



Royal Albert Hall

Access Guide



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To request an alternative format, please telephone the Box Office Access Line on 020 7070 4410 or email access@royalalberthall.com

Booking and collecting your tickets

To help us provide you with the best possible service and to ensure the best choice of suitable seats, we advise you to book your tickets in advance. For most performances advance booking also enables us to send your tickets to you before the day, time permitting. Please advise the Box Office of your access requirements when you book so that we can find you the most suitable seats and add your details to the Access List if you wish.

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

By telephone (booking fees apply)

Telephone (9am – 9pm daily) 020 7070 4410

Fax 020 7959 0592

In person

The Box Office is open from 9am – 9pm each day and is situated on the Ground floor at Door 12, with ramped access. As you enter the Box Office, the sales desk and ticket collection point is on the right. The ticket collection point usually opens 90 minutes before the performance start time.

Online (booking fees apply)

Visit www.royalalberthall.com

Please note, because the Hall has several different seating configurations, we would ask wheelchair users to make an online Accessible Ticket Request which will be answered by one of our Box Office Assistants.

By post (booking fees apply)

Box Office, Royal Albert Hall,
Kensington Gore, London SW7 2AP



Car parks

For customers attending events in our auditorium there are usually ten free parking spaces for Blue Badge holders in the West Car Park. The entrance is located outside Door 8, which has ramped access to the building. To book a space, please have your vehicle registration number to hand and phone our Access Line on +44 (0)20 7070 4410.

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 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 the Box Office on 020 7070 4410.

On-street parking

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

There are two bays outside the Royal College of Art and one bay outside Door 1 of the Hall which have 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 is at Door 1, which is at the rear of the building and has ramped access. 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.

Buses

The following buses stop on Kensington Gore outside the Hall:

9 - Aldwych to Hammersmith, stopping on Kensington Gore outside the Hall

23 - Westbourne Park to Hammersmith, stopping on Kensington Gore outside the Hall

52 - Victoria to Willesden, stopping on Kensington Gore outside the Hall

70 - Acton to South Kensington, stopping on Queen's Gate, 2 minutes' walk from the Hall

360 - Elephant & Castle to the Hall, stopping on Prince Consort Road, 1 minute walk from the Hall

452 - Wandsworth Road Station to Kensal Rise, stopping on Kensington Gore outside the Hall

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 www.tfl.gov.uk.

Taxis from the Royal Albert Hall

Black cabs can usually be hailed from Kensington Gore, outside the front of the building.



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

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.

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.

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.

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.

Gallery

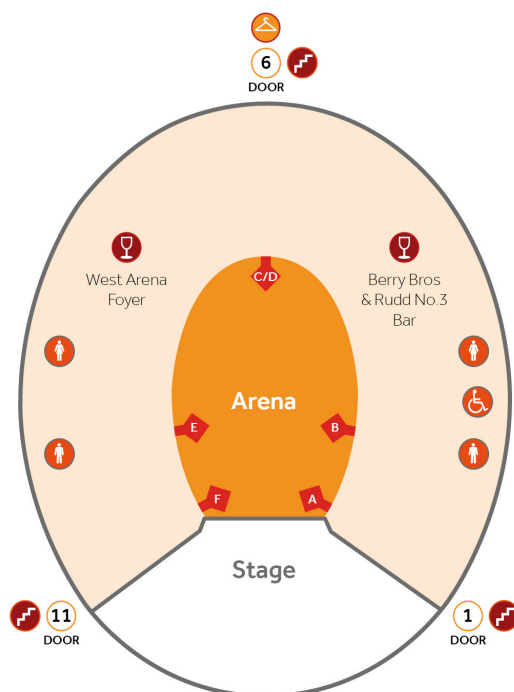
The standing area of the Gallery can be accessed via the lifts at Doors 1 and 8. There is level access throughout the Gallery, including a unisex accessible toilet

Choir East and Choir West








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). 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.

ARENA FOYERS (BASEMENT LEVEL)

Basement

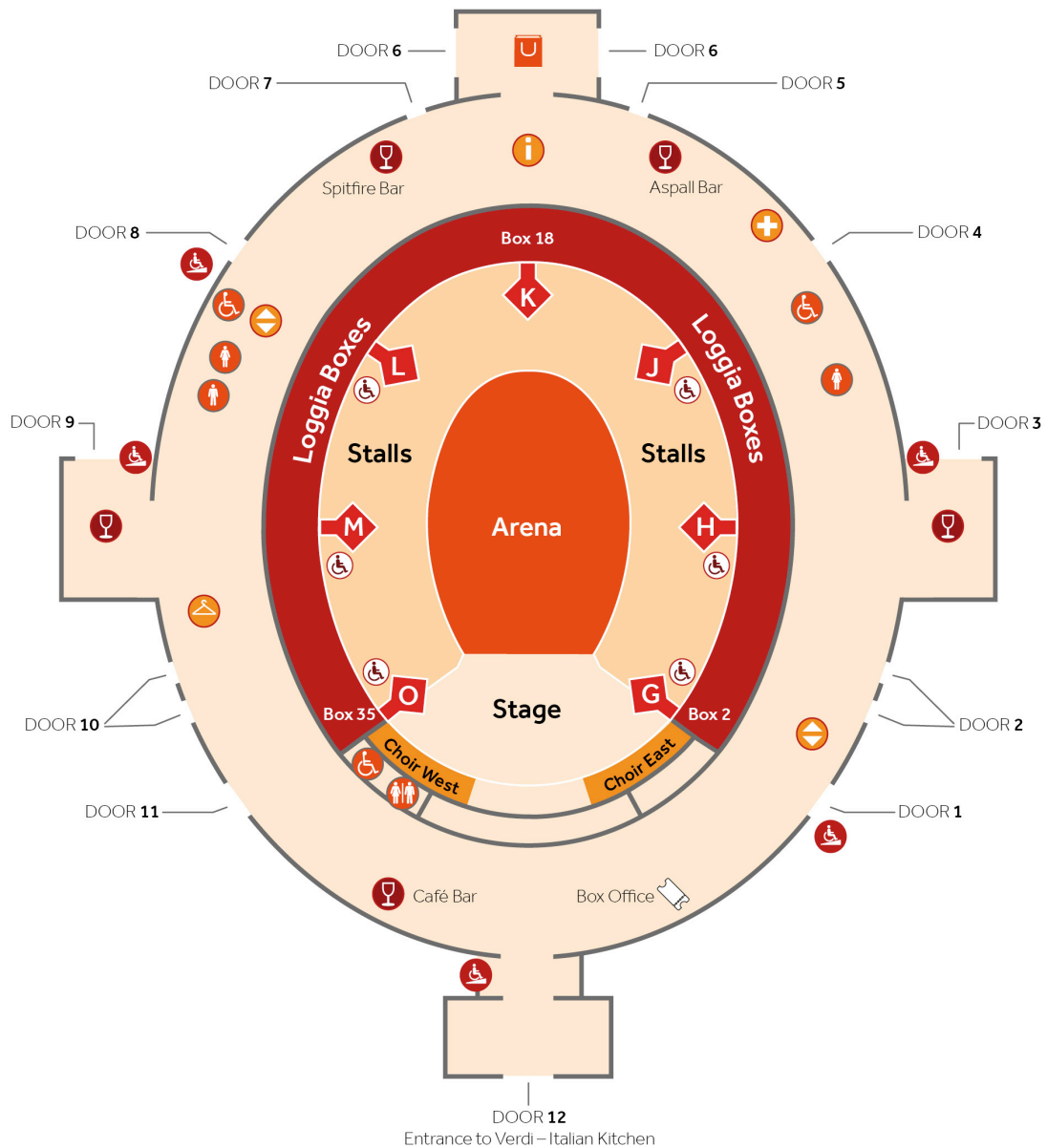


Key

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

Ground Floor

Ground Floor

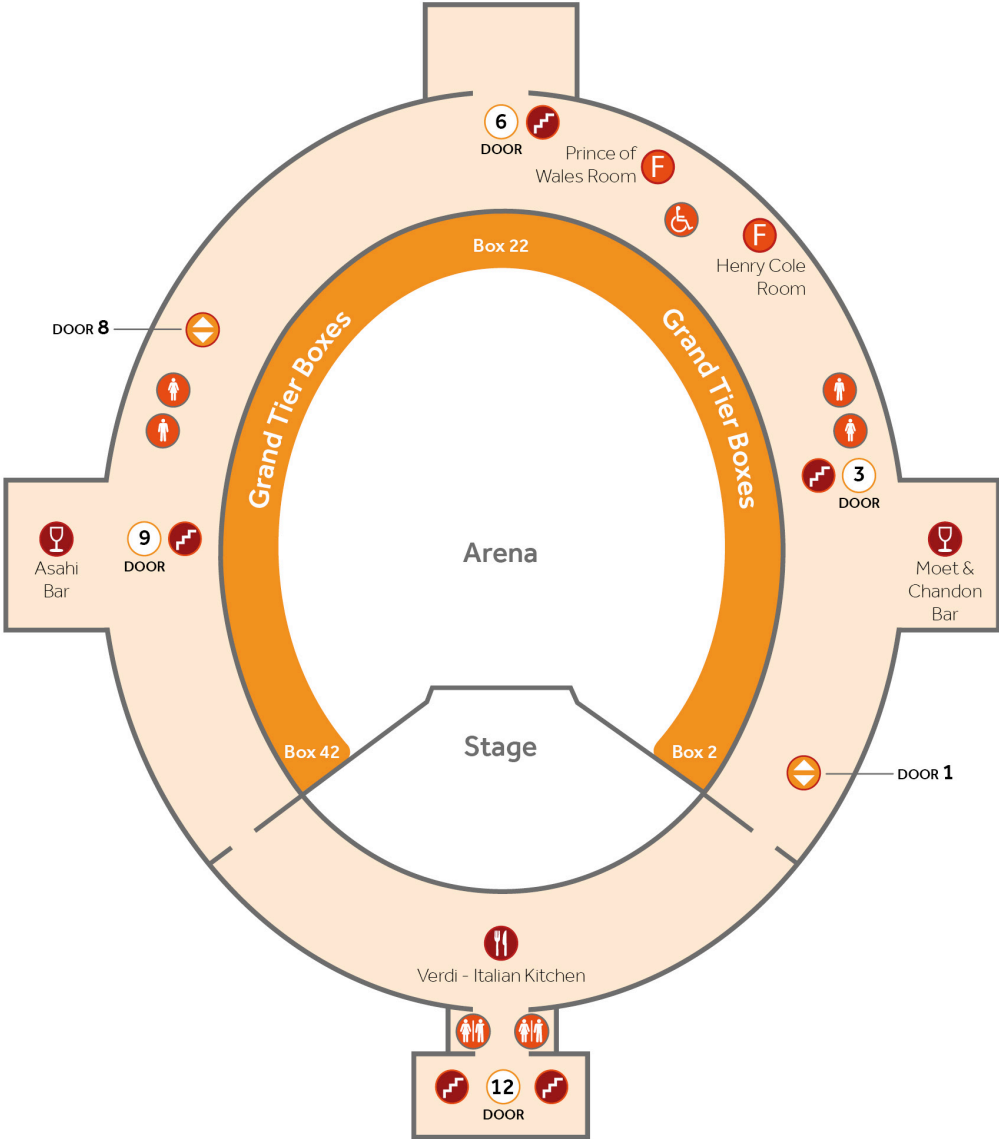


Key




- | | | | |
|--|--------------------|--|------------------------------------|
| | 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 |

Grand Tier (first floor)

Grand Tier

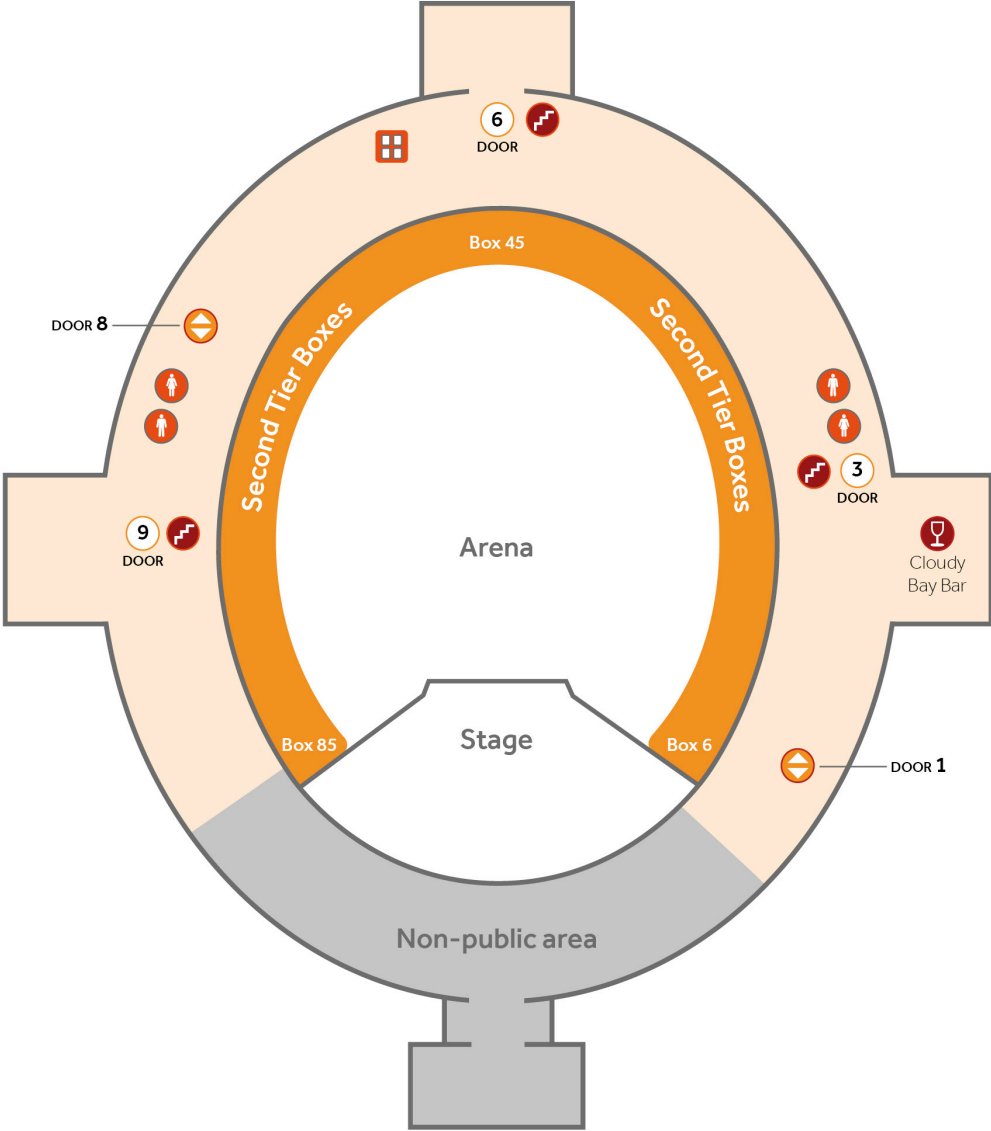


Key

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

Second Tier (second floor)

Second Tier

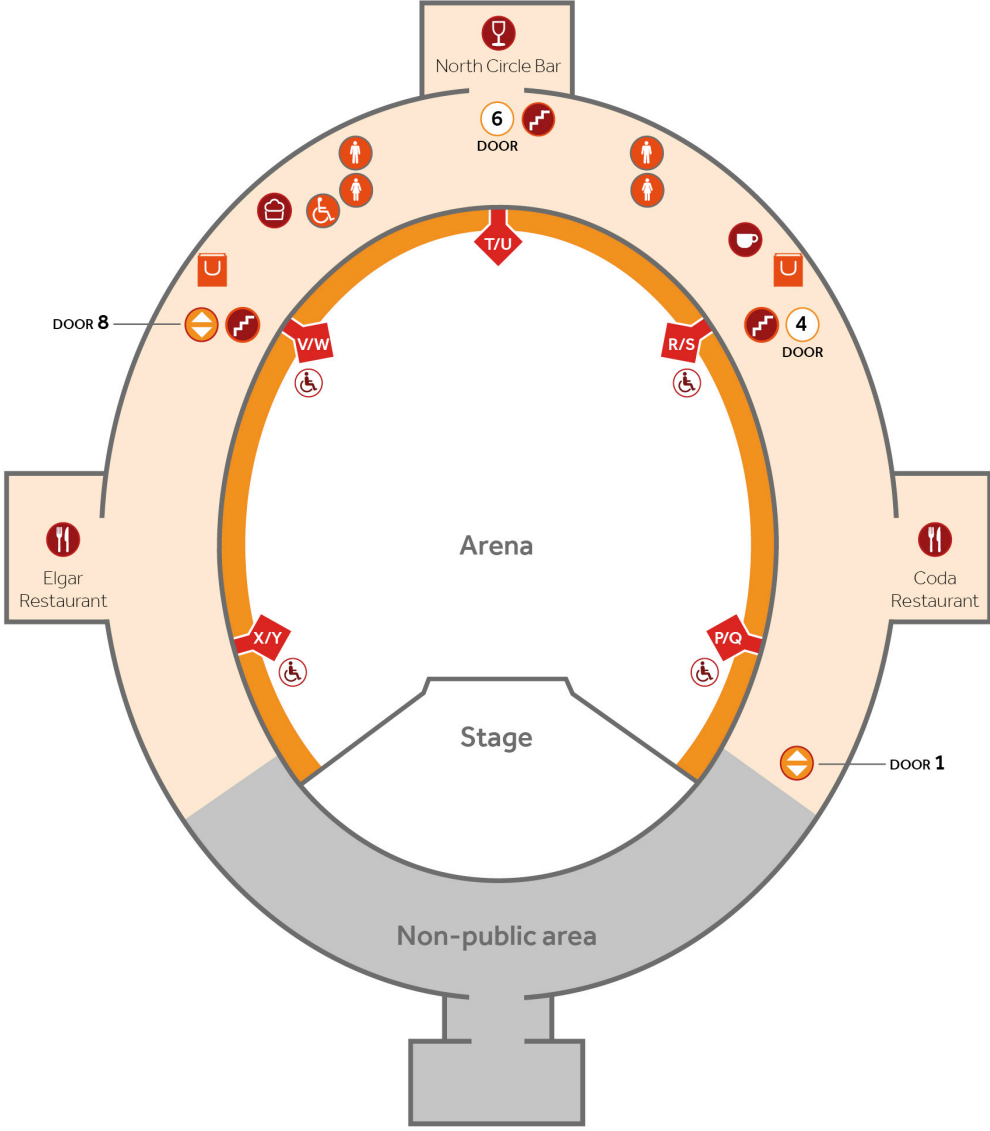


Key











- Lift
- Male toilets
- Female toilets
- Bar
- Samsung digital classroom
- Stairs

Raising Circle (third floor)

Raising Circle

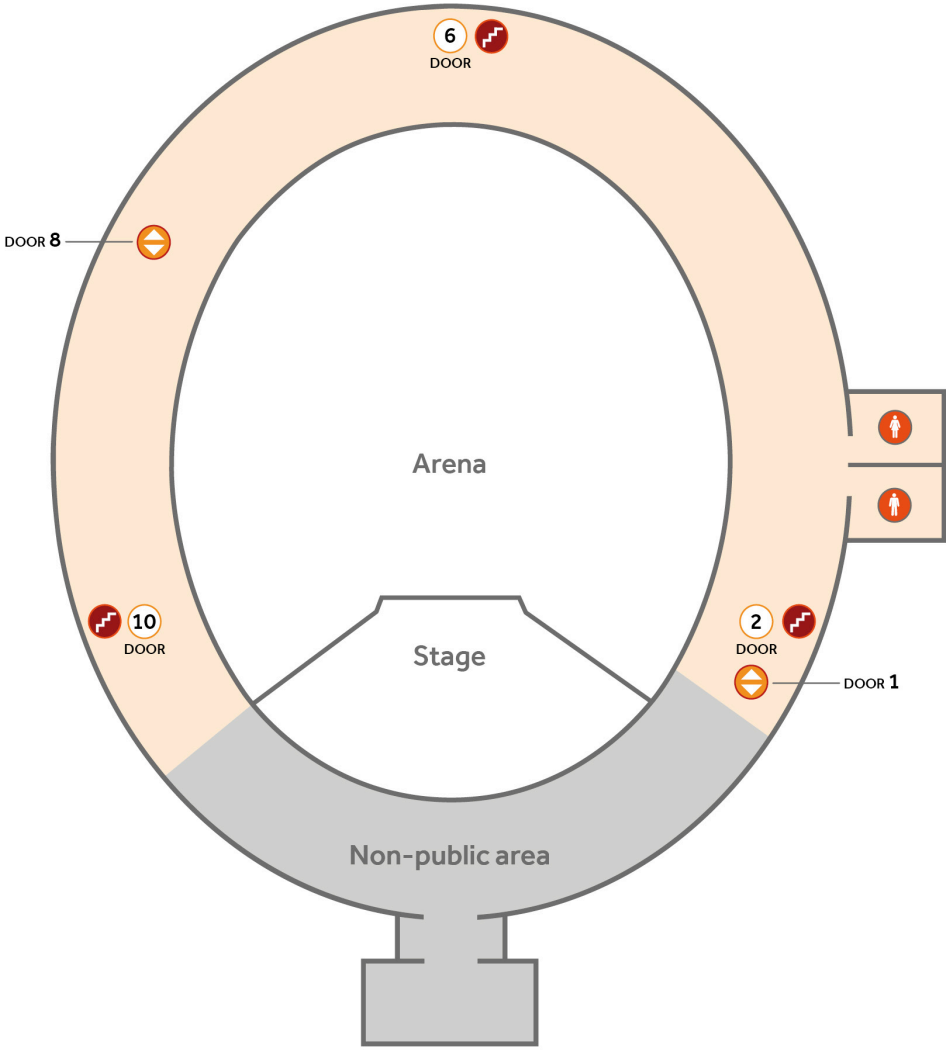


Key





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

Gallery (top floor)

Gallery



Key

-  Lift
-  Male toilets
-  Female toilets
-  Stairs



Wheelchair Spaces

14 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.

Wheelchairs

We have a limited number of wheelchairs for customers' use, subject to availability, which can be reserved in advance via our online Accessibility Request form or by calling the Access Line on 020 7070 4410.

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

Assisted Hearing Facilities

The auditorium, Elgar Room and North Circle Bar all have an infra-red system with a number of personal headsets for use with or without hearing aids. To make use of this service, please request a headset via the Hall's online Accessibility Request form or by calling 020 7838 3110. Please collect your 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.

Audio Descriptions

Selected performances at the Hall are audio described. Please telephone the Access Line on 020 7070 4410 to find out more about this service.

Large Print Programmes

The Royal Albert Hall encourages event promoters to produce large print programmes. To order a large print programme, please use our online Accessibility Request form or contact the Box Office Access Line on 020 7070 4410 or email access@royalalberthall.com at least 10 working days in advance of the performance that you will be attending.

Unfortunately we cannot guarantee that promoters will always offer this service.

Programme-reading Service

If you would like a Steward to read your programme to you, please make a request through our online Accessibility Request form or contact the Information Desk at Door 6 on the Ground floor when you arrive.

Guide Dogs and Hearing Dogs

Guide and Hearing 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 use our online Accessibility Request form or call 020 7838 3110. 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 and Cloakrooms

Unisex wheelchair-accessible toilets are located as follows:

Ground level, Door 4 porch, Door 8 porch and Door 12

Grand Tier, Door 4

Raising Circle level, Door 8

Arena Foyer level, Door 1

Gallery level, Door 1

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

Cloakroom facilities (£1 per item) are available at Ground level. Please note that not all of the cloakrooms are open at all times. On arrival, please ask a Steward for directions.

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 would escort you to the nearest available refuge point before assisting you out of the building.



The Hall has four restaurants which cater for a variety of tastes and which 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 Restaurant, 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 most performances all four restaurants and a number of bars open two hours before the start of the performance. All other public bars open 45 minutes before the performance and during intervals. Further information and menus can be found on our website, where you can also make a restaurant reservation. Alternatively please call the Box Office on 020 7589 8212.

Box Catering

If you have purchased tickets in a box you can enhance your experience by ordering food and drinks in advance, which will be set out for you in the box before you arrive. If you would like further details of the menus available or wish to place an order, please visit www.royalalberthall.com, telephone 020 7589 5666 or email your requirements to boxcatering@royalalberthall.com.

Box catering orders must be received at least two working days in advance of the performance that you are attending.



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, or for further information about daytime opening, please contact the Access Line on 020 7070 4410. Tours depart from inside Door 12 and last for approximately one hour. All tours are conducted in English.

Café Bar

Café Bar, offering coffee and a selection of light meals, is open daily. Entrance is via Door 12.

Free exhibitions

The Hall also offers a free exhibition series during much of the year. The exhibitions are located around the Ground floor corridor and can be viewed when attending performances or on the free open days. For further information, please visit www.royalalberthall.com.



The Royal Albert Hall's Access List aims to offer disabled customers an easier and better service when booking tickets and attending performances. By making us aware of your access requirements, this will enable us, where possible, to allocate suitable seating for you. This information will be stored on your Box Office account so that our staff are aware of your requirements each time you book.

If you would like to join this list, please complete the attached form, visit our website at www.royalalberthall.com or telephone the Access Line on 020 7070 4410.

We would like to advise you that the personal details you supply on the form will be held on the Hall's database to facilitate your future bookings and to provide you with relevant access information that you may have requested.

All rights under the 1998 Data Protection Act (United Kingdom) and any subsequent revisions will apply.

Access List Application Form



Royal Albert Hall

If you would like to join our Access List, please fill in your details below and send it FREEPOST to: Access List, Box Office, FREEPOST LON10869, Royal Albert Hall, Kensington Gore, London, SW7 2YZ.

Title _____ Initial _____ Surname _____

Address _____

Postcode _____

Telephone _____

Email address _____

Nature of your disability/access requirements (this will enable us, where possible, to allocate the most suitable seating for you). _____

Please confirm if you would like us to keep you informed about the Royal Albert Hall's future events, services and activities

By email

By phone

By post

By text message