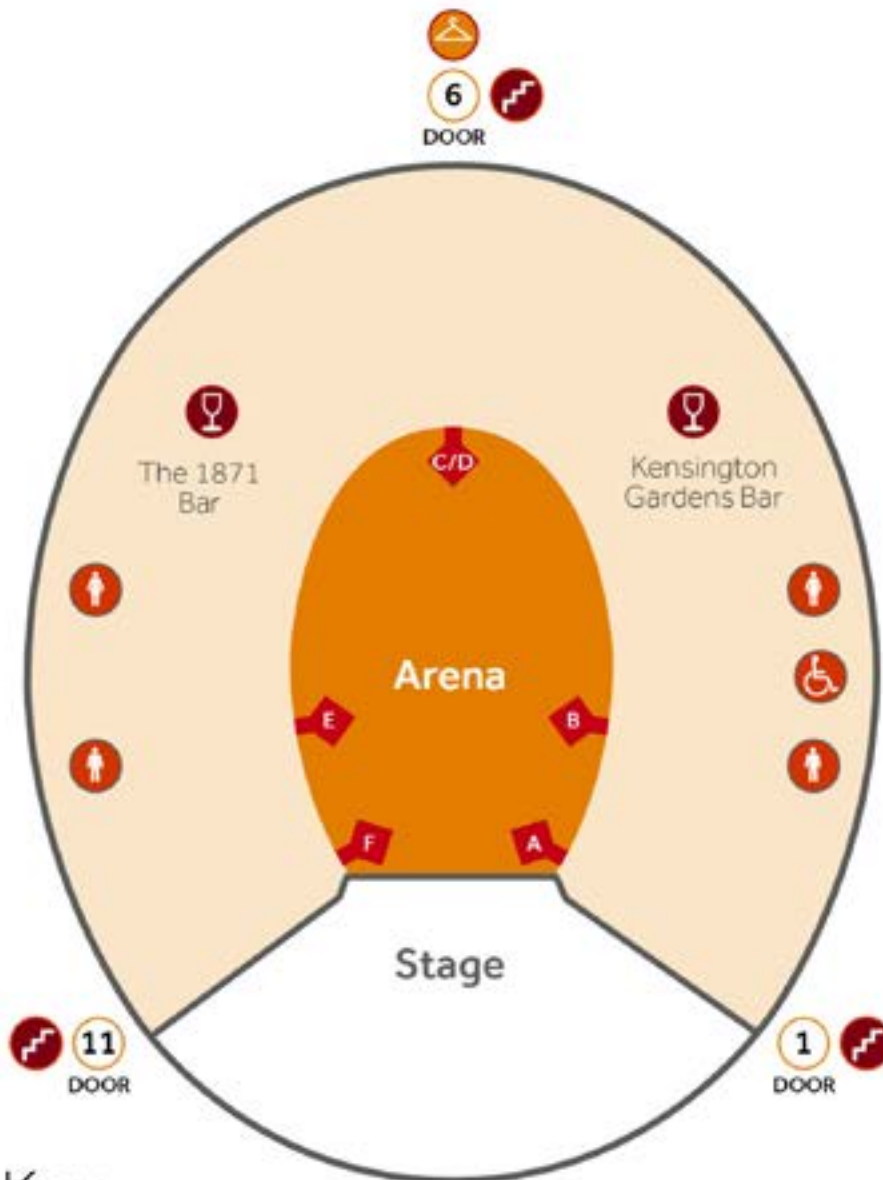
- | | | | |
|--|--------------------|--|------------------------------------|
| | Ramp access | | Lift |
| | Unisex toilets | | First aid |
| | Male toilets | | Information |
| | Female toilets | | Stalls entrance |
| | Accessible toilets | | Wheelchair accessible seating area |
| | Cloakroom | | Merchandise sales point |
| | Bar | | Box office |

Arena

The Arena is not accessible to wheelchair users. Entry to the Arena is from the Arena Foyer level, which can be accessed from the main stairs or via the lift at Door 1.

There are 11 steps, with handrails on both sides, from the Foyer corridor up to each Arena entrance.

Map of Arena



Key

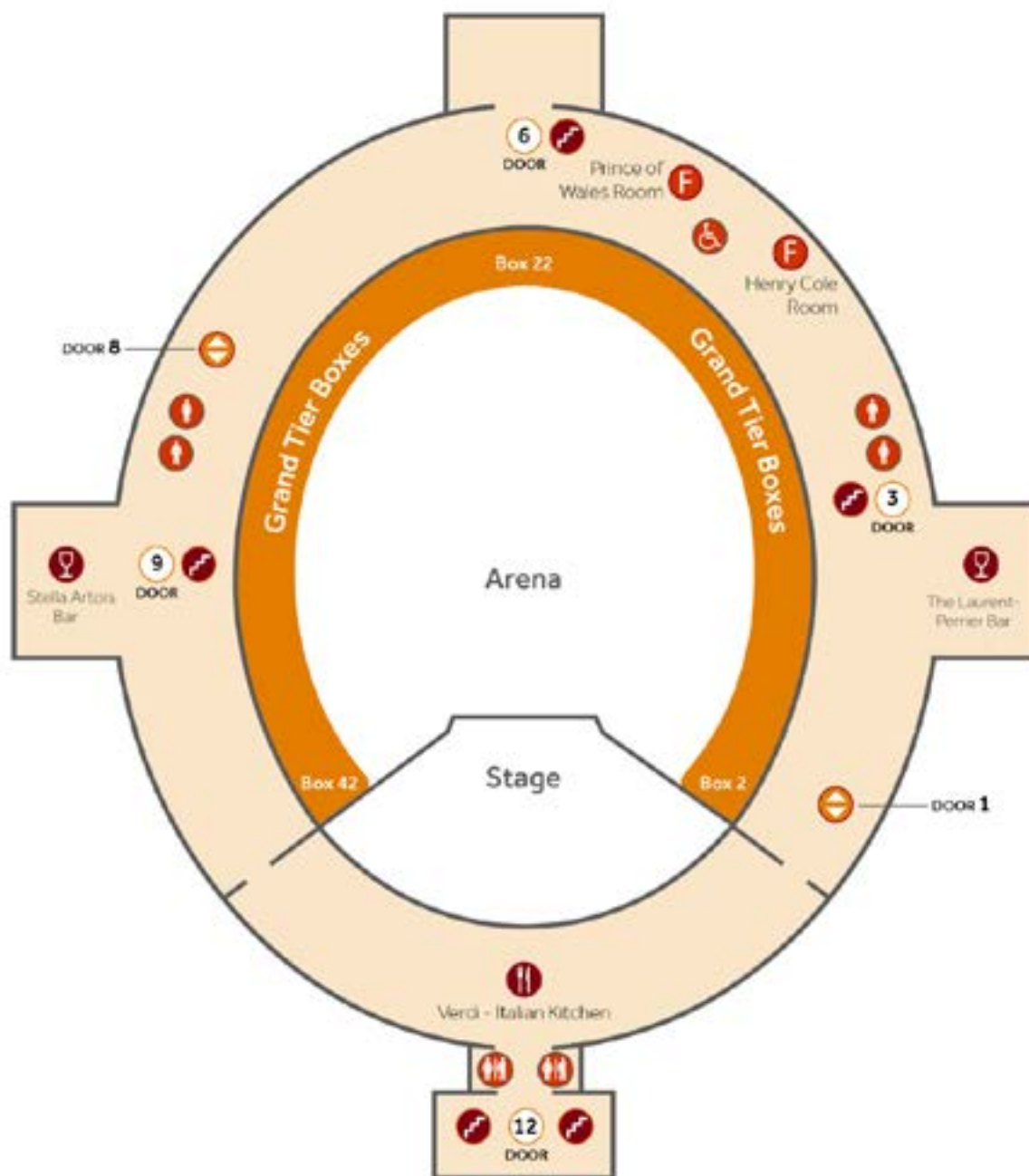
- Arena entrance
- Accessible toilets
- Male toilets
- Female toilets
- Bar
- Cloakroom
- Stairs

Grand Tier and Second Tier

The upper levels of boxes on the Grand Tier and Second Tier can be accessed via the public lifts at Doors 1 and 8.

Box doors on the Grand Tier and Second Tier are generally between 66cm–71cm wide but a limited number have widths up to 140cm. Within the boxes, the seating is split level, with a total of four steps in each Grand Tier box and one step in each Second Tier box.

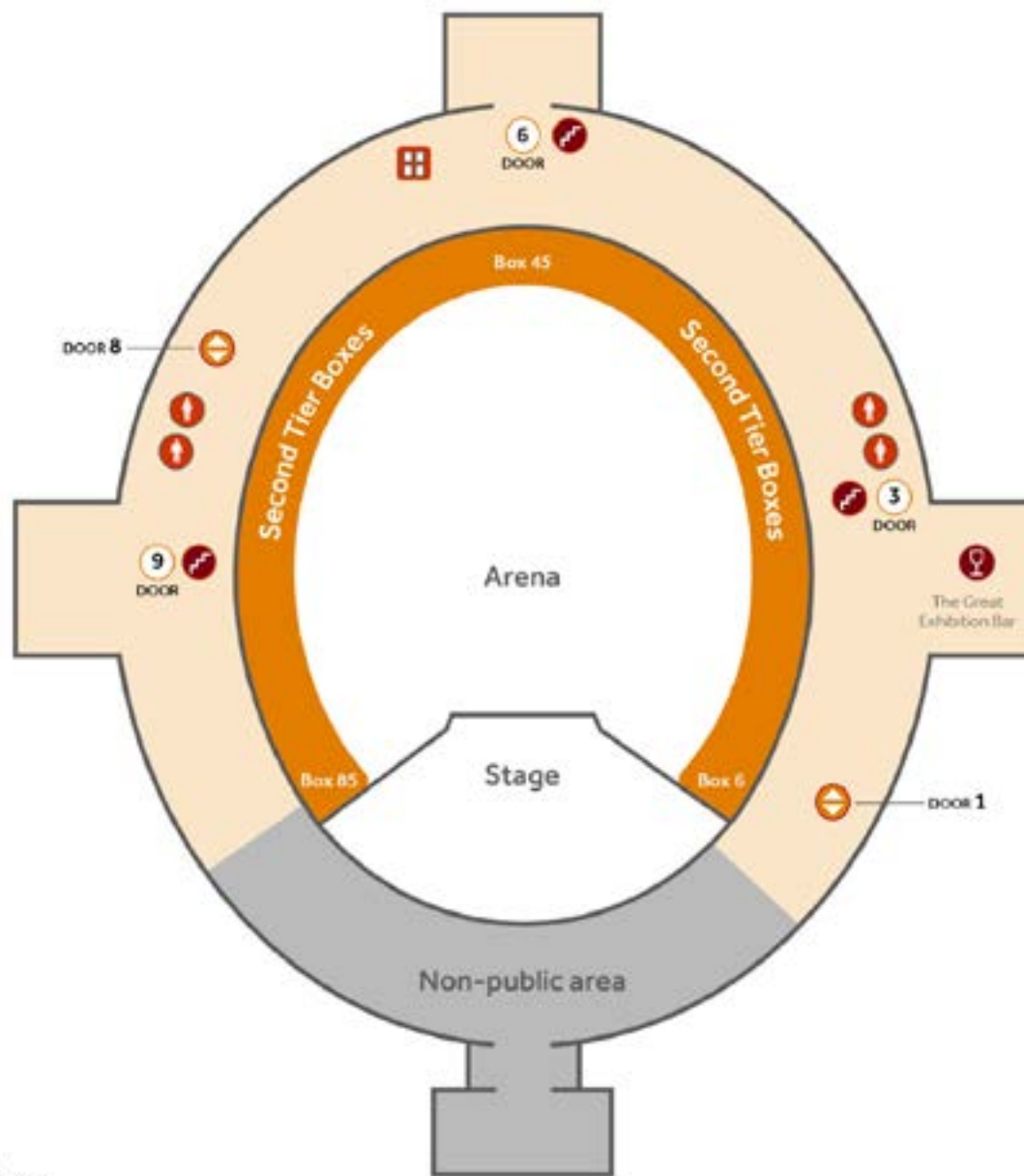
Map of Grand Tier Boxes




Key

- | | |
|--|---|
|  Lift |  Stairs |
|  Male toilets |  Function room |
|  Female toilets |  Restaurant |
|  Accessible toilets |  Bar |
|  Unisex toilets | |

Map of Second Tier Boxes



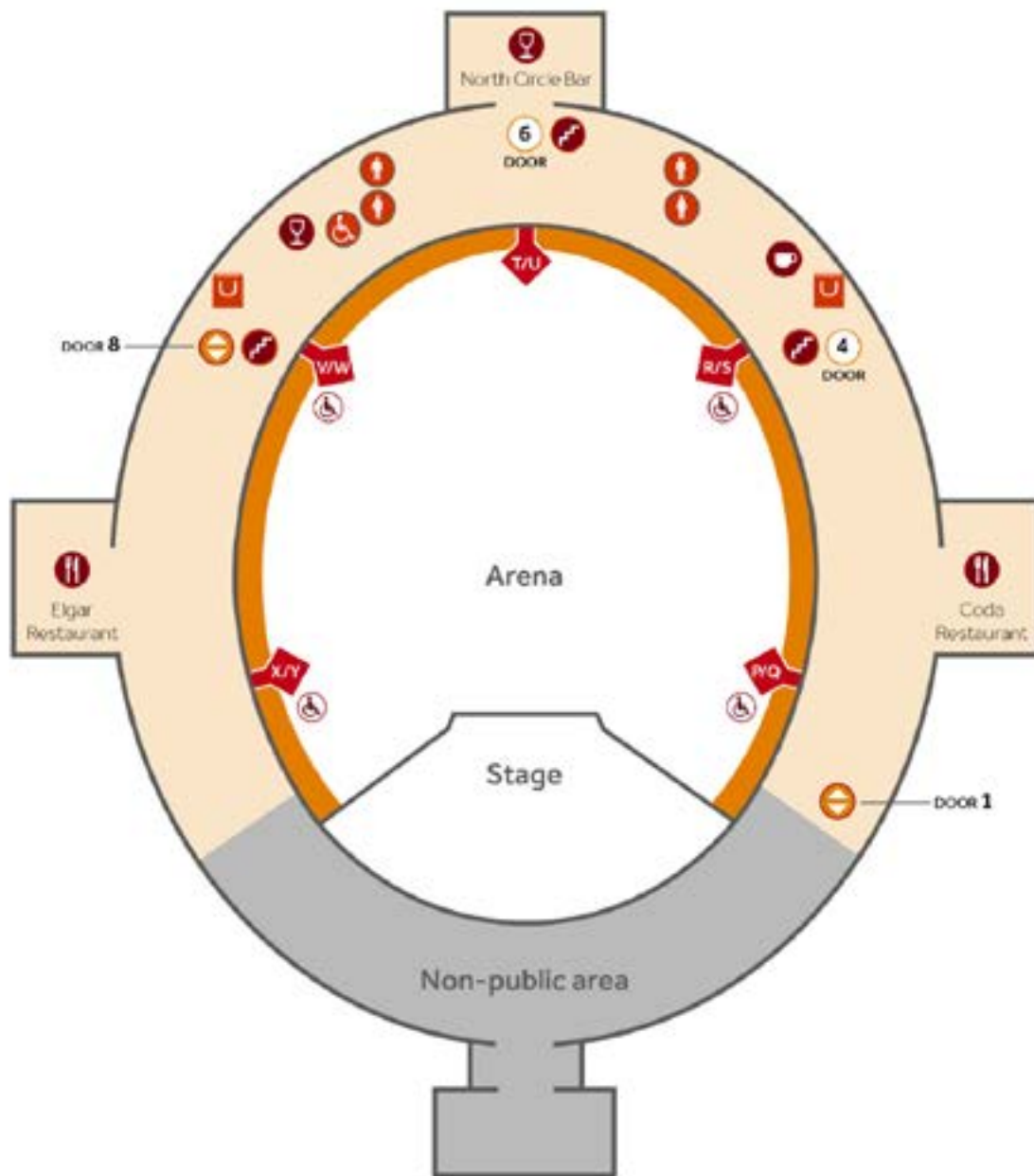
Key

- | | |
|--|--|
|  Circle entrance |  Wheelchair accessible seating area |
|  Lift |  Restaurant |
|  Male toilets |  Bar |
|  Female toilets |  Coffee bar |
|  Accessible toilets |  Merchandise sales point |
|  Stairs | |

Rausing Circle

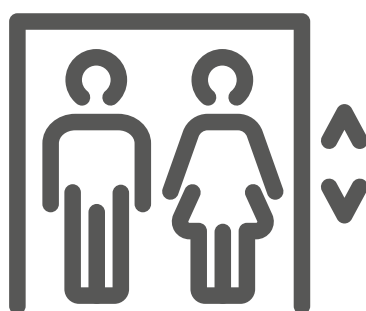
The Rausing Circle can be accessed via the public lifts at Doors 1 and 8. There is level access to the six wheelchair spaces in the Rausing Circle. The front row (Row 1) is one step up and there are 21 steps up to the back row (Row 7). The Rausing Circle seating has a steep gradient and all stepped aisles are provided with support rails at the entry to each row of seats.

Map of Rausing Circle



Key

- | | | | |
|--|--------------------|--|------------------------------------|
| | Circle entrance | | Wheelchair accessible seating area |
| | Lift | | Restaurant |
| | Male toilets | | Bar |
| | Female toilets | | Coffee bar |
| | Accessible toilets | | Merchandise sales point |
| | Stairs | | |

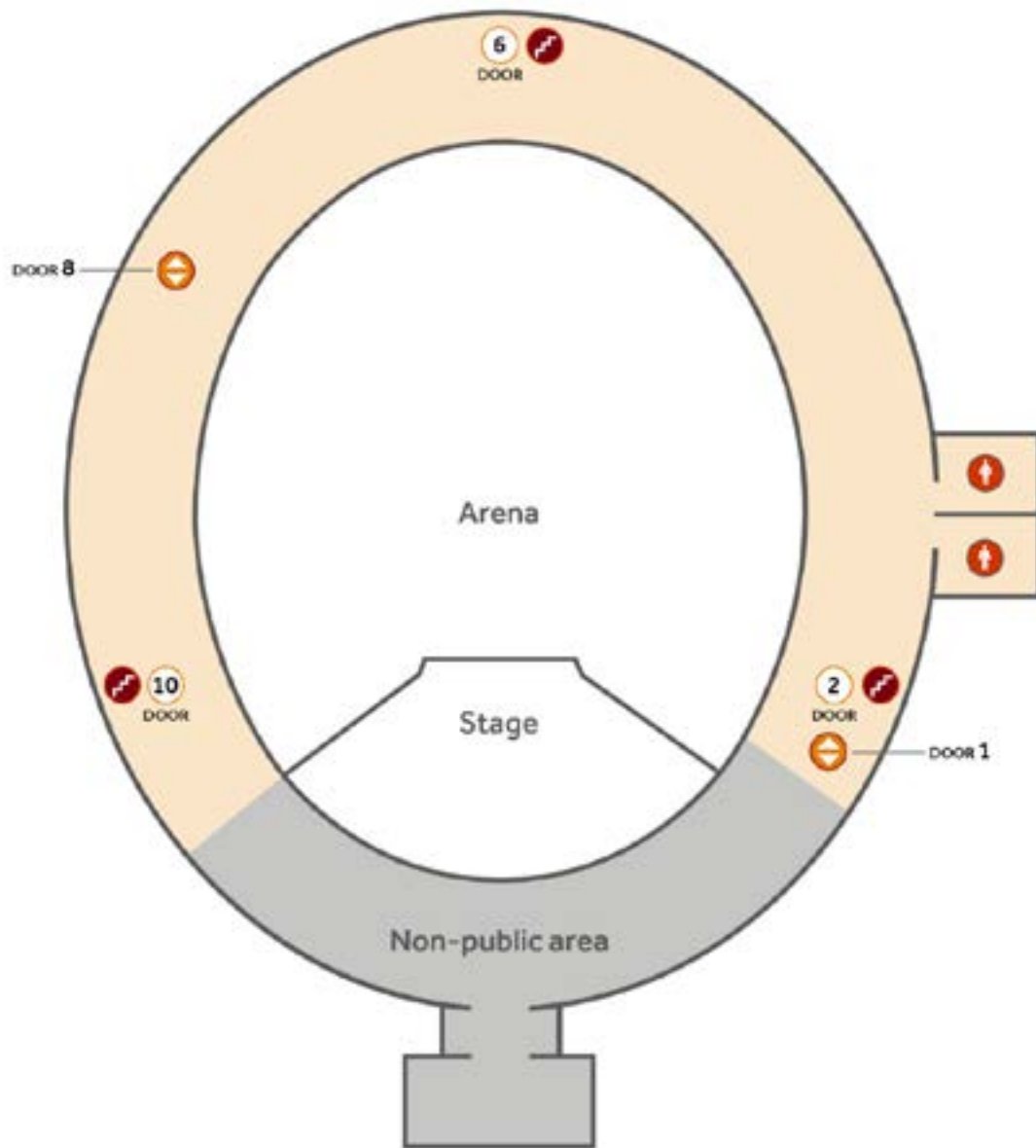


Gallery

The standing area of the Gallery can be accessed via the lifts at Doors 1 and 8.

There is level access throughout the Gallery including a unisex accessible toilet near to Door 1 lifts.

Map of Gallery



Key

-  Lift
-  Male toilets
-  Female toilets
-  Stairs

The Choirs

The Choirs are not accessible to wheelchair users. Choir East and Choir West are situated behind the stage, separated by the organ, and are accessed from Ground level near Doors 1 and 11 respectively.

On each side there are eight steps up and two steps down to the front row (Row 1) and there are 24 steps up to the back row (Row 9).

While Door 1 is the main Choir access, rows 4-8 can also be accessed from the Grand Tier level and row 9 can be accessed from Second Tier level.

The Choir seats have a relatively steep gradient and the steps have a handrail on one side and support rails on the other, at the entry to each row of seats.

Row 9 can also be accessed directly from the Second Tier with just two steps down.



SERVICES AND FACILITIES

Wheelchair Spaces

Eight wheelchair spaces with adjacent companion spaces are situated in the Stalls at Ground level.

In addition there are six wheelchair spaces with adjacent companion spaces in the Rausing Circle at sections P/Q, R/S, V/W and X/Y.

Please note, that due to the physical limitations of the circular shape of the auditorium, the spaces in the Rausing Circle are more suitable for customers with good upper body mobility. There are also four wheelchair spaces within the standing area of the Gallery.

We have a limited number of pre-cleaned wheelchairs for customers' use, subject to availability.

These can be reserved in advance by emailing:
accessbooking@royalalberthall.com

Alternatively you can request one on arrival from our Stewards, subject to availability.

We are unable to offer a pushing service at the present time and customers are advised to ensure they have assistance if required.



Assisted Hearing Facilities

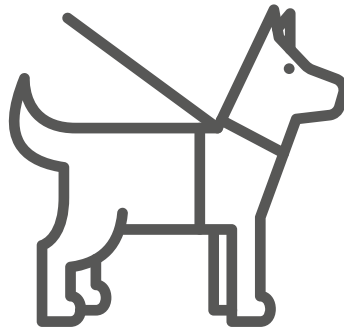
The auditorium, Elgar Room and North Circle Bar all have an infra-red system with a number of pre-cleaned personal headsets for use with or without hearing aids.

To make use of this service,
please request a headset by
calling **02075898212** or by emailing:

accessbooking@royalalberthall.com

Please collect your pre-cleaned headset
on arrival from the Information Desk
at Door 6 on the Ground floor. Please
note that there is no loop system in
the auditorium. The Box Office has an
induction loop system.

You can use this by adjusting your hearing
aid to the 'T' setting.



Assistance Dogs

Assistance Dogs are welcome at the Hall. Please let us know when you are booking your tickets so that we can offer appropriate box seating where your dog can remain with you during the performance.

If you prefer, or if you are sitting in an area which is unsuitable for dogs, you may leave your dog with a Steward until the end of the performance. To make this request please email:

accessbooking@royalalberthall.com

In case of an emergency, please leave the building under the direction of the Stewards. You will be directed to an Assembly Point where we will reunite you with your dog.

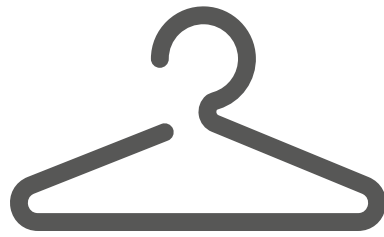


Toilets

Unisex wheelchair-accessible toilets are located as follows:

- **Arena Foyer level:** Door 1
- **Ground level:** Door 4 porch, Door 8 porch and Door 12
- **Grand Tier:** Door 4
- **Second Tier:** Door 8
- **Rausing Circle level:** Door 8
- **Gallery level:** Door 1

The accessible toilet at Gallery level is 48cm high and all the others are 45cm high.



Cloakrooms

Cloakroom facilities are available so you'll be able to leave your belongings in our cloakroom if you so wish. However, we will be limiting the size of bags allowed into the venue.

First Aid

Stewards are positioned throughout the Hall should you require assistance. The First Aid Room is staffed by qualified medical personnel and is located on the Ground floor at Door 4.



Evacuation and Refuge Points

Refuge points for customers with limited mobility are located throughout the building. In the event of an emergency evacuation, Stewards will escort you to the nearest available refuge point before assisting you out of the building.



FOOD AND DRINK

The Hall has four restaurants which cater for a variety of tastes and are all accessible to wheelchair users.

- **Café Bar:** Ground Floor. Door 12.
- **Verdi - Italian Kitchen:** Grand Tier level, Door 12 stairs. Wheelchair access via Door 1 lift.
- **Elgar Room Brasserie:** Rausing Circle level, Door 8 lift or stairs.
- **Coda:** Rausing Circle level, Door 1 lift or Door 2 stairs.

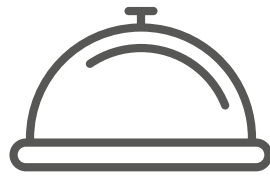
There are also wheelchair-accessible bars on every level, except the Gallery. For more information and to reserve a table click **here**.

Please note that deposits will be taken to secure your booking. Walk-ins are also available.



Terrace

Enjoy the sunshine on our Terrace, located at Door 12 and open for the summer months.



Box Catering

If you have tickets in the Grand Tier, Second Tier or Loggia seating areas you will be sitting in one of the Royal Albert Hall's boxes and can order food and drink to be delivered directly to it.

Orders can be placed up to 48 hours before the event starts. Please book your box catering **here** in advance.

We have a limited in-box dining menu available on the day for most shows, which can be viewed **here** and ordered directly from your host.

DAYTIME VISITS

Tours

Our guided tours offer the inside story of the Royal Albert Hall, taking you on a fascinating journey through its unique history, incredible architecture and unparalleled performances.

All tour routes cover a moderate distance and involve stairs. Lifts are available and all tour routes are accessible to wheelchair users. To book, please email:

tours@royalalberthall.com

Tours depart from inside Door 12 and last for approximately one hour.



Café Bar

Our Café Bar, offering coffee and a selection of light meals, is open daily. The entrance is on Ground level via Door 12.