barbican

Access Guide

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

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Access @ Barbican Centre

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

This booklet 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 for 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: a short form can be found at www.barbican.org.uk (click... visitor information, access) or can be requested by email at access@barbican.org.uk. Alternatively, you can pick up a joining form from the Advance Box Office or Information Points, or contact the Barbican Box Office and a form can be posted to you.

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? Contact the Box Office for more information.

The monthly guide can be downloaded from our website as an MP3 file or large-print copy.
www.barbican.org.uk/visitor-information/disability-access

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

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

Mon–Sat	9am–11pm
Sun and public holidays	11am–11pm

Box office and information

Main number (10am–8pm daily, 11am–8pm Sun and bank holidays)	020 7638 8891
Minicom (as above)	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
Email	barbicanlib@corpoflondon.gov.uk

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 (Mon–Fri, 9.15am–5pm).

Wheelchairs
We have three wheelchairs for visitor use, subject to availability. You can prebook by calling the Box Office on 020 7638 8891, or 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
020 7638 8891 (administration charge per transaction)
10am–8pm Mon–Sat; 11am–8pm Sun and bank holidays

Minicom (times and dates as above) 020 7382 7297

SMS Textphone 020 7256 9577

Fax 020 7382 7270

Email tickets@barbican.org.uk

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

In person
The Advance Box Office is open 10am–9pm Mon–Sat (from 12 noon Sunday/bank 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 listed on page 9.

Portable seating is available for those queuing at the concert hall/theatre ticket desk (level minus 1).

Art Gallery ticket desk Gallery floor (level 3)
Located within the gallery and open during exhibition hours. Counter height 98cm with a drop section of 76cm.

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

Cinemas 2 & 3 ticket desk Beech Street
Located in the cinema foyer and open 30 minutes before the screening. Counter height is108cm with a drop section of 74cm.

Concert hall/theatre ticket desk (Level minus 1)
Located in the foyer and open 90 minutes before the performance. Counter height is113cm with a drop section of 78cm.

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 two sets of automatic doors.

Underground and bus

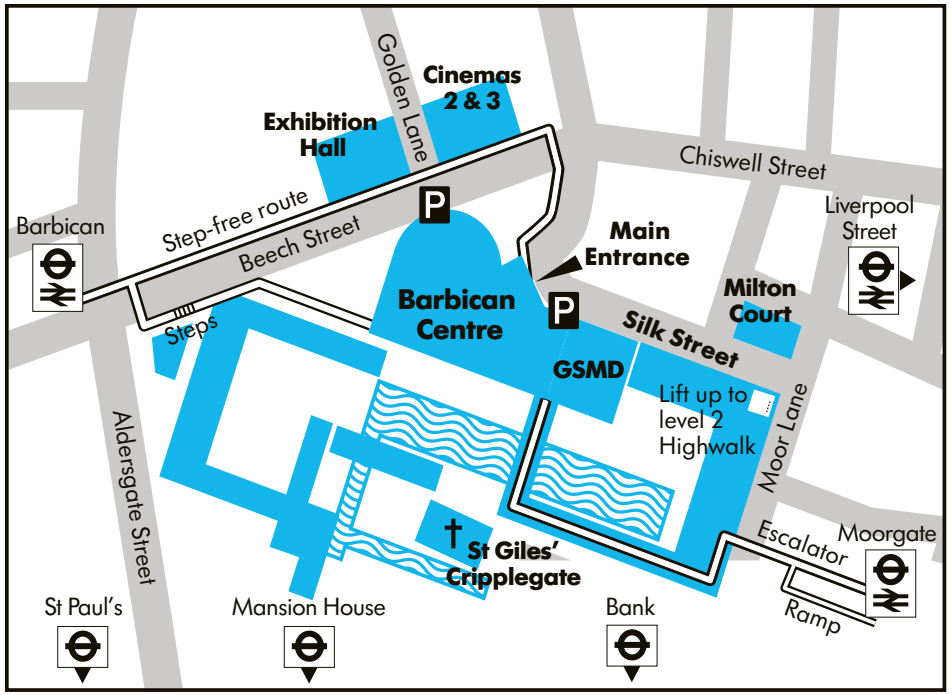
There are no accessible tube stations nearby, and Bank station has lift access to street level from Docklands Light Railway only. Bus route 153 is wheelchair-accessible and runs from Liverpool Street station to Finsbury Park station via Beech Street. Transport for London's enquiry line (020 7222 1234)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

Rail

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

Photo maps

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



Art Gallery

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

Open Daily 11am–8pm excluding Wednesdays 11am–6pm. Every Thursday until 10pm. 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.

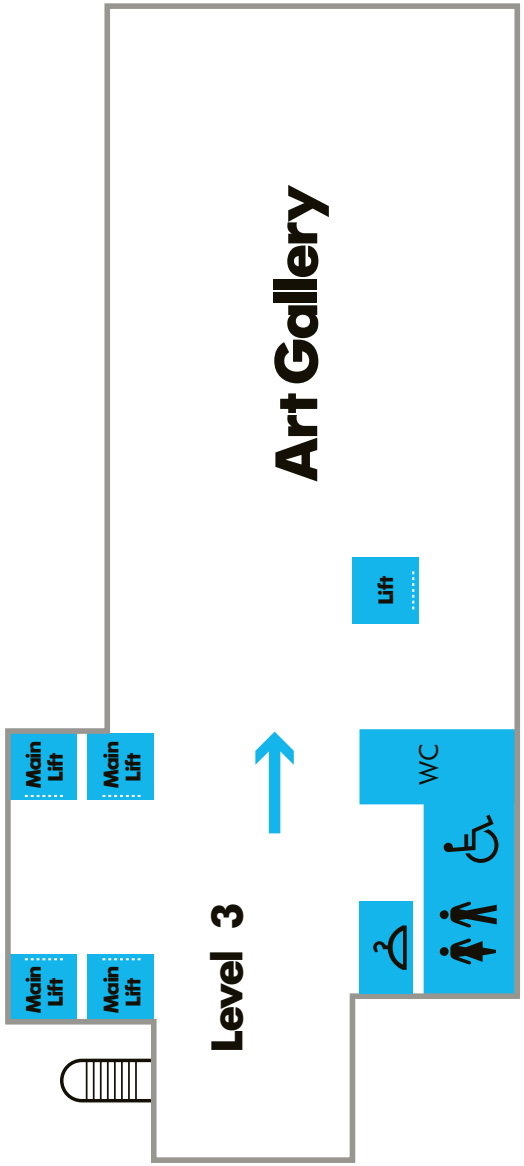
Mobility The Art Gallery has two levels, linked by a flight of 24 stairs with an intermediate landing. A passenger-operated lift (76 x 110cm) connects the two floors. If you need assistance, staff will be happy to help.

Assistance 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.

Live guiding The gallery offers a live guiding service for visitors with visual impairment. Booking is essential and can be made via email at access@barbican.org.uk or by calling the gallery direct on 020 7382 2382.



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.

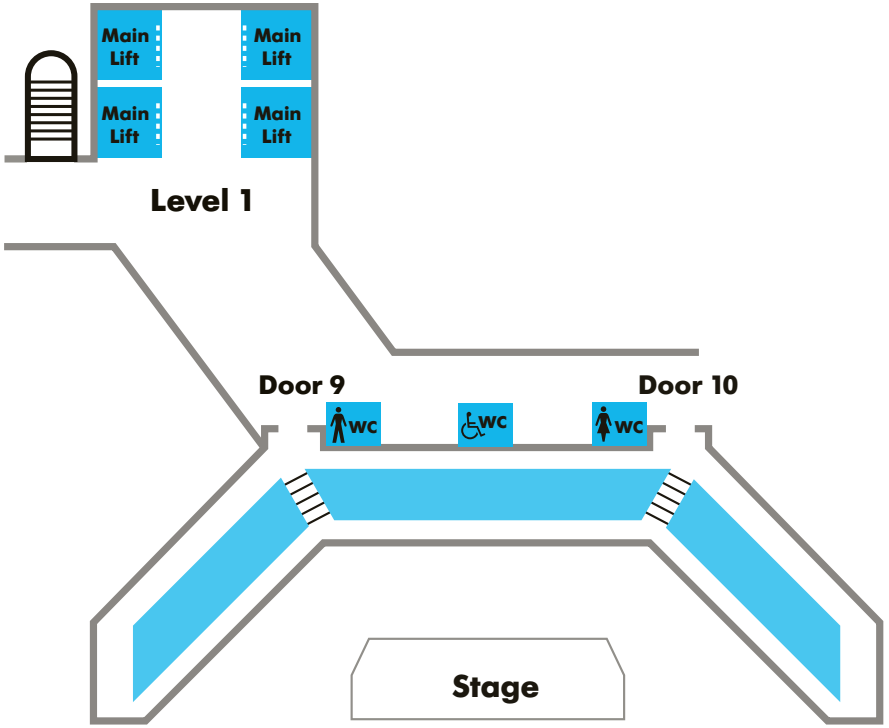
Mobility
Spaces for wheelchair users in row U at the rear of the stalls (up to sixteen, depth of row 180cm) and the back row of the circle (four), both with fold-down companion seats. Some seats in row S of the stalls for people with very limited mobility.

Assistance dogs
Assistance dogs may be taken into the concert hall where 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.

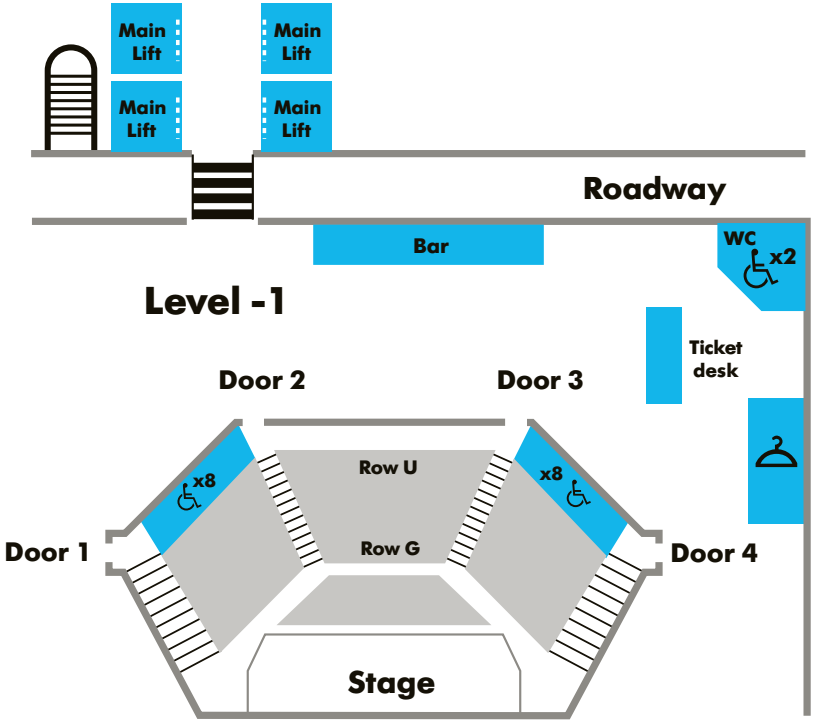
Hearing facility
There is an induction loop in the concert hall. You can use this by adjusting your hearing aid to the 'T' setting.

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 prebook a large-print programme. You can collect it on arrival from the level minus 1 Box Office.

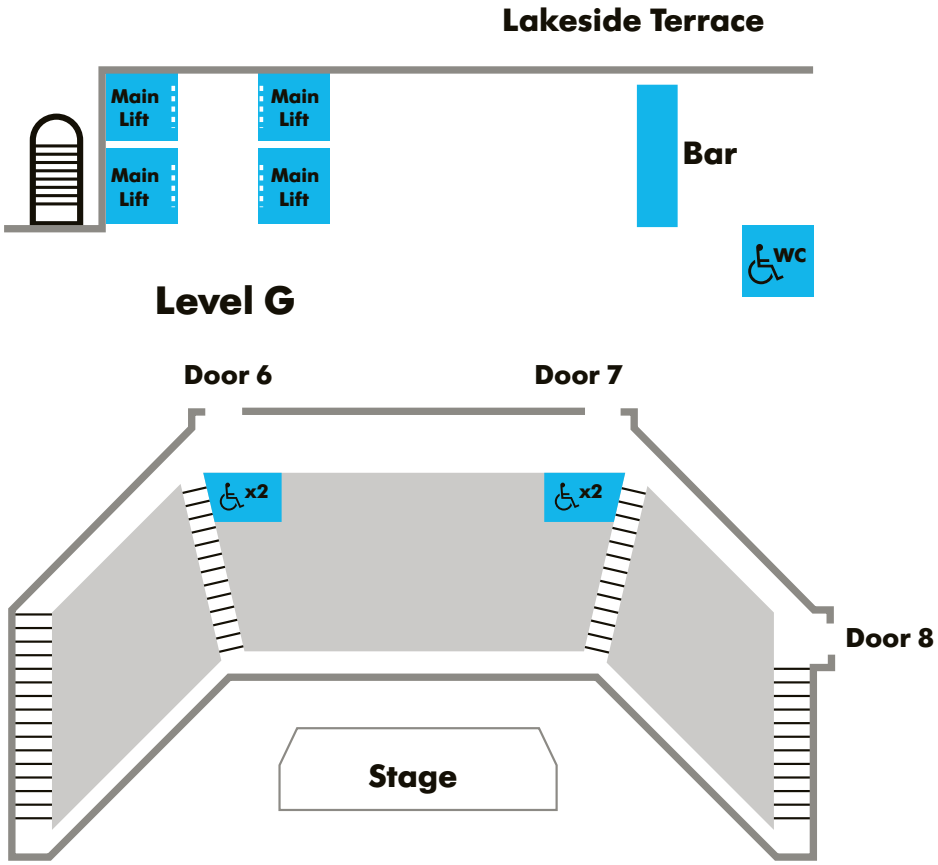
Concert Hall Balcony (Level 1)



Concert Hall Stalls (Level -1)



Concert Hall Circle (Level G)



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 (four) and row B of the upper circle (four), 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.

Assistance dogs
Assistance 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.

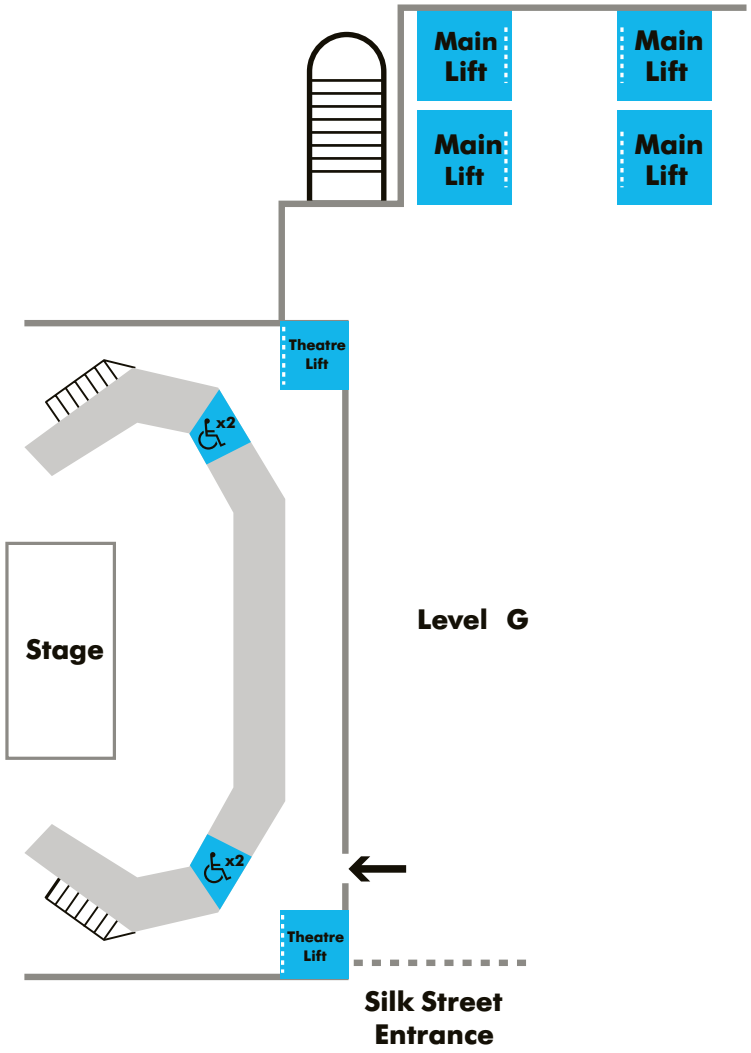
Amplified sound See Pit Theatre.

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.

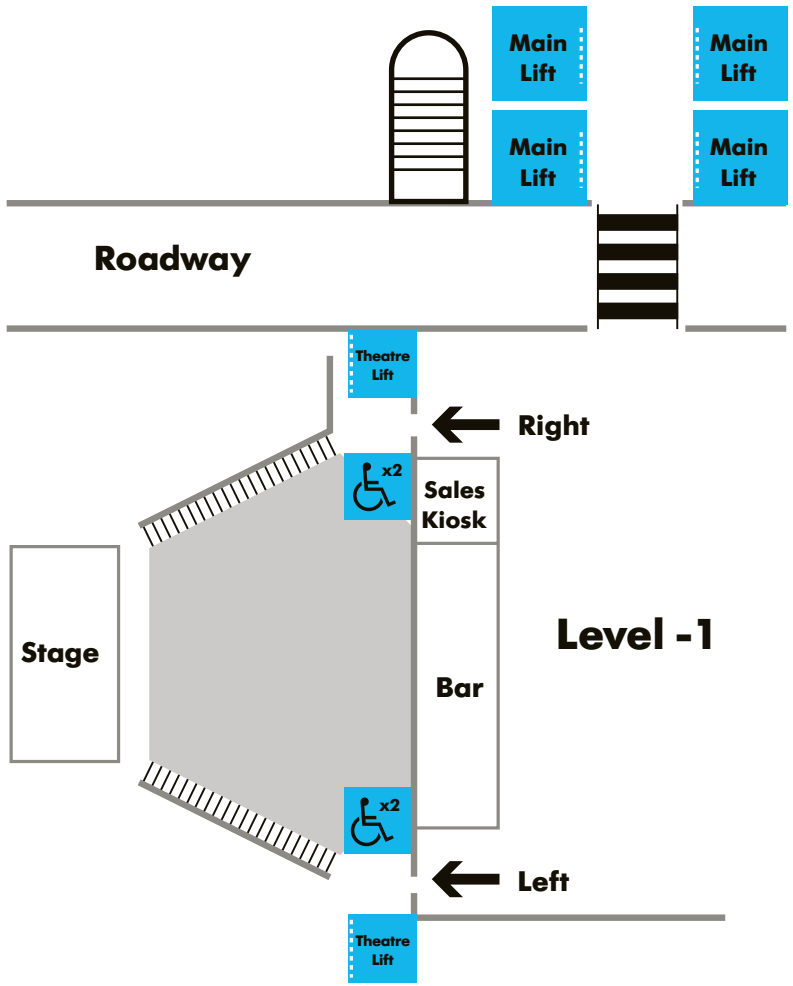
Audio-described performances See Pit Theatre.

Theatre Upper Circle (Level G)

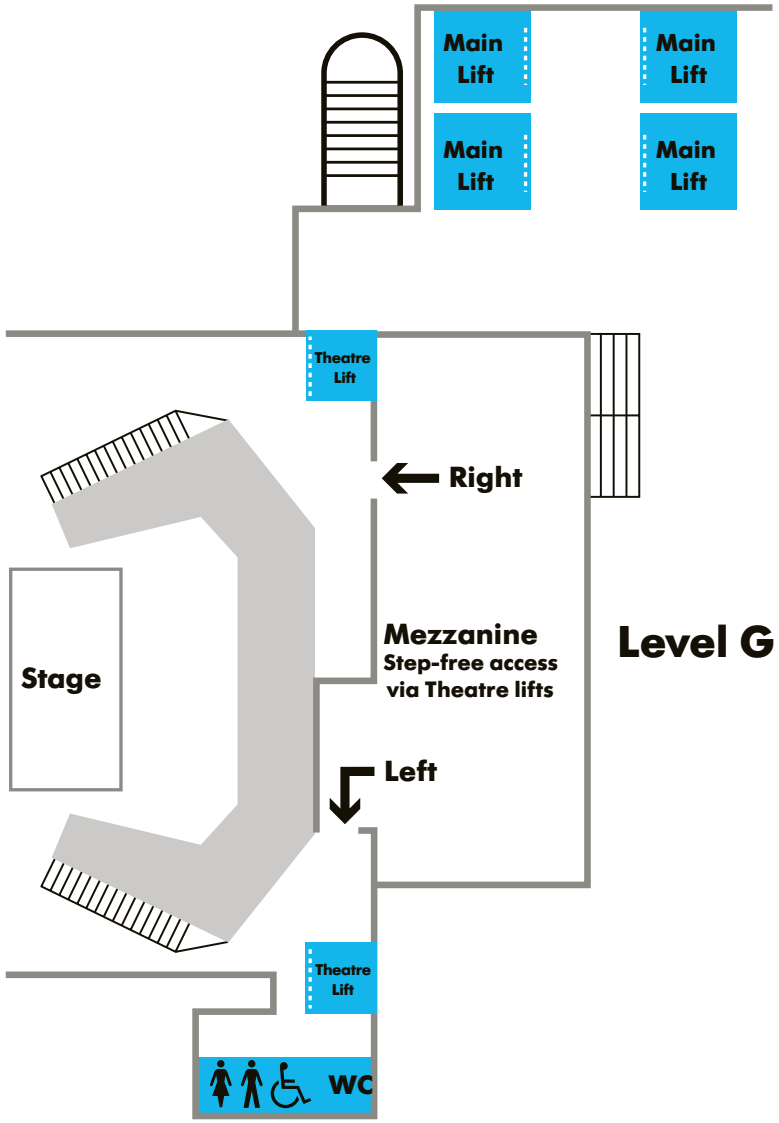


Access up to the Theatre Gallery is by lift from this level

Theatre Stalls (Level -1)



Theatre Circle (Mezzanine)



Cinema 1 (Level -2)

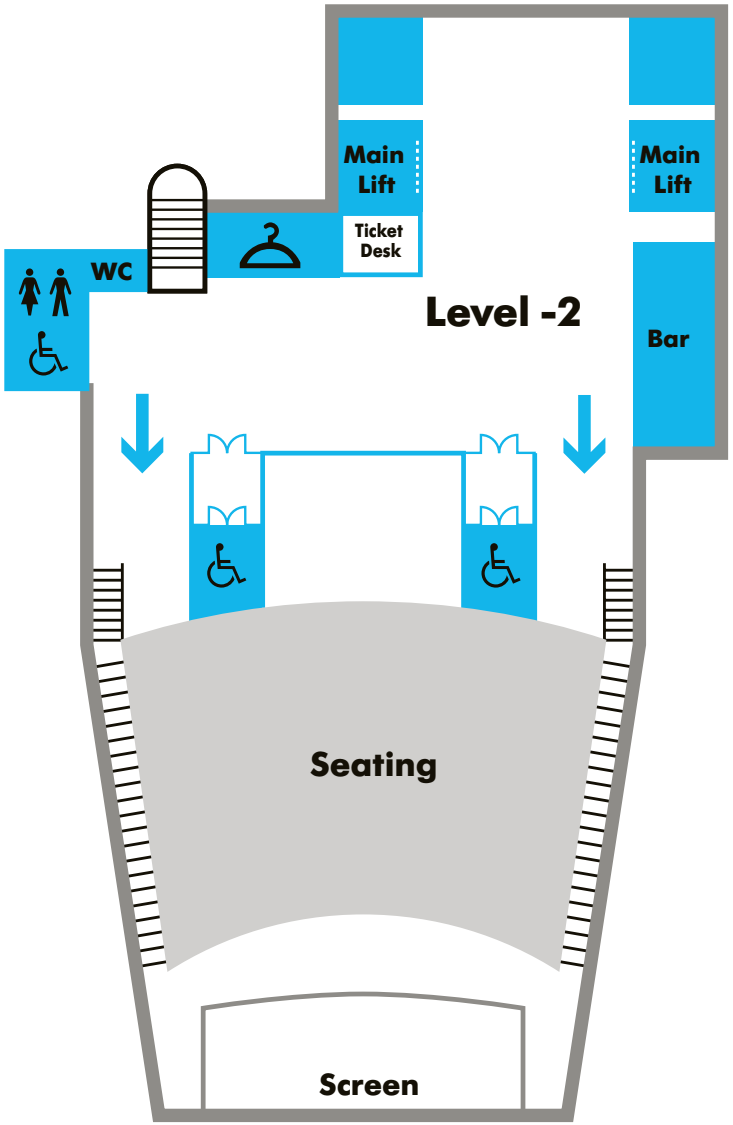
On the Pit floor (level minus 2), reached via the main lifts – please note that only two of the four lifts go to this floor. Details of access screenings (audio described and captioned) can be found on our website.

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 one wheelchair user and a companion. Please book early and ask for these seats.

Assistance dogs
Assistance 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.



Cinemas 2 & 3 (Beech Street)

In 2012 the Barbican Centre opened two new cinemas at the corner of Beech Street, a short walk from the Barbican Centre's main Silk Street entrance.

There are a couple of steep, dropped kerbs and an incline to negotiate between the two sites.

Please check our website for details of access screenings (audio described and captioned). The cinema complex also houses a coffee shop (The Camera Café and Bar) and a restaurant (Côte).

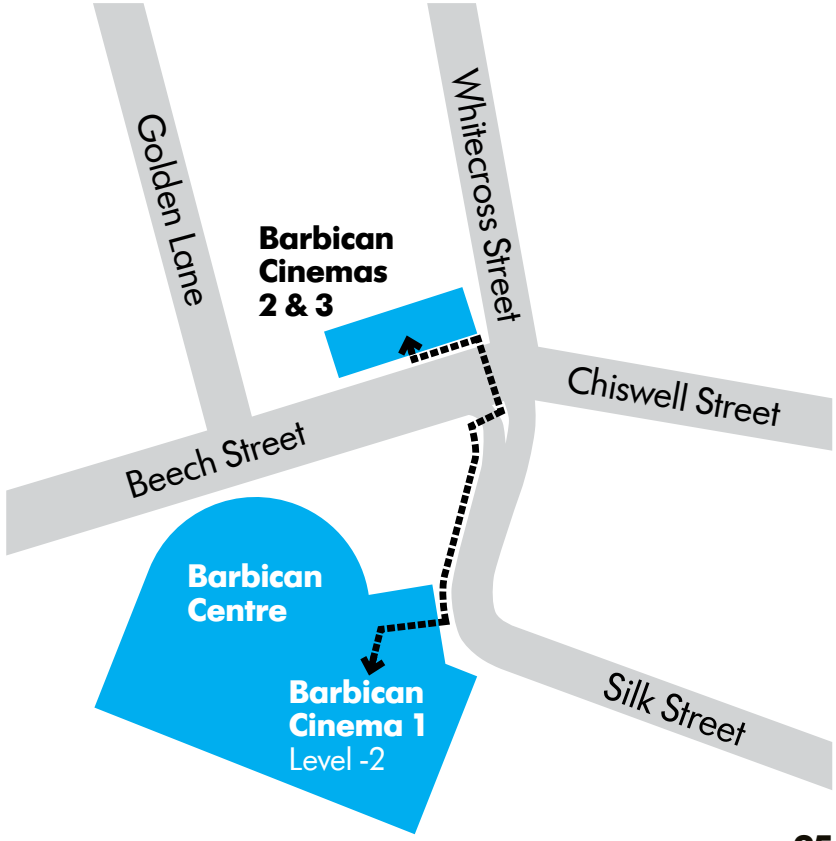
Access
Level access from Beech Street.

Mobility
Each auditorium has three permanent wheelchair spaces (two in the third row and one in the front row) and 153 fixed seats with capacity for a further three spaces in the front row. Access to each auditorium is up a ramp. There are also a number of seats with step-free access.

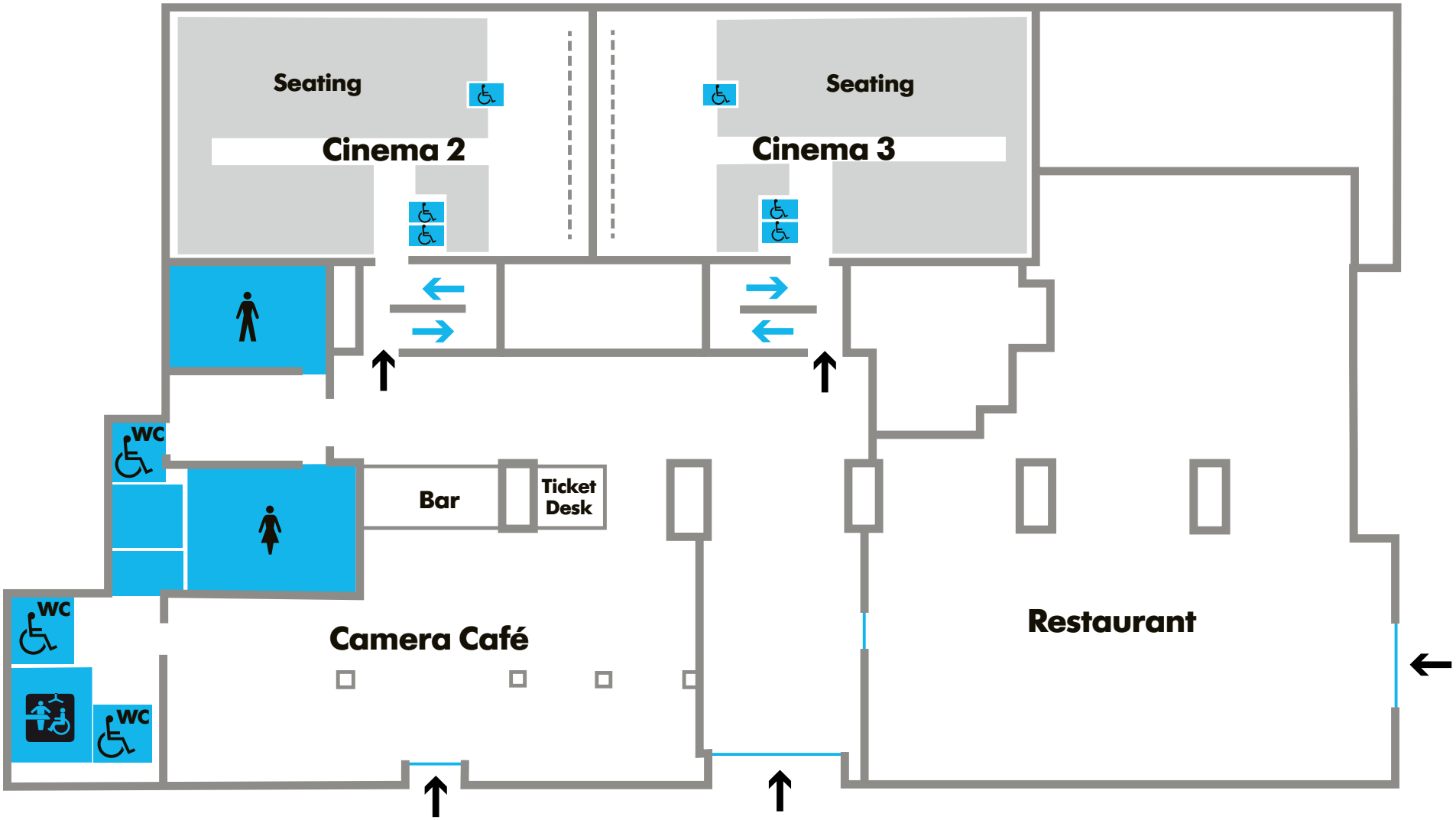
Assistance dogs
Assistance dogs may be taken into the cinema – please tell us when booking to ensure your seat has enough space. If you prefer, you may leave your dog with a member of the foyer staff during the performance.

Hearing facility An infrared system for hard of hearing customers is provided in each auditorium; headsets can be collected from foyer staff. The ticket desk counter is fitted with an induction loop.

Toilets and Changing Places facility
The cinema complex has three unisex accessible toilets (both left and right transfer) and a Changing Places facility (see map on page 26). The male and female toilets include ambulant disabled cubicles. Please see further information in the Accessible Toilets section. The toilets and Changing Places facility are open from 8am Mon–Fri, 10am Sat–Sun; closing approximately 11pm each day.



Cinemas 2 & 3 (Beech Street)



Auditoria 1 & 2 (Level 4)

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 auditoria foyers) or level 5 (for the auditorium), take the Silk Street lift or the car park lifts as appropriate.

Access

There is step-free access from the lifts to the auditoria foyers on level 4, but there are several doors to negotiate. Within each foyer access to the auditorium on level 5 is up a flight of nineteen stairs. Wheelchair users and people with limited mobility should take the nearest lift – foyer staff will be happy to assist you.

Mobility

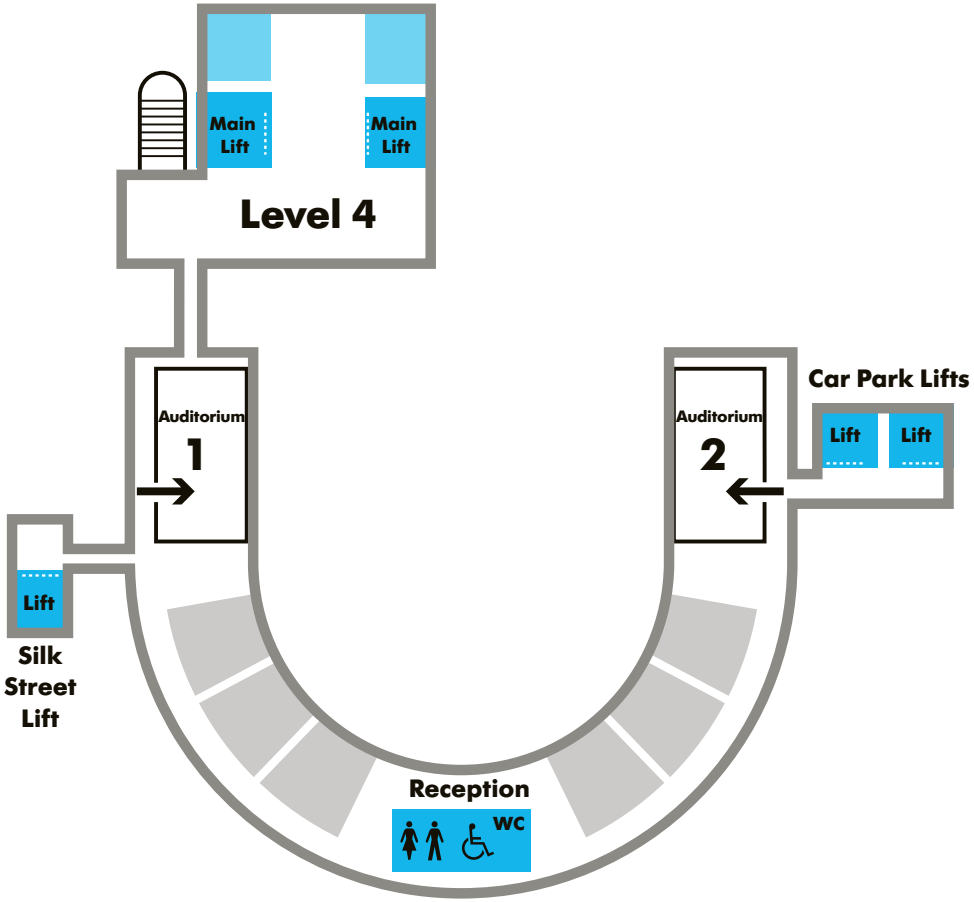
Each auditorium has space at the back for one wheelchair user and a companion (on level 5). Auditorium 2 also has spaces in the front row for two wheelchair users and companions (on level 4, accessed from the conference floor corridor). Please book early and ask for these seats.

Assistance dogs

Assistance dogs may be taken into the auditoria – please tell us when booking, to ensure your seat has enough space. If you prefer, you may leave your dog with a member of 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.



Venues Sheet 3

Conference Rooms (Level 4)

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 in 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.

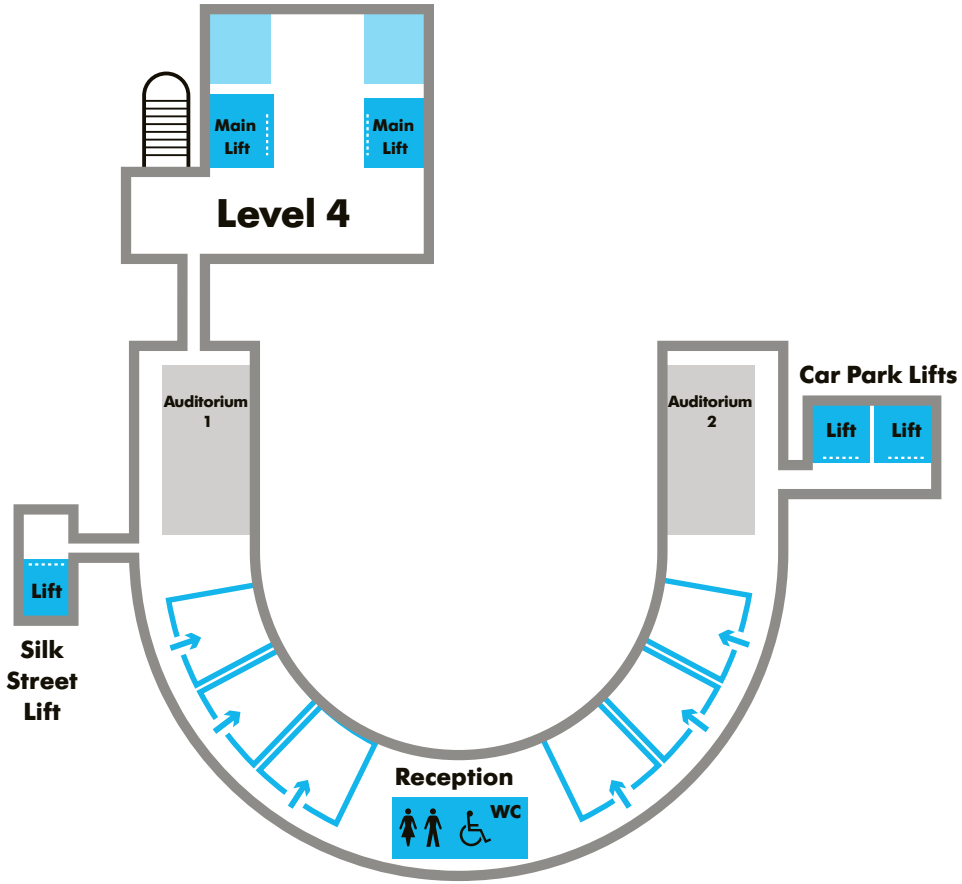
Route 2
From the Silk Street entrance, take the Silk Street lift to the conference floor (level 4).

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.

Assistance dogs are welcome.

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



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 three steps or via a ramp.

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

Assistance dogs are welcome.

Conservatory opening hours
Normally on Sunday/public holidays from 12 noon 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
Mon–Sun 11am–8pm.
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.

Please see map on page 46 for access to the ground floor from Car Park 5.

Mobility
Level access within The Curve.

Assistance dogs
Assistance 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 on 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.

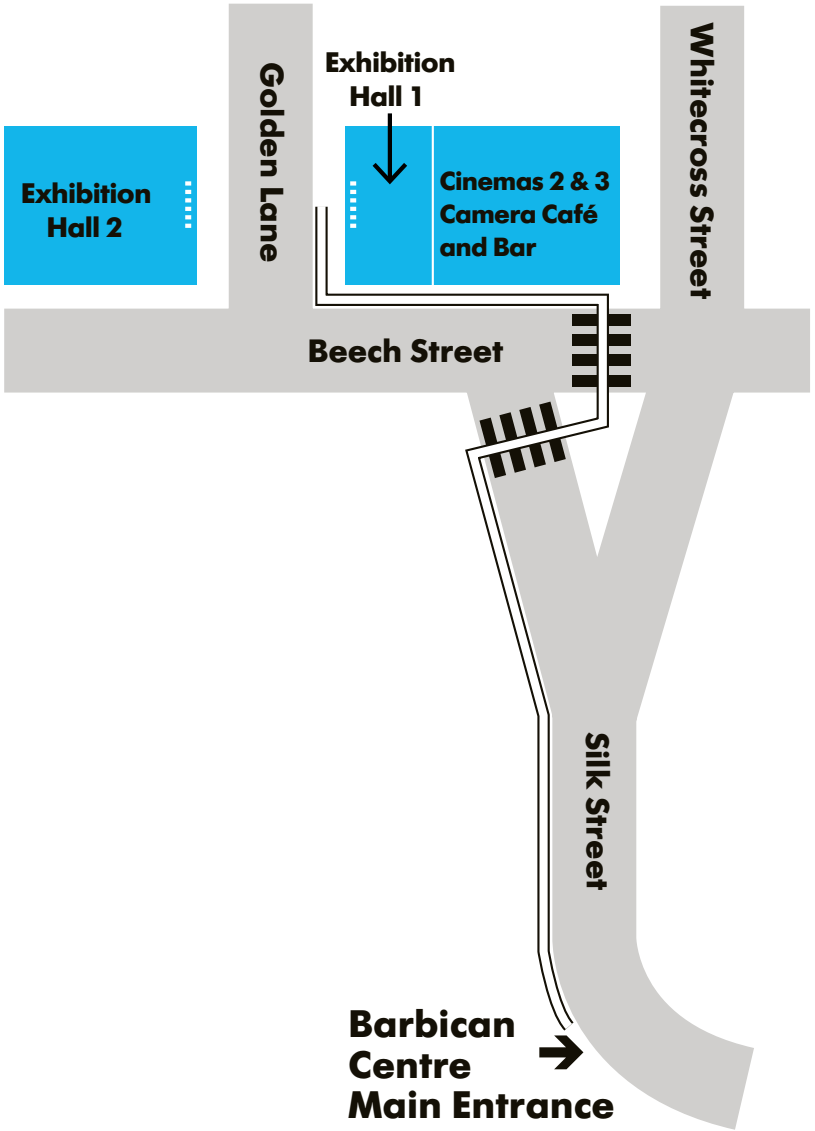
There is no on-street parking in the area, and you are recommended to use the Barbican Car Parks. It may occasionally be possible to park in the Exhibition Halls unloading area, which is very close to an entrance. Please call the Exhibition Halls Manager on 020 7382 7056 to ask if space is available.

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

Assistance 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 (Level 2)

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

Open:

Mon, Wed	9.30am–5.30pm
Tue, Thu	9.30am–7.30pm
Fri	9.30am–2pm
Sat	9.30am–4pm

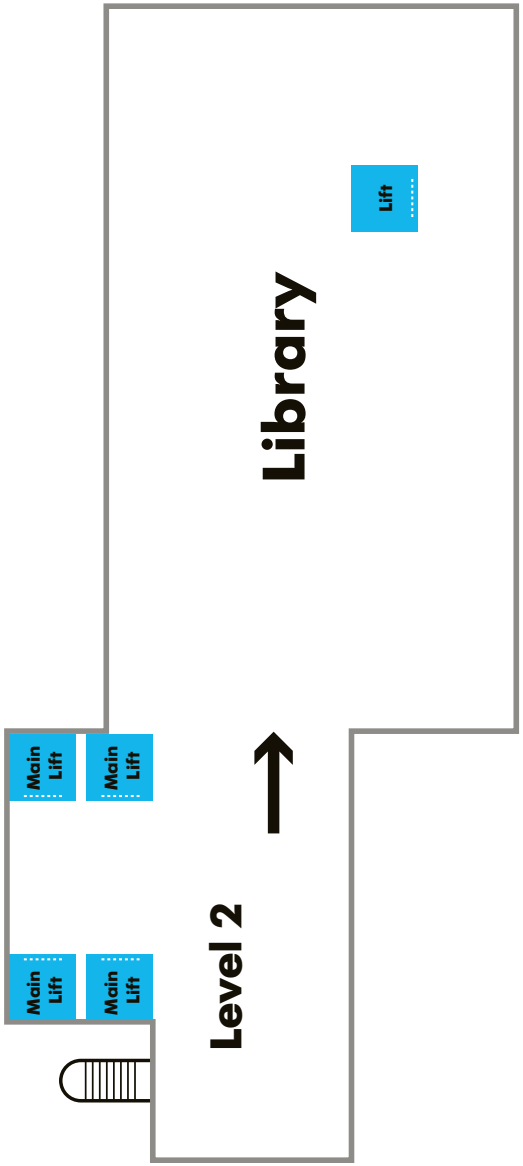
Access
Automatic entry and exit doors. All counters are at a wheelchair-accessible height of 76cm.

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

Assistance 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
rint and illustrations can be viewed on the CCTV magnifying machine, and portable magnifying sheets are available from the main enquiry desk. Magnifying software is available on the public internet PCs for magnifying screen text.



Pit Theatre (Level -2)

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

Assistance 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.

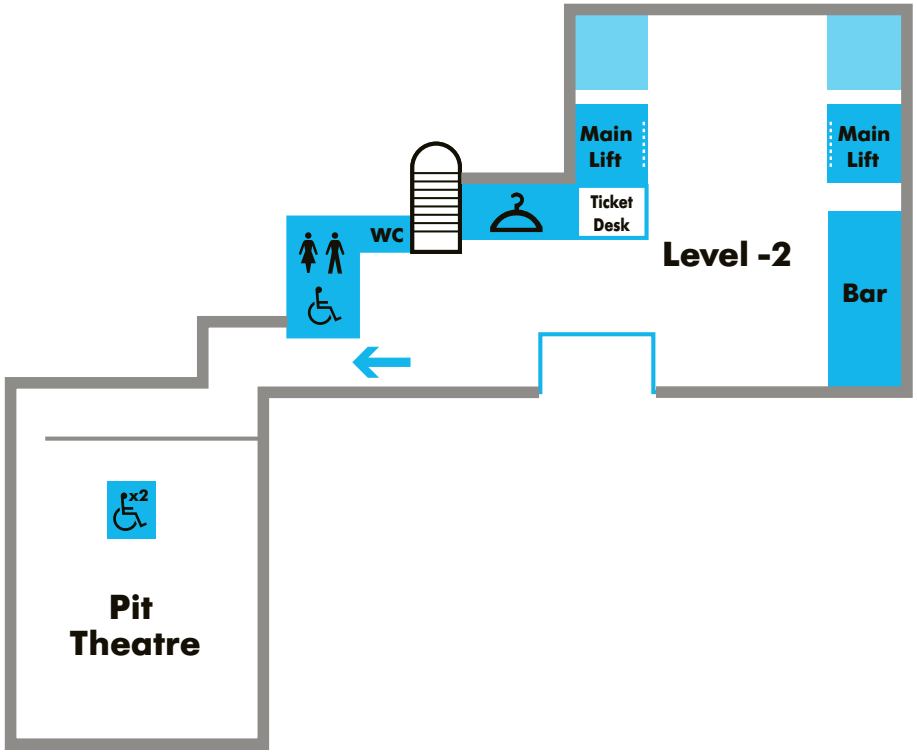
Amplified sound is provided through a headset (see below) for people with impaired hearing.

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.



Food and drink

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

Gin Joint by Searcys Library floor (Level 2)
Open Mon–Fri 12 noon–10.30pm.
Sat and Sun 5pm–10.30pm.
Reservations 020 7588 3008

Lounge Balcony floor (Level 1)
Open Mon–Fri 12 noon–8.30pm.
Sat 5pm–8.30pm. Sun 12 noon–7.30pm.
Reservations 020 7382 6180

Foodhall Ground floor
Open Mon–Sat 9am–8pm. Sun 11am–8pm.
Self-service – staff will be happy to assist you.
Tel 020 7382 6160 (no reservations)

Camera Cafe and Bar Cinema 2 & 3
Open Mon–Fri 8am–10.30pm
Sat and Sun 10am–10.30pm

The above restaurants all have accessible toilets

Foyer bars and cafés open approximately one hour before performances 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.

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 Auditorium 2. 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 as follows:

Conference floor (behind Reception) Level 4
Nearest for Auditoria 1 and 2 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 and 10) Level 1
Nearest for balcony of the concert hall. Left-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.

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 and 2. Right- and left-hand transfer. Sizes vary (minimum dimensions 140cm x 170cm).

Cinemas 2 & 3, Beech Street
Three toilets. Level access. Both right and left-hand transfer. Sizes vary (minimum dimensions 180 x 185cm)

Changing Places facilities
Located within the Beech Street cinema complex for the exclusive use of severely disabled people who need personal assistance to use the toilet. The facility includes a height-adjustable bench, tracking hoist system, a centrally placed toilet, a height-adjustable basin and a shower.

Photographs of our toilets can be found at www.barbican.org.uk/disabled-toilets

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 one 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.

Car parking

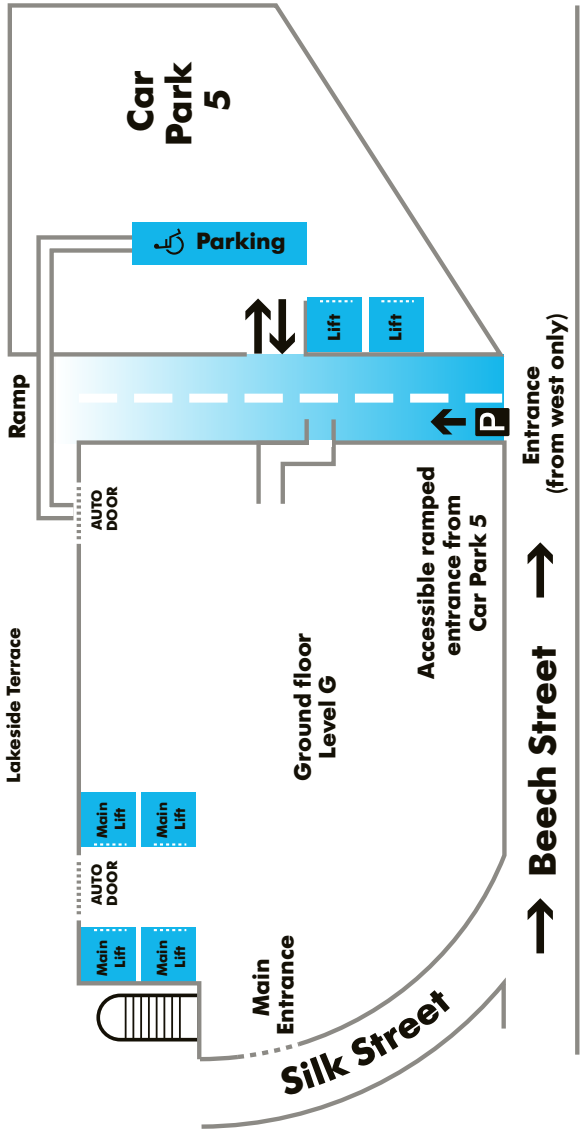
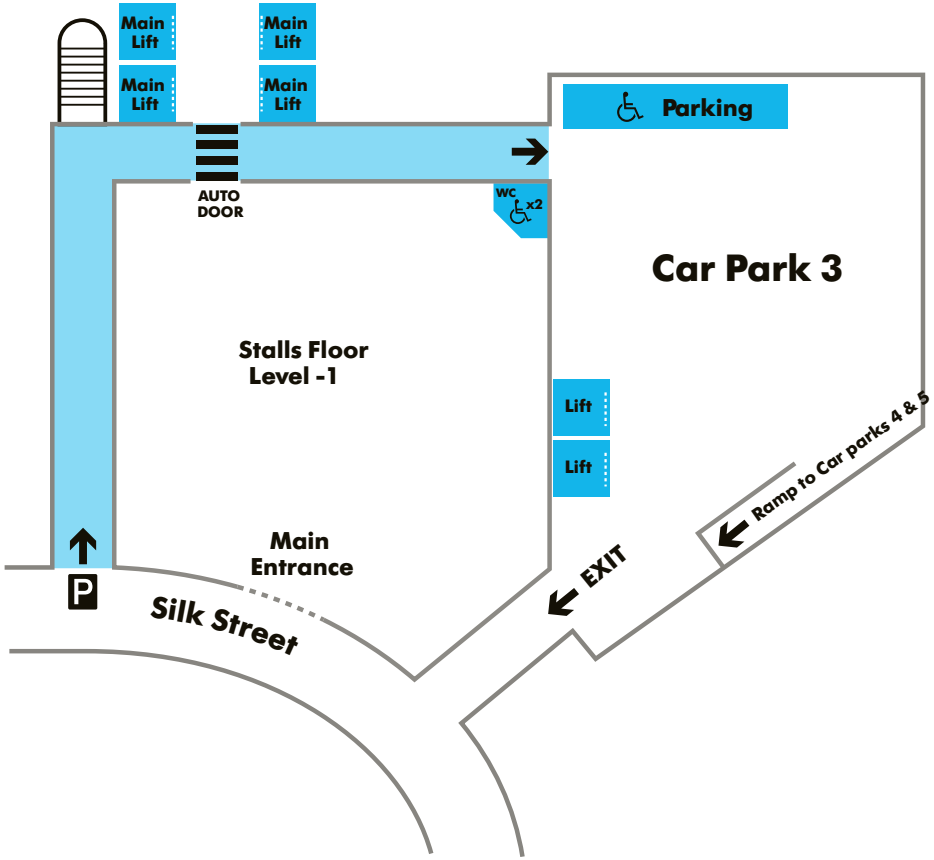
The Barbican is well signposted on all main roads into the City. Its four car parks are located off Silk Street and (westbound access only) Beech Street. There is a headroom restriction of 1.85m. All car parks stay open until midnight. Easiest access into the Barbican is from Car Park 3 and Car Park 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, cloakroom or Silk Street Reception to obtain a voucher for the duration of your visit.

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 10am and 8pm Mon–Fri on 020 7638 8891.
Please note the following:

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

Car Park 5 (Level G)



Car Park 3 (Level -1)