

Barbican Centre Access Guide Contents

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**For alternative formats of this guide
please contact the Box Office 020 7638 8891**

Access @ Barbican Centre

Access Guide

The text and maps in this information folder have been produced in consultation with members of the Barbican Centre Access Group.

The text is available in large print, braille or on audio tape, and can also be found on the Barbican Centre's website:

www.barbican.org.uk

Contact the Box Office to request an alternative format:

Tel: 020 7638 8891 Fax: 020 7382 7270

Email: access@barbican.org.uk

Minicom: 020 7382 7297

SMS Textphone: 020 7256 9577

Access Membership Scheme for disabled visitors

Disabled visitors who have joined our Access Membership Scheme can inform us of their access requirements, receive information in alternative formats and may be eligible to reductions on tickets, subject to availability. Full details are available online at www.barbican.org.uk and will be sent with your membership information.

It is easy to join : the short joining form can be found at www.barbican.org.uk (click visitor information, access) and can be requested by email at access@barbican.org.uk. You can pick up a joining form from the Advance Box Office or Information Points, or a form can be posted out to you by contacting the Box Office.

Access @ Barbican Centre

Barbican Centre Access Group: The group was formed in 2000 and meets regularly to discuss access issues relating to the Barbican Centre. Members include Barbican Centre patrons with specific access requirements, representatives from the City of London Access Team and Barbican Management.

For more information please contact:

Tel: 020 7382 7348

Email: access@barbican.org.uk

Events Brochure: If you wish to receive our monthly events guide why not also join the Barbican Membership Scheme? We are currently offering a half price joining fee of £10 for Access Members. Contact the Box Office for more information.

To request the monthly guide in an alternative format, in either audio (CD) or large print, please contact the Box Office.

Tel: 020 7638 8891 Fax: 020 7382 7270

Email: access@barbican.org.uk

Minicom: 020 7382 7297

SMS Textphone: 020 7256 9577

The monthly guide can also be downloaded from our website as an MP3 file or large print copy.

www.barbican.org.uk/visitor-information/disability-access

Accessible Performances: Some performances are audio-described, captioned or signed. Please check our website or monthly events guide for details.

Contacting us

Barbican Centre, Silk Street, London EC2Y 8DS

Opening times

| | |
|----------------------------|-----------|
| Monday to Saturday | 9am–11pm |
| Sunday and public holidays | 11am–11pm |

Box office and information

| | |
|-----------------------------|--|
| Main number (9am–8pm daily) | 020 7638 8891 |
| Minicom (9am–8pm daily) | 020 7382 7297 |
| SMS Textphone | 020 7256 9577 |
| Fax | 020 7382 7270 |
| Website | www.barbican.org.uk |

Information point Level G

(times vary to reflect the Barbican events schedule)

Duty managers

| | |
|------------------|---------------|
| Barbican Centre | 020 7382 7342 |
| Ticket Sales | 020 7382 7024 |
| Exhibition Halls | 020 7382 7056 |

Library enquiries

| | |
|-------------------------|--|
| General Library | 020 7638 0569 |
| Music Library | 020 7638 0672 |
| Children's Library | 020 7628 9447 |
| Renewals (24-hour line) | 020 7638 0568 |
| Fax | 020 7638 2249 |
| E-mail | barbicanlib@corpoflondon.gov.uk |

Contacting us (cont)

Assistance

We want you to enjoy your time at the Barbican. If you need help or advice in planning your visit, please call House Management on 020 7382 7348 or 020 7382 7342 (Monday to Friday from 9.15am to 5pm).

What's on

To request an alternative format of the monthly guide, in either large print or audio CD format, please contact the Box Office.

Tel: 020 7638 8891 Fax: 020 7382 7270

E-mail: access@barbican.org.uk

Minicom: 020 7382 7297

SMS Textphone: 020 7256 9577

The monthly guide can also be downloaded from our website as an MP3 file or large print copy.

Wheelchairs

We have 3 wheelchairs for visitors' use, subject to availability. You can pre-book one by calling the Box Office on 020 7638 8891, or you can request one on arrival.

Feedback

We welcome comments and suggestions. Please write to the Managing Director's Office, Barbican Centre, Silk Street, London EC2Y 8DS.

Buying tickets

All our venues have seating for wheelchair users and other disabled people. Please tell us your access requirements when you book, so we can recommend the most suitable seats for you.

Price concessions: Disabled visitors who have joined our Access Membership Scheme may be entitled to discounted tickets, subject to availability.

Advance booking: To ensure the best choice of suitable seats, please book in advance. This also enables us to send your tickets to you before the day, time permitting.

By telephone (administration charge per transaction):

| | |
|---------------------------|---------------|
| Telephone (9am–8pm daily) | 020 7638 8891 |
| Minicom (9am–8pm daily) | 020 7382 7297 |
| SMS Textphone | 020 7256 9577 |
| Fax | 020 7382 7270 |

By post: Write to the Box Office, Barbican Centre, Silk Street, London EC2Y 8DS.

In person: The Advance Box Office is open from 9am to 8pm daily (from 12noon Sunday/public holidays). It is situated at the Silk Street main entrance where there are automatic doors and step free access. Counter height 110cm with a drop section of 75cm.

Tickets can also be bought on the day of your visit at the ticket desks overleaf.

Buying tickets (cont)

Portable seating is available for queuing at the advance Box Office (Level G) and the concert hall/theatre ticket desk (level minus 1).

Art Gallery ticket desk Gallery floor (level 3)
Located within the Gallery, counter height 98cm with drop-section of 76cm, open during exhibition hours.

Cinema 1/Pit Theatre ticket desk Pit floor (level minus 2)
Located in the foyer, counter height 106cm with a drop-section of 76cm, open 30 minutes before screening.

Cinema 2 ticket desk Conference floor (level 4)
Located in the Cinema 2 foyer, counter height 96cm with a drop-section of 74cm, open 30 minutes before screening.

Cinema 3 ticket desk Conference floor (level 4)
Located in the Cinema 3 foyer, counter height 96cm with a drop-section of 74cm, open 30 minutes before screening.

Concert Hall/Theatre ticket desk Stalls floor (level minus 1)
Located in the foyer, counter height 113cm with a drop-section of 78cm, open 90 minutes before performance.

Getting here

Setting down: For arrival by car (see Car Parking), taxi, minibus or Dial-a-Ride, the most convenient set-down points are the Silk Street entrance for level G or above, and the Stalls Floor roadway for level minus 1 or below.

At Silk Street, a slope (1:15) leads down to automatic doors, which give step-free access across a bridge link to the Ground Floor Foyer (level G) and the main lifts.

For the Stalls Floor, the car-park entrance in Silk Street leads down to a ramped zebra crossing and set-down point. The main lifts are through automatic doors on the left, and on the right there is direct access into the Stalls Foyer through 2 sets of automatic doors.

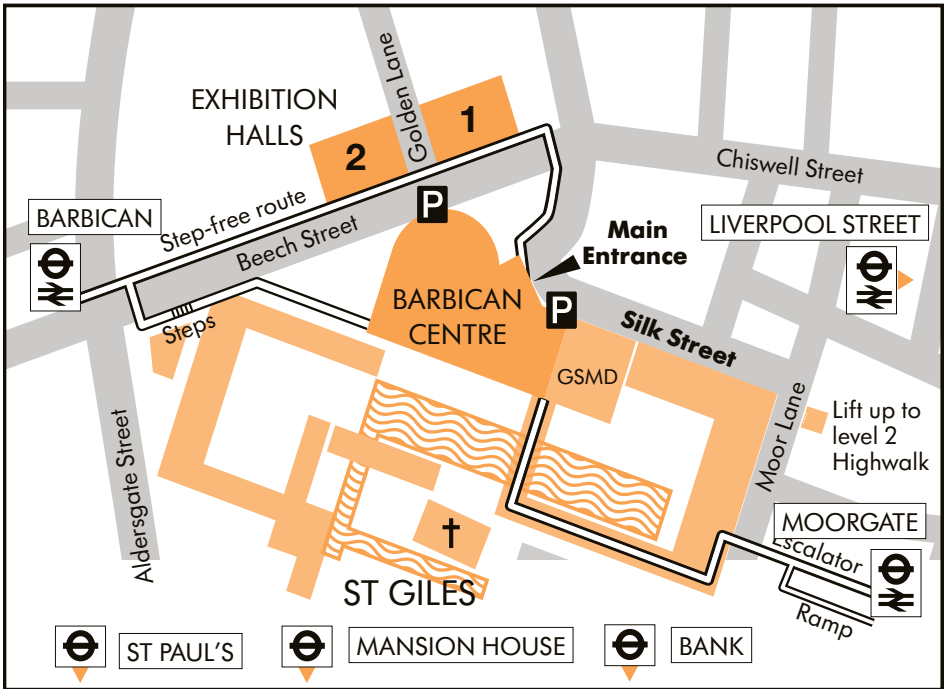
Underground and bus: There are no accessible Tube stations nearby, and Bank Station has lift access to street level from Docklands Light Railway only. Bus route 153 is wheelchair-accessible, and runs from Liverpool Street station to Finsbury Park station via Silk Street. Transport for London's enquiry line (020 7222 1234) can advise on accessible routes or check www.tfl.gov.uk.

Rail: Liverpool Street station is accessible, but other nearby stations are not.

Getting here (cont)

Photo maps

Photo maps showing how to get to the Barbican Centre from the following stations: **Barbican**, **Moorgate**, **Liverpool Street** and **St Paul's** are available on our website www.barbican.org.uk/visitor-information/disability-access



Art Gallery

On the Gallery floor (level 3), reached via the main lifts.

Open: Monday, Thursday, Friday, Saturday & Sunday 11am–8pm. Tuesdays and Wednesdays 11am–6pm. These timings are subject to change.



Access: Doors normally in open position during exhibition hours. Ticket desk 98cm with a drop-section of 76cm. Step-free access on each floor of the Art Gallery.



Mobility: The Art Gallery has two levels, linked by a flight of 24 stairs with an intermediate landing. A passenger-operated lift (76cm x 110cm) connects the two floors. If you need assistance, staff will be happy to help.



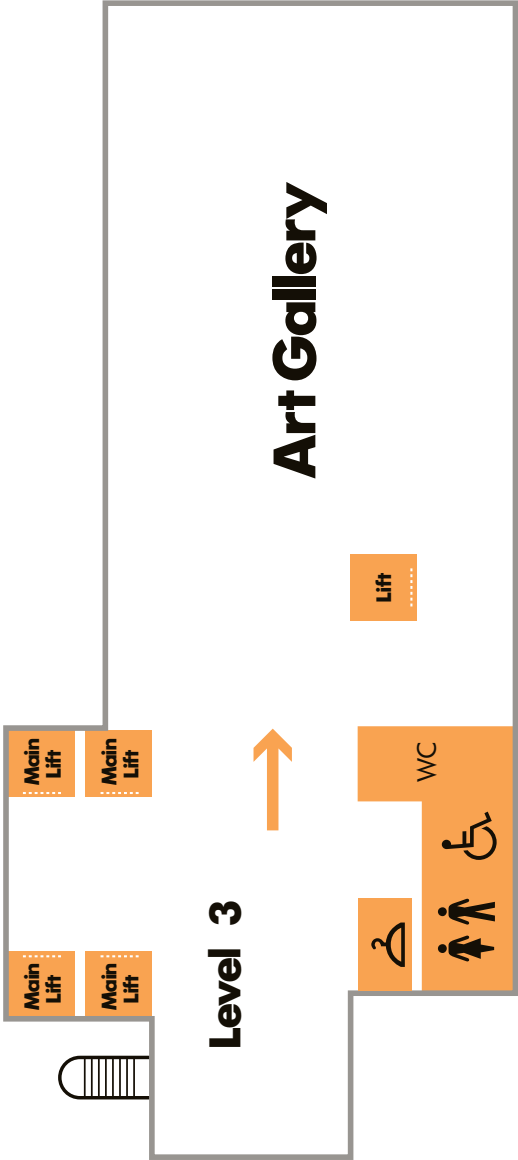
Guide dogs and hearing dogs are welcome. If you prefer, you may leave your dog with a member of the Art Gallery staff during your visit.



Large print versions of exhibition information are available from the Art Gallery ticket desk. To request one, please call the Art Gallery on 020 7382 2382 before your visit. An A4 magnifying sheet is also available upon request.

Seating changes depending on exhibition. Portable seating is always available. Please ask a member of staff.

Art Gallery (Level 3) map



Cinema 1

On the Pit floor (level minus 2), reached via the main lifts – please note that only two of the four lifts go to this floor.

Access

Level access from the Pit floor foyer only to the two boxes (see Mobility below). All other seats lead off stepped aisles.



Mobility

Two boxes at the rear of the auditorium each have space for 1 wheelchair user and a companion. Please book early and ask for these seats.



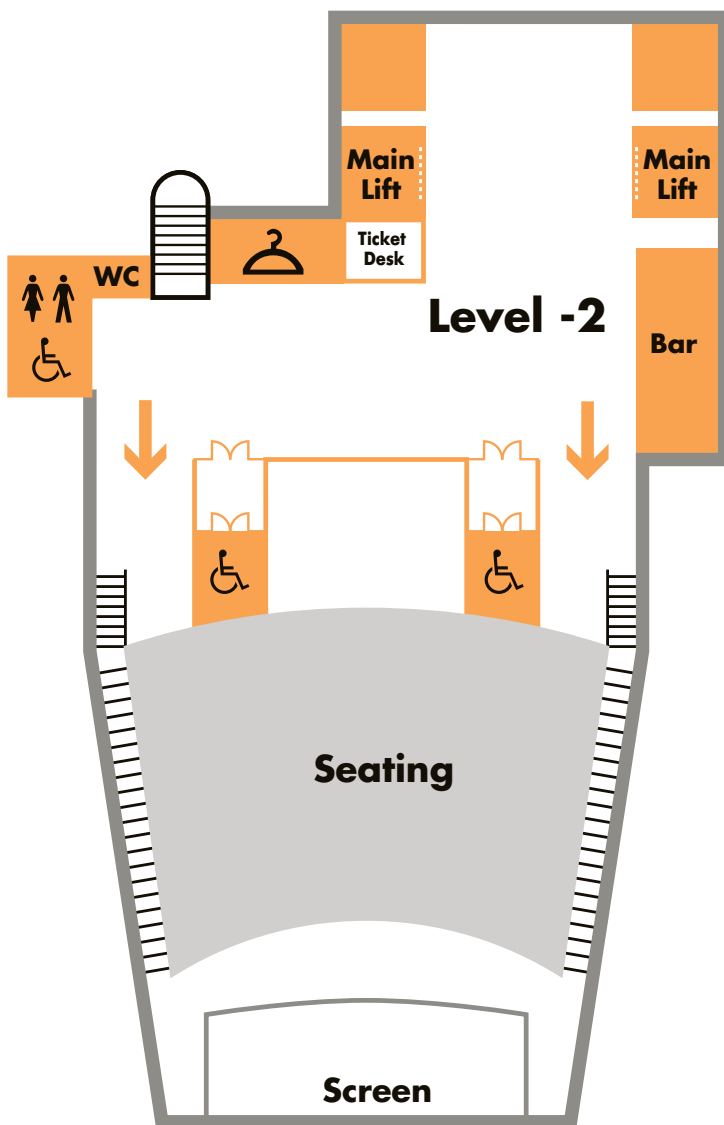
Guide dogs and hearing dogs may be taken into the Cinema - please tell us when booking, to ensure your seat has enough space. If you prefer, you may leave your dog with a member of the foyer staff during the performance.



Hearing facility

There is an induction loop in the auditorium. You can use this by adjusting your hearing aid to the 'T' setting.

Cinema 1 (Level -2)



Cinema 2 and 3

On the Conference floor (level 4), reached via the main lifts – please note that only two of the four lifts go to this floor. Alternatively, to reach level 4 (for the Cinema foyers and ticket desks) or level 5 (for the auditorium), take the Silk Street lift or the car park lifts as appropriate.

Access: Step-free access from the lifts to the Cinema foyers and ticket desks on level 4, but there are several doors to negotiate. Within each cinema, access to the auditorium on level 5 is up a flight of 19 stairs. Wheelchair users and people with limited mobility should take the nearest lift - foyer staff will be happy to assist you.



Mobility: Each cinema has space for 1 wheelchair user and a companion at the back of the auditorium (on level 5). Cinema 2 also has spaces for 2 wheelchair users and companions in the front row (on level 4, accessed from the Conference floor corridor). Please book early and ask for these seats.

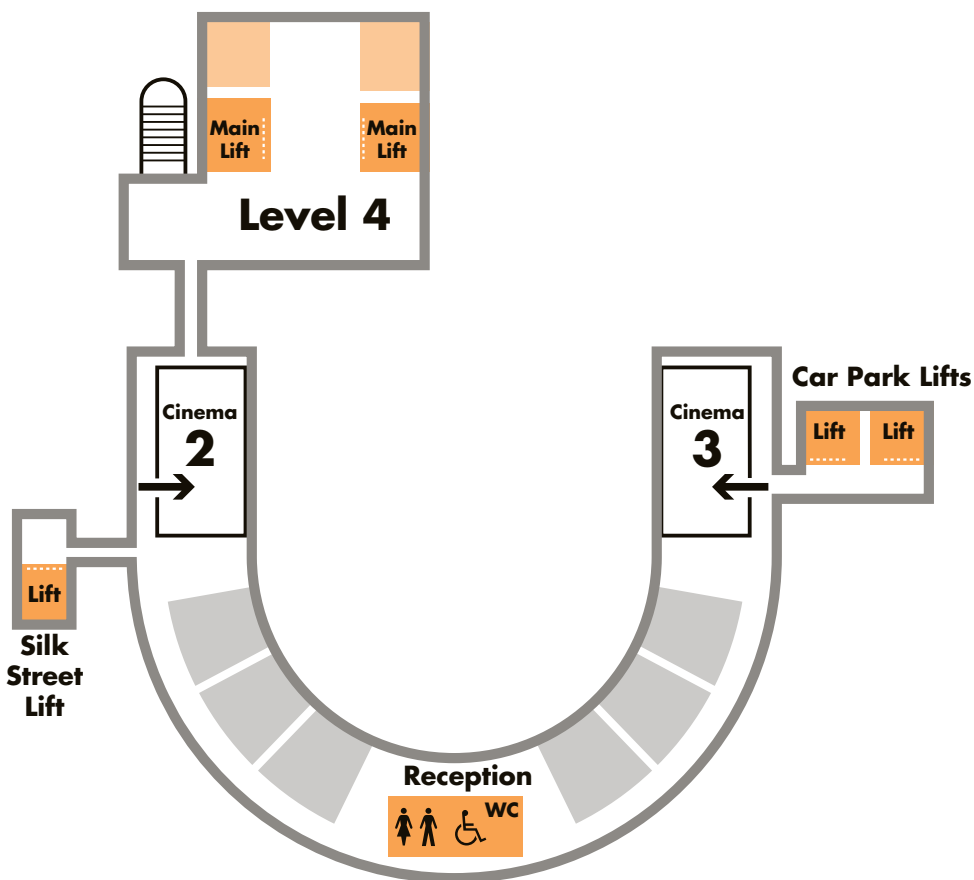


Guide dogs and hearing dogs may be taken into the Cinemas - please tell us when booking, to ensure your seat has enough space. If you prefer, you may leave your dog with a member of the Cinema foyer staff during the performance.



Hearing facility: There is an induction loop in each auditorium. You can use this by adjusting your hearing aid to the 'T' setting.

Cinema 2 and 3 (Level 4)



Conference Rooms

On the Conference floor (level 4). The six Conference Rooms are situated three on either side of Conference Reception.



Access: Conference Reception can be reached several ways. The routes described below all lead to the Conference floor corridor and round to Conference Reception.

Route 1: From within the Barbican, take the main lifts to the Conference floor (level 4) – please note that only two of the four lifts go to this floor.

Route 2: From the Silk Street entrance, take the Silk Street lift to the Conference floor (level 4).

Route 3: From Car Park 3 or 5, take the car park lifts to the Conference floor (level 4).



Mobility: Level access along the Conference floor corridor, at Conference Reception, and within the Conference Rooms.

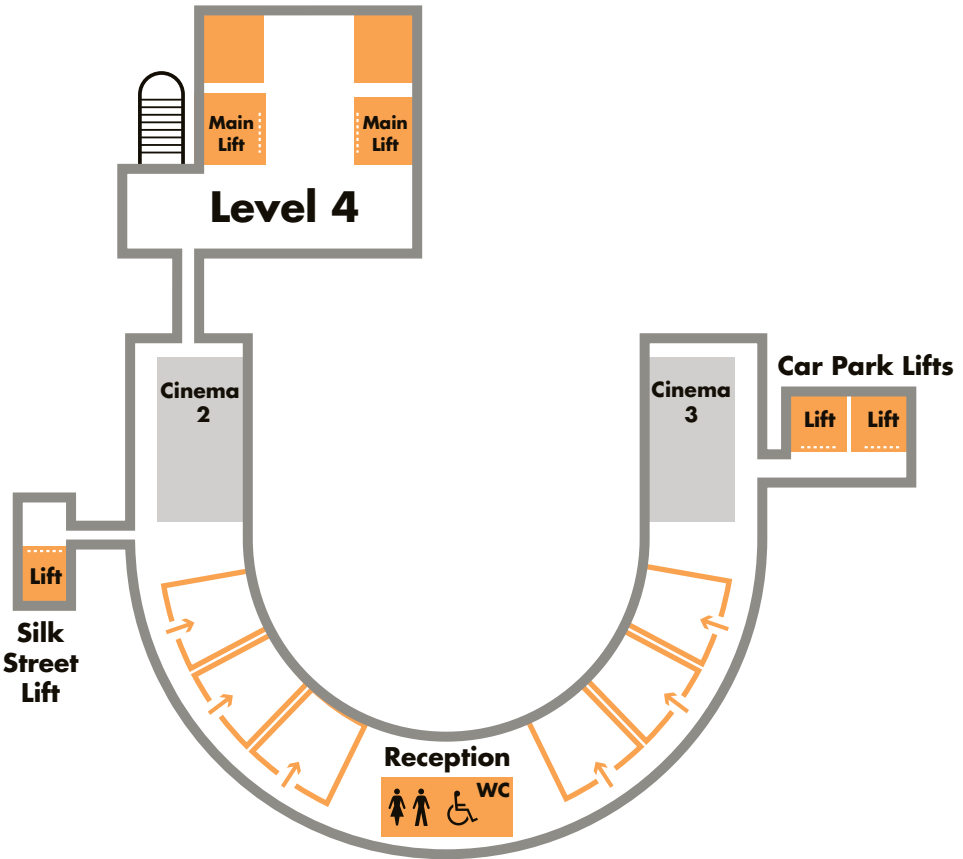


Guide dogs and hearing dogs are welcome.



A portable induction loop can be provided – please request it in advance.

Conference Rooms (Level 4)



Conservatory & Sculpture Court

On the Gallery floor (level 3), reached via the main lifts.

Access

Automatic glass doors (120cm wide) lead outside from the Gallery floor and continue down a ramp (1:12). The Conservatory is on your right, entered through double doors (135cm wide). The Sculpture Court is on your left, up 3 steps or via a ramp.



Mobility

Limited access for wheelchair users and people with limited mobility due to steps in some areas.



Guide dogs and hearing dogs are welcome.



Conservatory opening hours

Normally on Sunday/public holidays from 12noon to 5pm or dusk. Please call the Box Office on 020 7638 8891 before your visit, as opening times may vary.

The Curve

On the Ground floor (level G), reached via the main lifts or from the Silk Street entrance.

Open: Monday to Sunday 11am–8.00pm.

These timings may be subject to change.



Access: The Curve is just inside the Silk Street entrance.

Access is by Platform Lift (width 104cm, depth 144cm, height 116cm)



You can also enter The Curve from the far end, which has level access. From the Silk Street entrance, go over the bridge and turn right across the Ground floor foyer.

Mobility: Level access within The Curve.



Guide dogs and hearing dogs are welcome. If you prefer, you may leave your dog with a member of the gallery staff during your visit.



Large-print versions of exhibition information are available. To request one, please call the Art Gallery on 020 7382 2382 before your visit.

Exhibition Halls 1 & 2

Located near the main Barbican Centre. Each of the two Halls has its own separate entrance in Golden Lane, off Beech Street.

Access: From the Barbican Centre's main entrance in Silk Street, turn left towards Beech Street. Two zebra crossings will take you across Beech Street. Continue left for 100 metres to Golden Lane, which has ramped kerbs on both sides.

There is no on-street parking in the area, and you are recommended to use the Barbican Car Parks. It may occasionally be possible to park in the Exhibition Halls unloading area, which is very close to an entrance. Please call the Exhibition Halls Manager on 020 7382 7056 to ask if space is available.



Mobility: Each Hall is on two levels, connected by lift (80cm wide x 124cm deep).

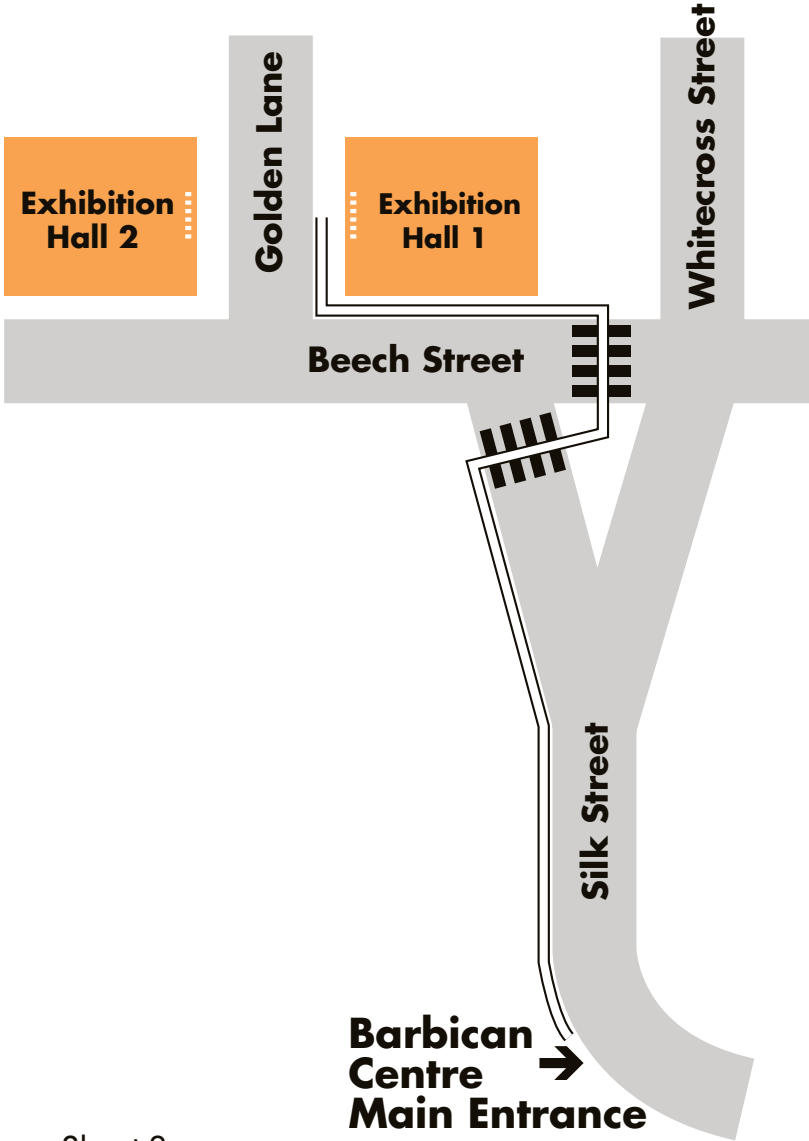


Guide dogs and hearing dogs are welcome.



Accessible toilets: Each floor in both Halls has a wheelchair-accessible toilet. Both right- and left-hand transfer are available. Sizes vary (minimum dimensions 140cm x 170cm).

Exhibition Halls 1 & 2



Library

On the Library floor (level 2), reached via the main lifts.

Open:

| | |
|-------------------|---------------|
| Monday, Wednesday | 9.30am–5.30pm |
| Tuesday, Thursday | 9.30am–7.30pm |
| Friday | 9.30am–2pm |
| Saturday | 9.30am–4pm |



Access: Automatic entry and exit doors. All counters are at a wheelchair-accessible height of 76cm.



Mobility: The Music Library is reached down 22 stairs within the main library. A passenger-operated lift (110cm x 140cm) also connects the two floors. If you need assistance, staff will be happy to help.



Guide dogs and hearing dogs are welcome.

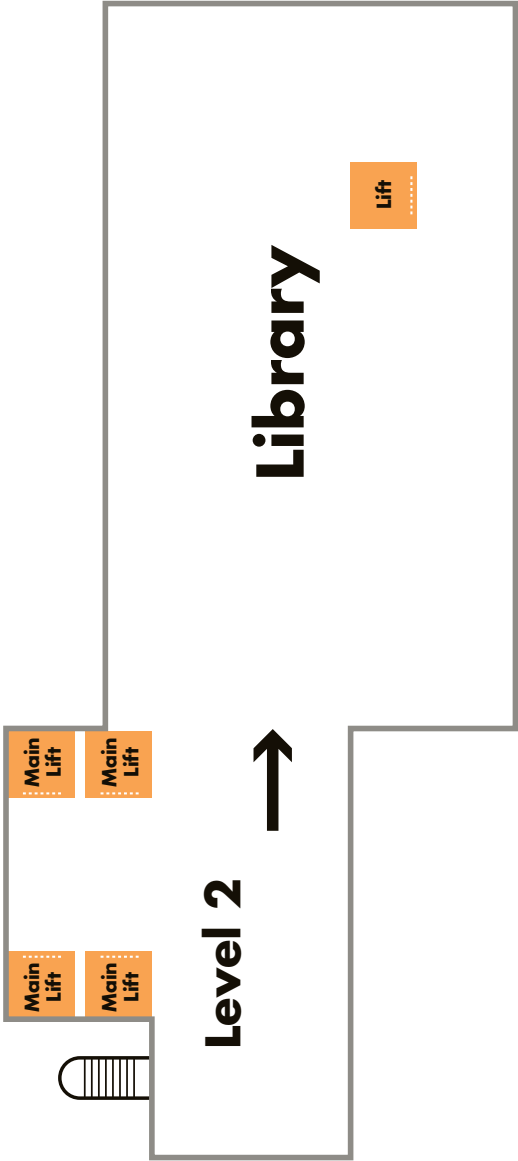


Hearing facilities: There is an induction loop at all service points to assist hearing-aid users. Jaws software is available on the public Internet PCs for listening to text on screen.



Magnifiers: Print and illustrations can be viewed on the CCTV magnifying machine, and portable magnifying sheets are available from the main enquiry desk. Zoomtext software is available on the public Internet PCs for magnifying screen text.

Library (Level 2)



Pit Theatre

On the Pit floor (level minus 2), reached via the main lifts – please note that only two of the four lifts go to this floor.



Access: Step-free access from the Pit floor foyer to any front-row seat. All other seats lead off stepped aisles.



Mobility: Spaces for 2 wheelchair users in the front row (at stage level), with companion seats. Front-row seats are also suitable for people with limited mobility.



Guide dogs and hearing dogs: Because space in the auditorium is limited, we recommend that you leave your dog to be cared for by a member of the foyer staff during the performance.



Amplified sound is provided through a headset (see below) for people with impaired hearing.



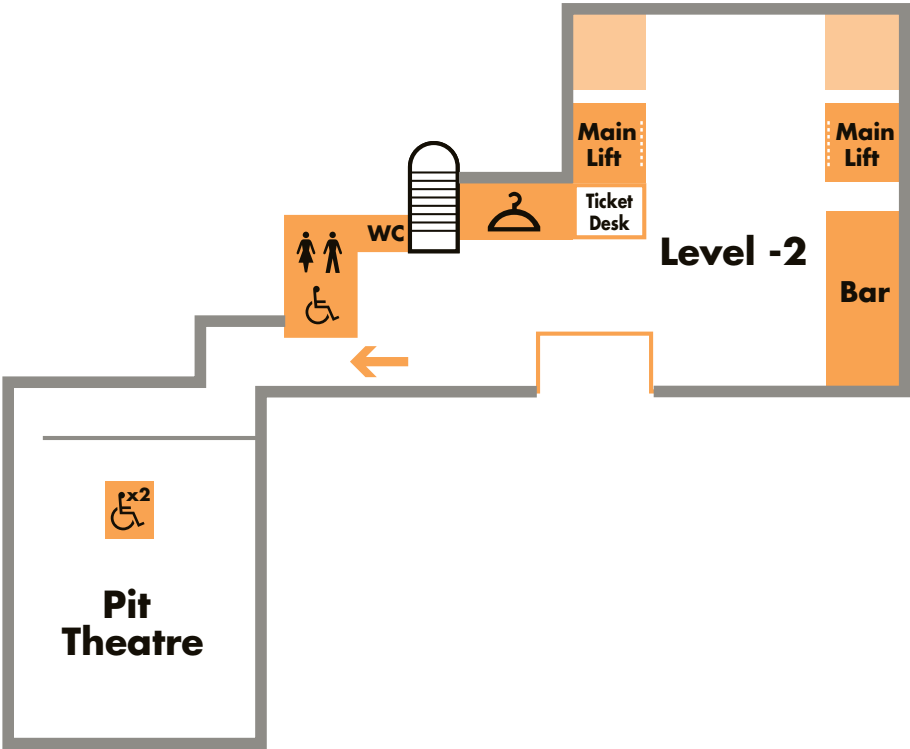
Sign language: See Theatre.

Captioned performances: See Theatre.

Audio-described performances use a wireless network to relay through a headset (see below) a live description of the scenery, costumes, facial expressions, and action.

Headsets are available. You can obtain one 30 minutes before the performance from the programme desk inside the Pit Theatre entrance or, for performances in the main Theatre, from the programme desk inside the Stalls Right entrance to the Theatre.

Pit Theatre (Level -2)



Lifts

Main lifts

The four 15-17-person lifts (minimum 145cm wide x 148cm deep) have wide automatic doors (103cm), tactile buttons, and voice announcements. All rise from level minus 1 to level 3 (Stalls floor to Gallery floor) and two also serve level minus 2 and level 4 (Pit floor and Conference floor).

Unless otherwise stated, use these lifts to reach all areas of the Barbican. They open directly on to the foyers, except on the Stalls floor (level minus 1), where the foyer is reached via sets of automatic doors separated by a ramped crossing.

Silk Street lift

There is a small lift (100cm wide x 130cm deep) at the Silk Street entrance. Access is on the main entrance ramp (1:15).

Car park lifts

Two lifts together (100cm x 122cm) connect Car Parks 3 and 5 with the Conference floor (level 4), close to Cinema 3. There are single doors to negotiate on each level.

Theatre lifts

Two lifts (93cm x 166cm) within the Theatre go to all Theatre floors, available during performances only.

Exhibition Hall lifts

Exhibition Halls 1 and 2 each have their own lifts (80cm wide x 124cm deep) connecting the two floors.

Accessible toilets

Wheelchair-accessible toilets are located on the:

Conference floor (behind Reception) Level 4

Nearest for Cinemas 2 and 3 and Conference Rooms. Right-hand transfer. Size 160cm x 132cm. In this small toilet, some wheelchair users may find difficulty turning.

Gallery floor (outside the Art Gallery) Level 3

Nearest for Art Gallery, Conservatory, Sculpture Court. Left-hand transfer. Size 197cm x 167cm.

Library floor (off Frobisher Crescent) Level 2

Nearest for Library. Right-hand transfer. Size 150cm x 173cm. In this small toilet, some wheelchair users may find difficulty turning.

Balcony floor (between doors 9 & 10) Level 1

Nearest for balcony of the Concert Hall. Right-hand transfer. Size 252cm x 144cm.

Ground floor Level G

Nearest for Doors 6, 7 & 8 of the Hall. Left-hand transfer. Size 224cm x 142cm.

Stalls floor (to the left of the Cloakroom) Level minus 1

Nearest for Concert Hall, Ground floor foyer, The Curve. Right- and left-hand transfer. Size 218cm x 202cm.

Pit floor (off the foyer) Level minus 2)

Nearest for Cinema 1 and Pit Theatre. Right-hand transfer. Size 152cm x 237cm.

Accessible toilets (cont)

In the Theatre (Mezzanine floor)

Two toilets, available during Theatre performances only. Reached by a lift (93cm x 166cm). Right- and left-hand transfer. Size 150cm x 162cm.

In the Exhibition Halls

On each floor of Exhibition Halls 1 & 2. Right- and left-hand transfer. Sizes vary (minimum dimensions 140cm x 170cm).

Food and drink

All have step-free access and are reached via the main lifts.
Restaurant opening hours are subject to change.

Searcy Restaurant & Bar Library floor (Level 2)

Open Mon–Fri 10.00am–10.30pm.

Sat 5.30pm–10.30pm. Sunday Closed.

Reservations 020 7588 3008

Balcony Bistro & Bar Balcony floor (Level 1)

Open Mon–Fri 10.00am–8.30pm.

Sat 5.30pm–8.30pm. Sun 12noon–7.30pm.

Reservations 020 7382 6180

Waterside Café Ground floor

Open Mon–Sat 9.30am–8.30pm. Sun 11am–8.30pm.

Self-service – staff will be happy to assist you.

Tel: 020 7382 6160 (no reservations)

(The above restaurants all have accessible toilets)

Foyer Bars and Cafes open approximately 1 hour pre-performance and during Intervals. Counter heights are approximately 110cm with wheelchair access points of 75cm at one end of each counter.

Interval drinks can be pre-ordered at the bar

Bar & Cafe Ground floor

Bars & Cafe Level minus 1

Cinema/Pit Bar Level minus 2

Facilities Sheet 4

Cloakrooms, telephones, cash

Cloakrooms (free)

Gallery cloakroom Gallery floor (level 3)

Open throughout the day during Art Gallery exhibitions. Counter height 91cm with lower counter section of 76cm.

Conference cloakroom Conference floor (level 4)

Open throughout the day for conference clients. Not available for evening cinema screenings. Counter height 100cm.

Stalls cloakroom Stalls floor (level minus 1)

Open 1 hour before a performance in the Concert Hall or Theatre. Counter height 96cm with lower counter section of 77cm.

Pit cloakroom Pit floor (level minus 2)

Open 30 minutes before a performance in Cinema 1 or the Pit Theatre. This is a cloakroom facility with security chains. Staff nearby will be happy to assist you.

Telephones

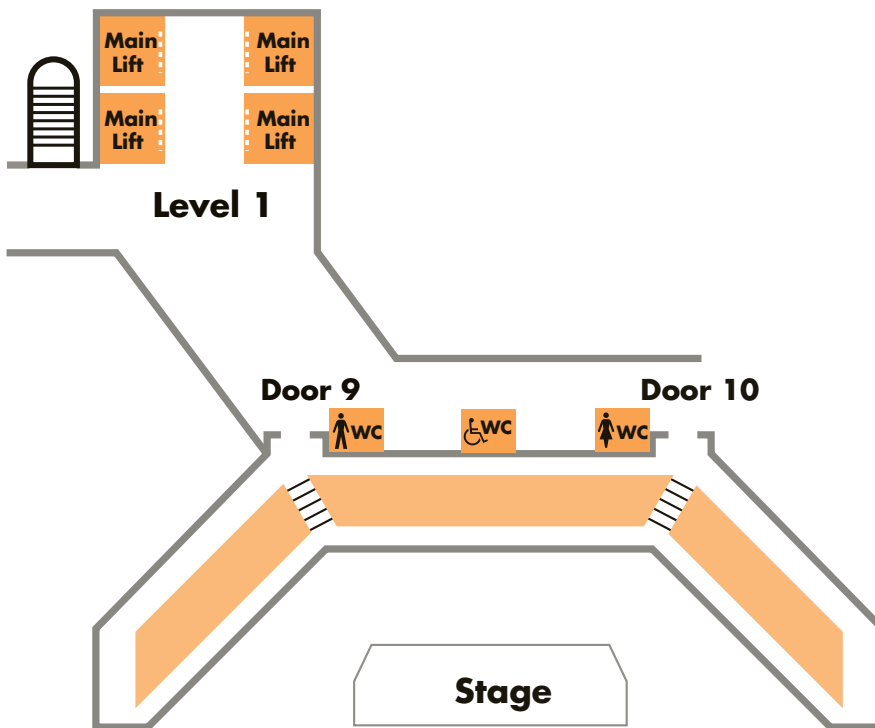
There are public telephones in the main foyers. Please ask a member of staff for directions.

All telephones are fitted with an induction loop system. You can use this by adjusting your hearing aid to the 'T' setting.

Cash machine Library floor (level 2)

A cash machine, keyboard height 96cm, is located in the level 2 foyer outside the library. There is a charge for this service.

Concert Hall Balcony (Level 1)



Concert Hall

On the Stalls floor (level minus 1), Ground floor (level G) Balcony floor (level 1), reached via the main lifts. The level and door you need are printed on your ticket.

Access: See maps overleaf.



Mobility: Spaces for wheelchair users in Row U at the rear of the Stalls (up to 16, depth of row 180cm) and the back row of the Circle (4), both with fold-down companion seats. Some seats in row S of the Stalls for people with very limited mobility.



Guide dogs and hearing dogs may be taken into the Concert Hall - there are a limited number of suitable seats in row G of the Stalls. If you prefer, you may leave your dog with a member of the cloakroom staff during the performance.

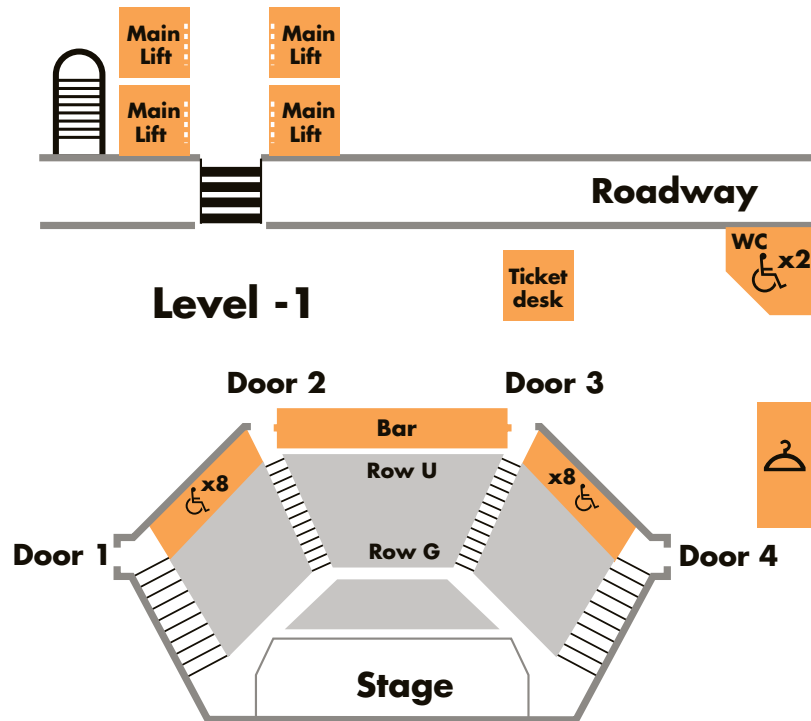


Hearing facility: There is an induction loop in the Concert Hall. You can use this by adjusting your hearing aid to the 'T' setting.

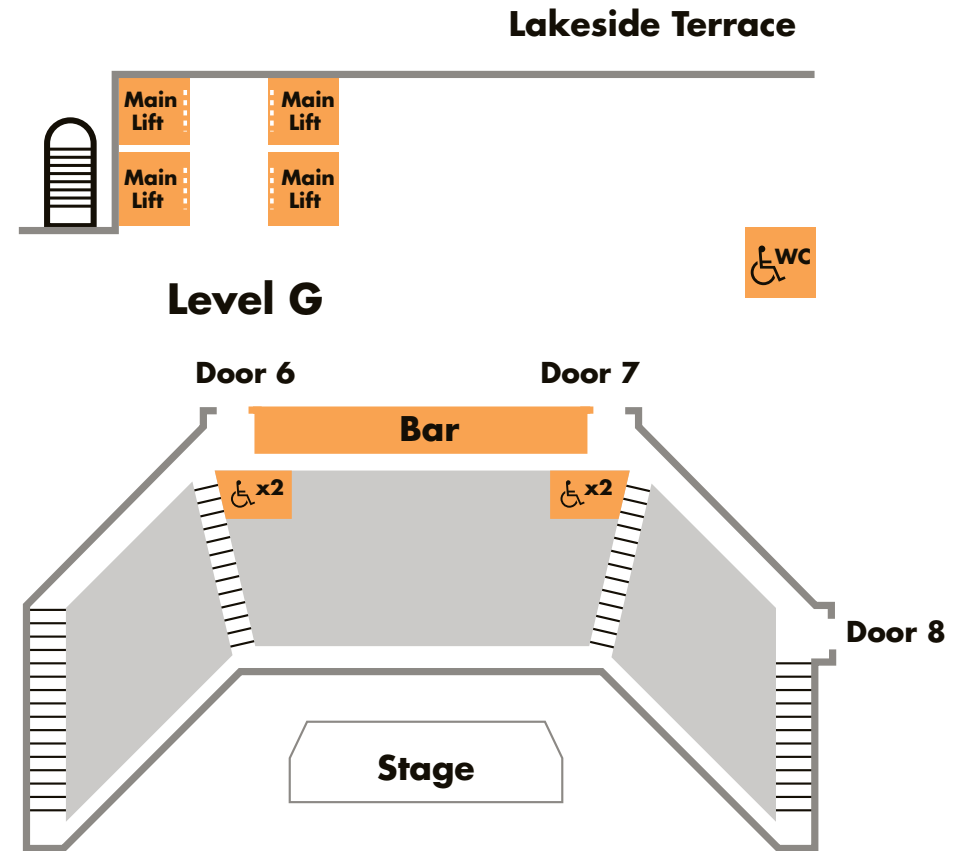


Free large-print programmes are available for most of our concerts. Please call the Box Office on 020 7638 8891, at least a week beforehand, to pre-book a large-print programme. You can collect it on arrival from the programme point by Door 2.

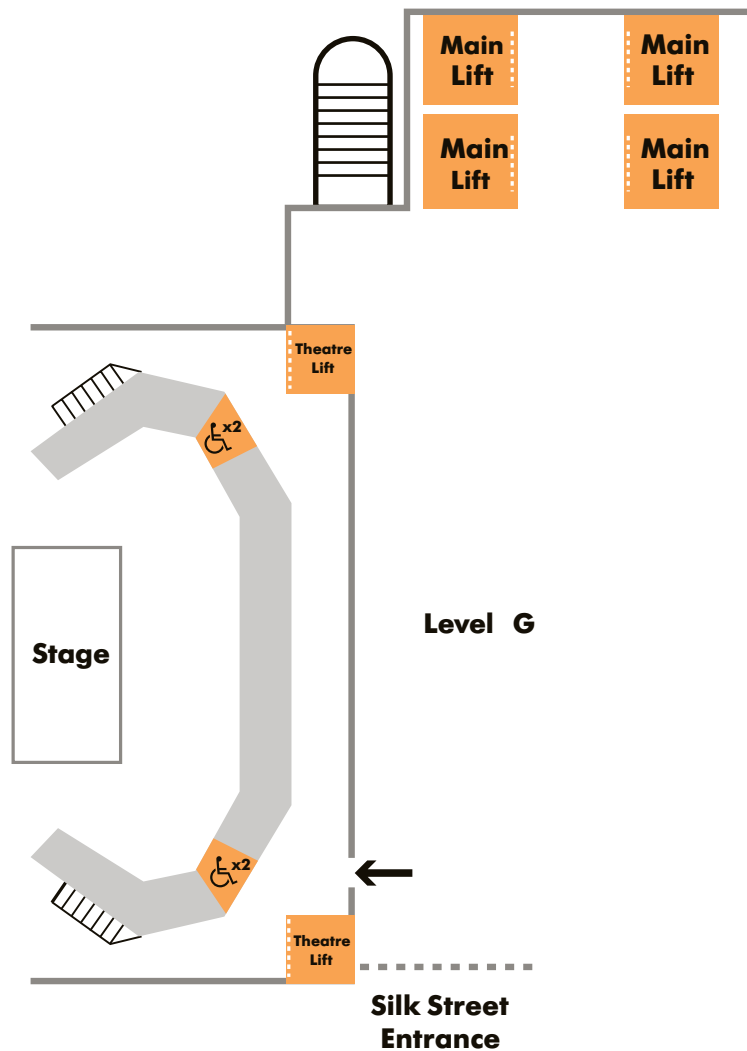
Concert Hall Stalls (Level -1)



Concert Hall Circle (Level G)



Theatre Upper Circle (Level G)



Access up to the Theatre Gallery is by lift from this level

Theatre

On four tiers connected by the internal Theatre lifts. Reached via the main lifts on the Stalls floor (level minus 1) and the Ground Floor (level G). The level and door you need are printed on your ticket.

Access: See maps overleaf.



Mobility: Spaces for wheelchair users in the rear of the Stalls (4) and row B of the Upper Circle (4), both with companion seats. Row B is reached via a platform lift, and staff will be happy to help you. Seats in the back row of the Stalls are suitable for people with limited mobility.



Guide dogs and hearing dogs may be taken into the Theatre - please tell us when booking, to ensure your seat has enough space. If you prefer, you may leave your dog with a member of the cloakroom staff during the performance.



Amplified sound: See Pit Theatre.

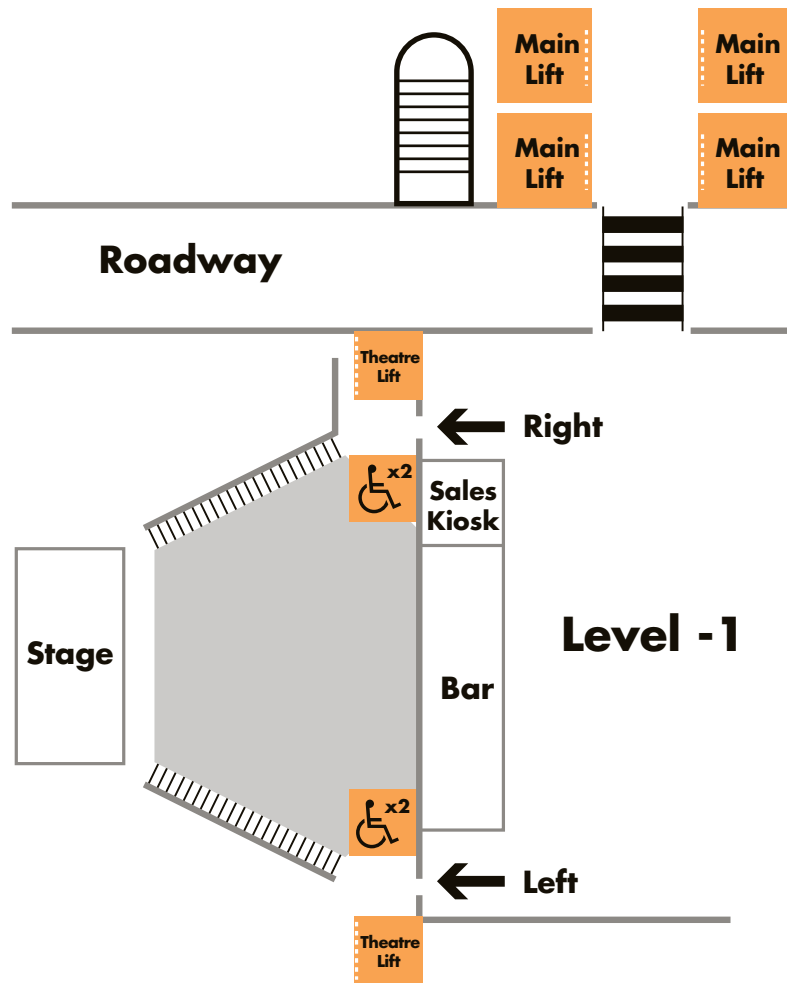
Sign language: For our occasional BSL-signed performances. Stalls seats close to the signer are reserved for people with hearing impairments. Please book early and ask for these seats.

Captioned performances display the full text of the play on a screen as the actors speak the words. Seats with the best view of the screen are reserved for people with hearing impairments, so please book early and ask for these seats.

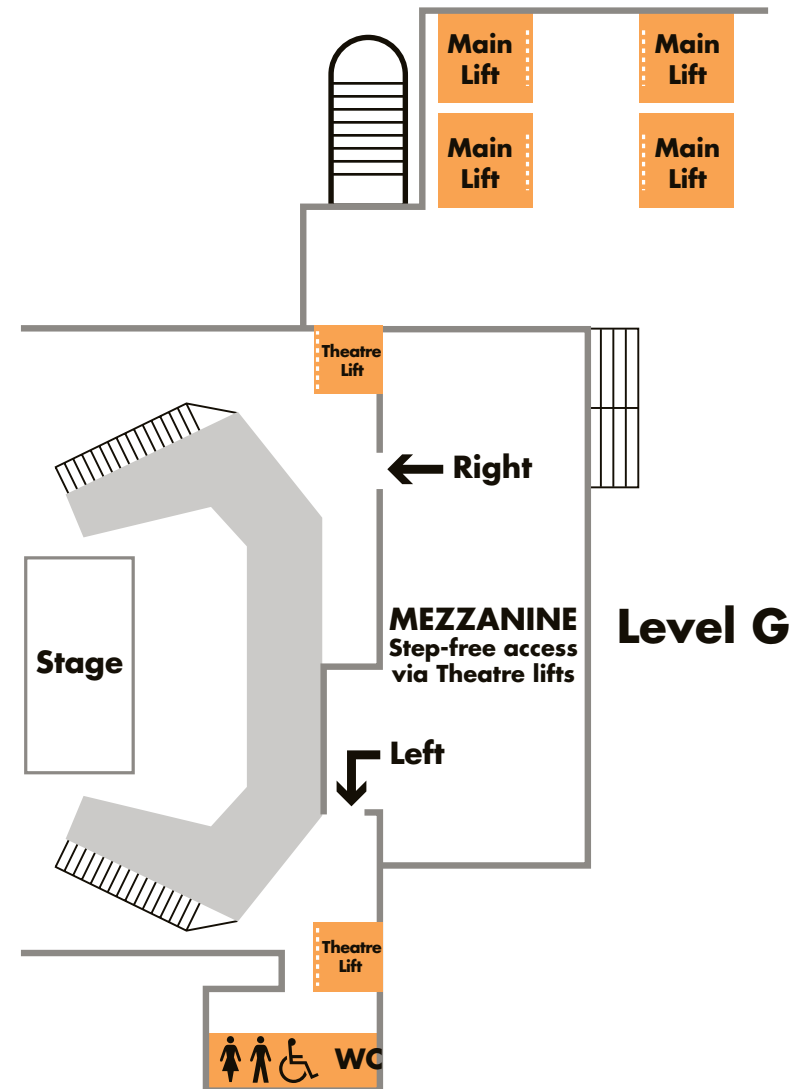


Audio-described performances: See Pit Theatre.

Theatre Stalls (Level -1)

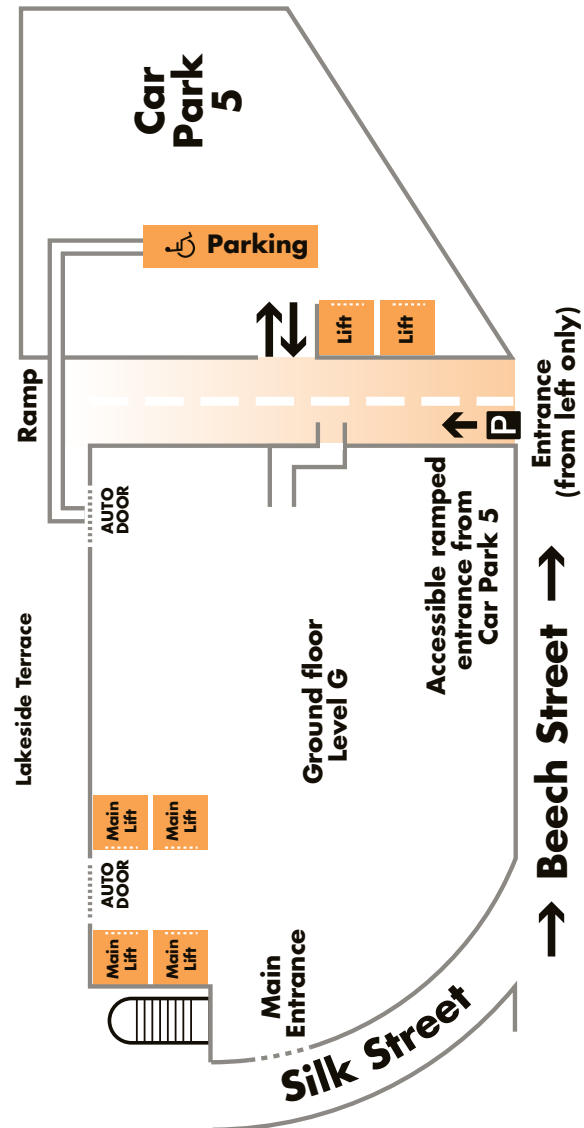


Theatre Circle (Mezzanine)



Car Park 5 (Level G)

Car parking



The Barbican is well signposted on all main roads into the City. Its four car parks are off Silk Street and (westbound access only) off Beech Street. There is a headroom restriction of 1.85m. All car parks stay open until midnight. Easiest access into the Barbican is from Car Park 3 and Car Park 5, both of which have blue-badge parking bays. An accessible ramped entrance onto level G foyer from Car Park 5 is available.



Free parking for badge-holders

Badge-holders have free use of the Barbican car parks while visiting the Barbican Centre. Take your badge to the car park kiosk, any Ticket Desk or Information Point to obtain a voucher for the duration of your visit.

Car parking (cont)

Reserving a parking space

This service makes it possible for blue-badge holders to reserve a wide bay in Car Park 3 or Car Park 5, subject to availability. Bookings can be made between 9am and 8pm Monday to Friday on 020 7638 8891.

Please note the following:

- 24 hours' notice must be given.
- Bookings can be made up to 6 months in advance.

On-street parking

There are two blue-badge parking spaces near the main entrance in Silk Street. Blue badge-holders can use these spaces for 3 hours maximum on weekdays during the prescribed hours and with no time limit on Saturdays and Sundays. Red badge-holders (City residents and workers only) can use these bays during the prescribed hours for unlimited stay. For further details please see bluebadgelondon.org.uk.

Car Park 3 (Level -1)

