

barbican

**Barbican  
Access  
Guide**

**For alternative formats  
of this guide please  
contact the Box Office  
on 020 7101 1188  
10am–4pm Mon–Sun**

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# Access @ Barbican Centre

## Access Guide

This booklet can also be found on the Barbican Centre's website: [www.barbican.org.uk](http://www.barbican.org.uk)

Contact the Box Office Access Line to request an alternative format:

Tel 020 7101 1188 / 10am–4pm Mon–Sun

Email [access@barbican.org.uk](mailto:access@barbican.org.uk)

SMS Textphone 07710 854 085

## Access Membership Scheme for disabled visitors

Join our Access Membership scheme to inform us of any access requirements, book accessible tickets and choose what information you'd like to receive. If you need the assistance of an essential companion, you'll also be able to book a free ticket for them.

Full details are available online at [www.barbican.org.uk/your-visit/accessibility/access-membership](http://www.barbican.org.uk/your-visit/accessibility/access-membership) and will be sent with your membership information.

It's easiest to join online at [www.barbican.org.uk/your-visit/accessibility/access-membership](http://www.barbican.org.uk/your-visit/accessibility/access-membership)

Alternatively, 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 to discuss access issues relating to the Barbican Centre. Members include Barbican Centre customers with specific access requirements, representatives from the City of London Access Team and Barbican Management.

For more information please contact:

**[access@barbican.org.uk](mailto:access@barbican.org.uk)**

### **Events brochure**

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

**[www.barbican.org.uk/visitor-information/access](http://www.barbican.org.uk/visitor-information/access)**

**Accessible performances** Some performances are audio-described, captioned, signed or relaxed. Please check our website or monthly events guide for details **[www.barbican.org.uk/your-visit/accessibility/accessible-events](http://www.barbican.org.uk/your-visit/accessibility/accessible-events)** or opt in to the Access e-Newsletter on your customer account.

# Contacting us

Barbican Centre, Silk Street, London EC2Y 8DS

## Opening times

Mon–Sun	9.30am–11pm
Public holidays	12noon–11pm

## Box office and information

Main number (12–4pm, Mon–Fri)	020 7870 2500
Access ticket sales & information (10am–4pm, Mon–Sun)	020 7101 1188
SMS Textphone	07710 854 085
Website	<a href="http://www.barbican.org.uk">www.barbican.org.uk</a>

## Library enquiries

General library	020 7638 0569
Music library	020 7638 0672
Children’s library	020 7628 9447
Email	<a href="mailto:barbicanlib@cityoflondon.gov.uk">barbicanlib@cityoflondon.gov.uk</a>
Text phone	020 7332 3803

## **Assistance**

We want you to enjoy your time at the Barbican. If you need help or advice in planning your visit, please call the Box Office on 020 7101 1188 (10am–4pm, Mon–Sun).

## **Wheelchairs**

We have three wheelchairs for visitor use, subject to availability. You can prebook by calling the Box Office on 020 7101 1188 (10am–4pm, Mon–Sun), 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 booking tickets either online, over the phone or in person, 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.

If you need the assistance of an essential companion, you'll also be able to book a free ticket for them.

## **Advance booking**

To ensure the best choice of suitable seats, please book in advance.

## **By telephone**

Access ticket sales & information  
020 7101 1188 (10am–4pm, Mon–Sun)  
SMS Textphone 07710 854 085  
Email [tickets@barbican.org.uk](mailto: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–6pm daily. It is situated on level G.

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

**Portable seating** is available for those queuing at the concert hall/theatre ticket desk (level minus 1). Please ask a member of staff.

**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 is 74cm.

**Cinemas 2 & 3 ticket desk** Beech Street  
Located in the cinema foyer and open 30 minutes before the screening. Counter height is 108cm 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 is 113cm with a drop section of 78cm.

# Getting here

## Setting down

For arrival by car (see Car Parking) or taxi, 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.

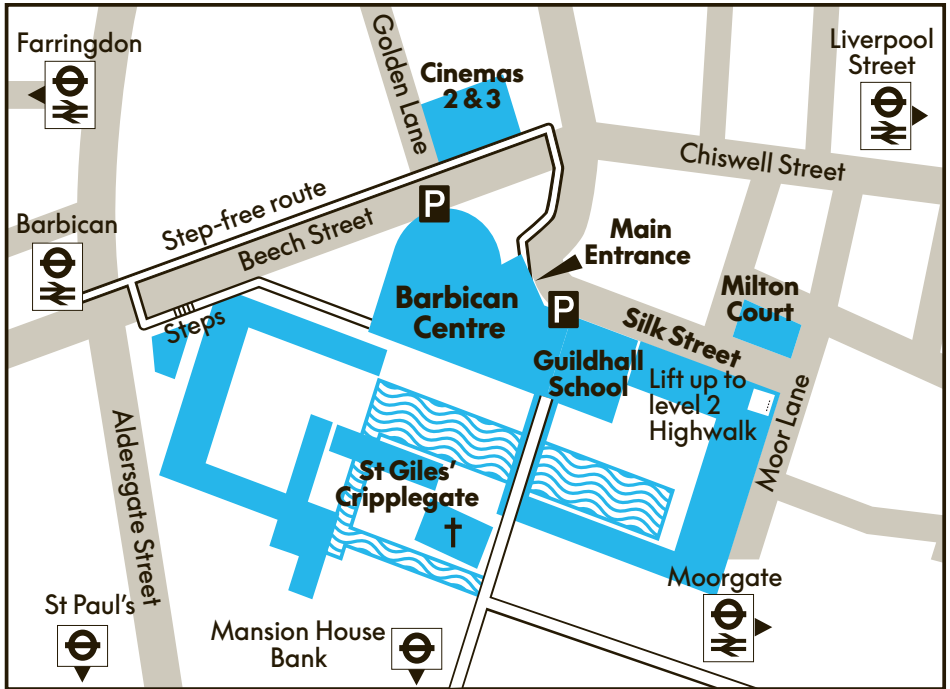
For the Stalls Floor, the car park entrance in Silk Street leads down to a ramped zebra crossing and set-down point. The main lifts are through automatic doors on the left, and on the right there is direct access into the Stalls Foyer through two sets of automatic doors.

## Underground and bus

The nearest step free stations are Moorgate and Farringdon. Bank station has lift access to street level from Docklands Light Railway only. Transport for London can advise on accessible routes. Visit [www.tfl.gov.uk](http://www.tfl.gov.uk) or download the TfL Go App to plan your journey.

## Rail

Liverpool Street station has step free access.



# 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. Seats are approx 46cm wide.



## 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.



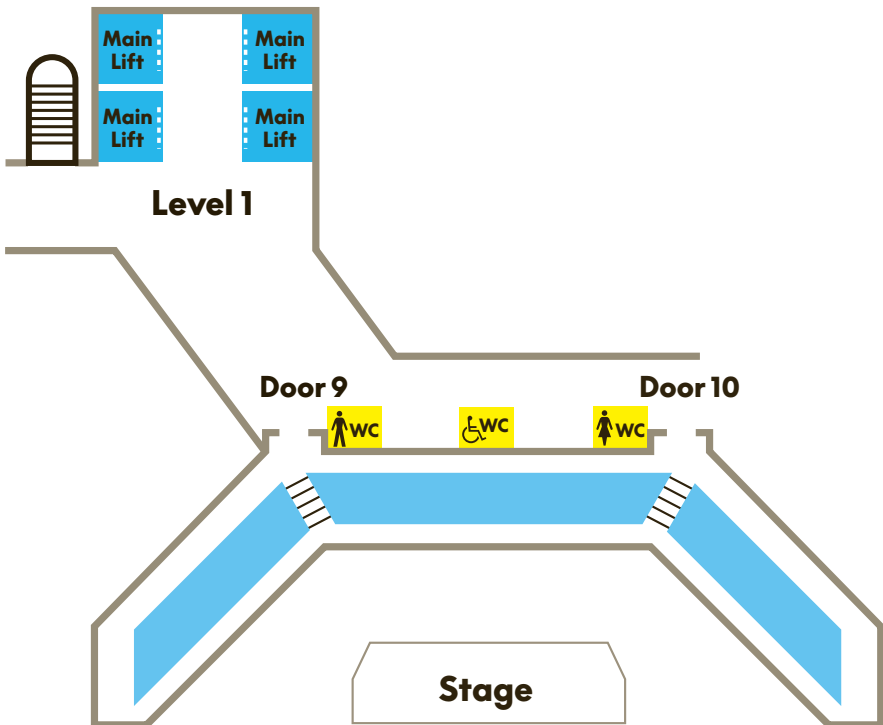
## Hearing facility

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

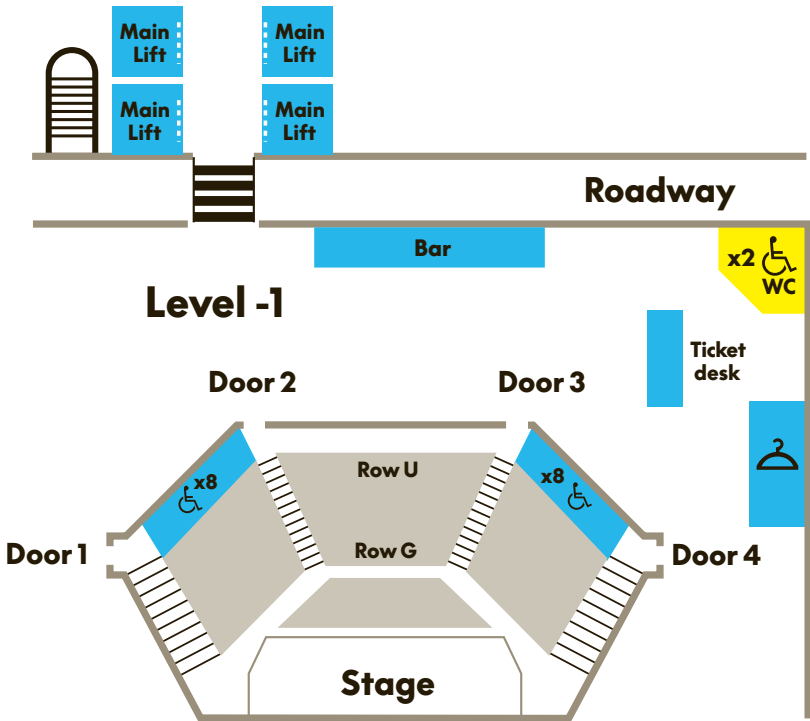
# Concert Hall Balcony (Level 1)



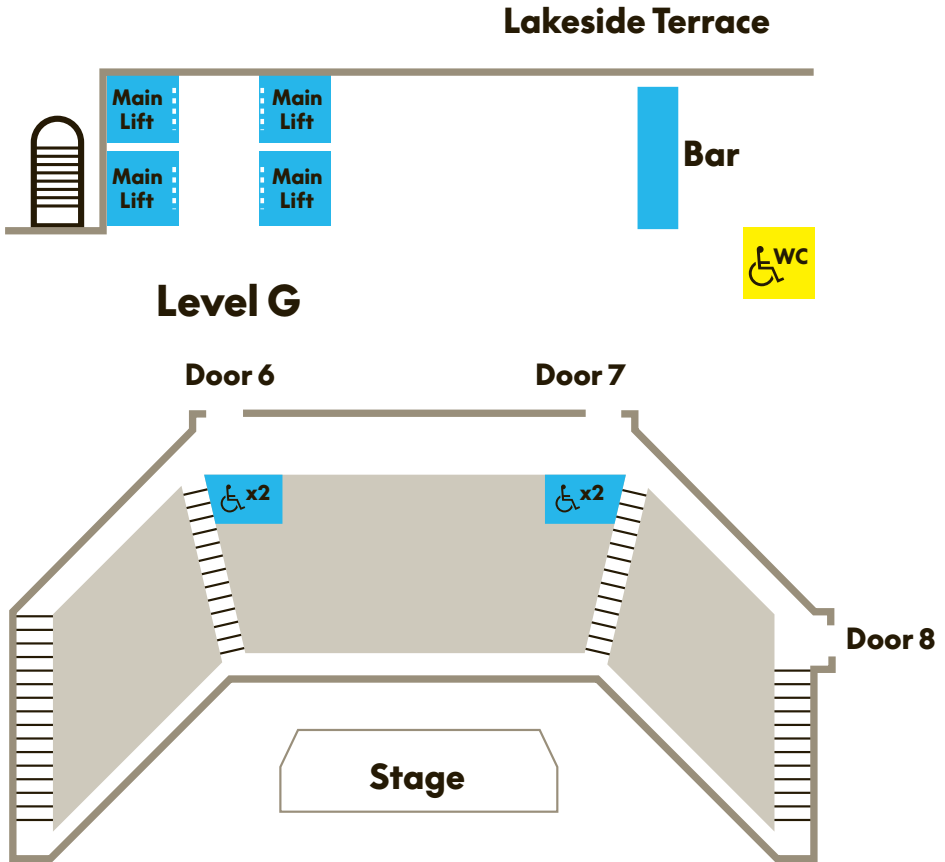
**Free large-print programmes** are available for most of our concerts. Please contact [access@barbican.org.uk](mailto:access@barbican.org.uk) at least a week beforehand, to prebook a large-print programme.



# 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. Seats are approx. 46cm wide



**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** is provided through a headset or neck loop that can be collected from Stalls Left or Stalls Right at the entrance to the theatre



**Sign language** For our BSL 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.

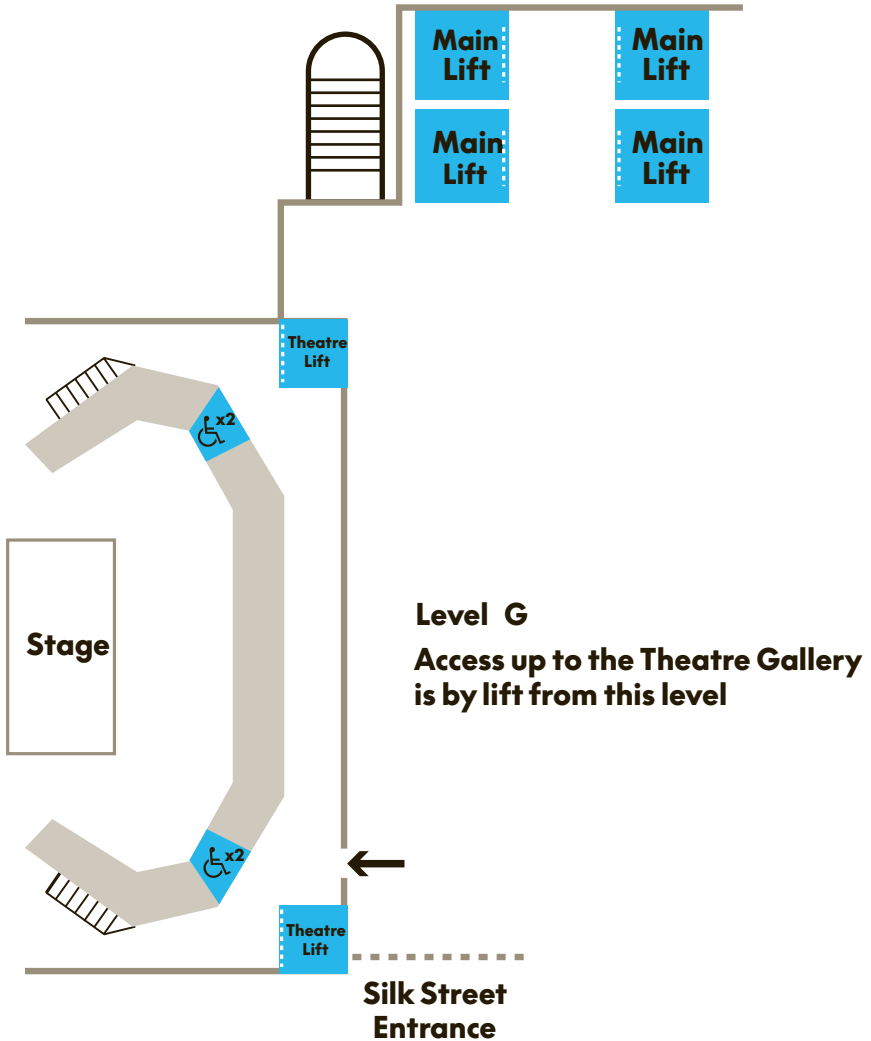


**Audio-described performances**  
Headsets are available from Stalls Left & Stalls Right at the entrance to the theatre.

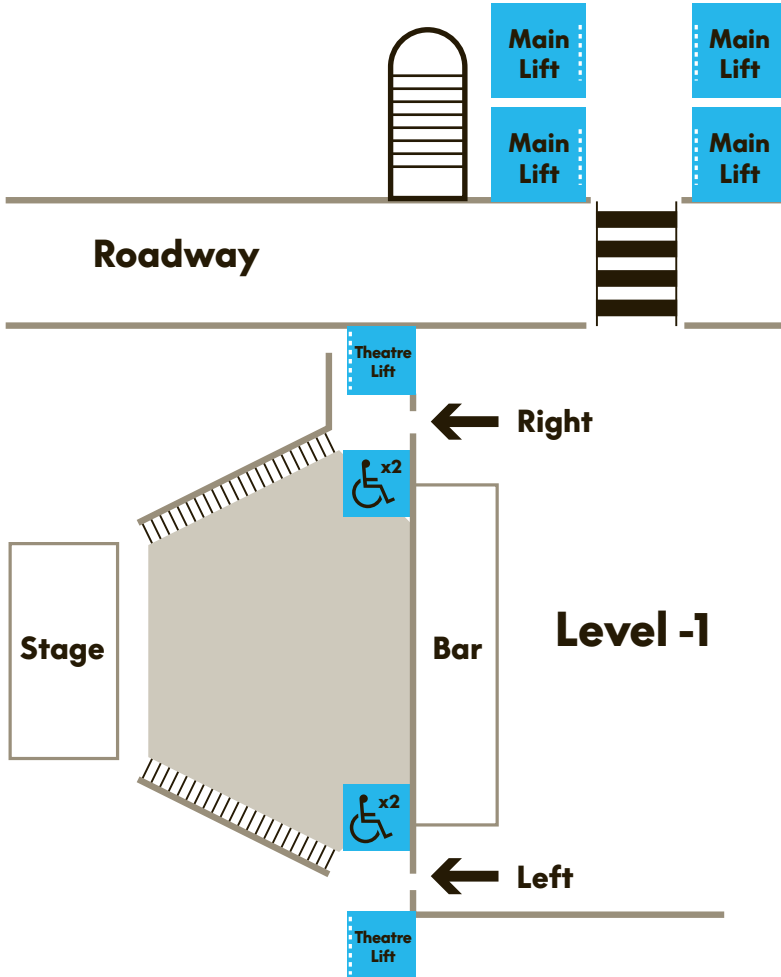


**Relaxed Performances**  
Please check our website for details of Relaxed performances in the Pit and Theatre  
[www.barbican.org.uk/your-visit/accessibility/accessible-events](http://www.barbican.org.uk/your-visit/accessibility/accessible-events)

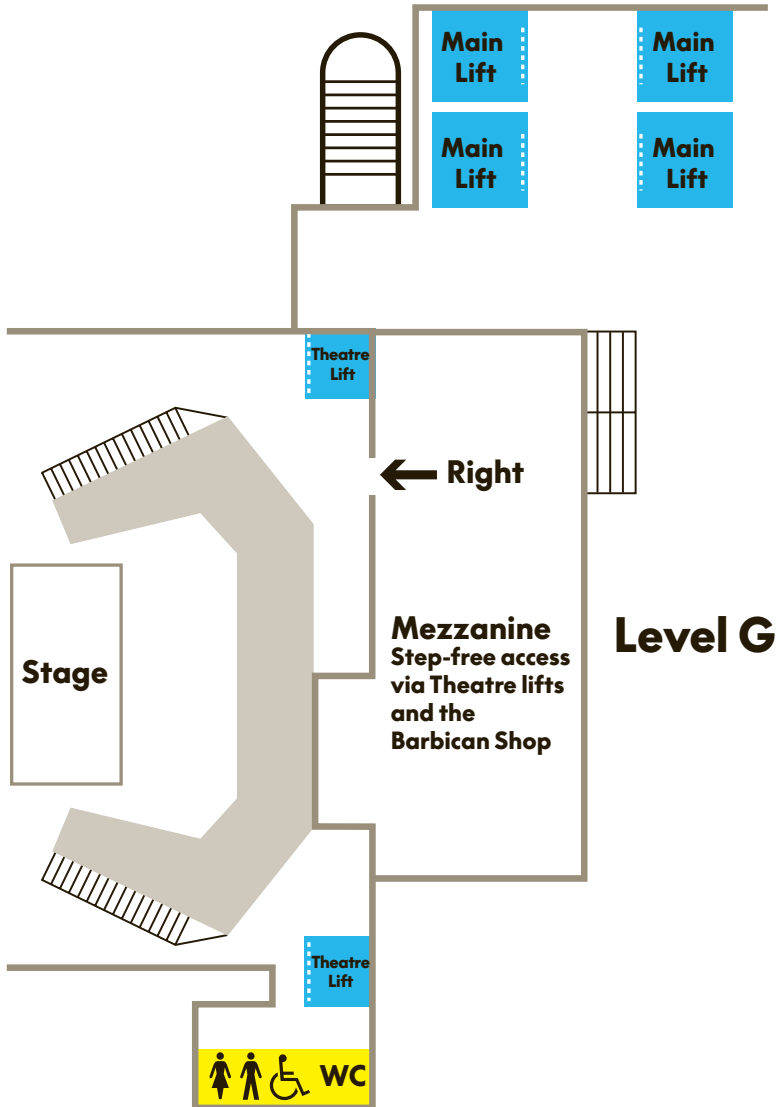
# Theatre Upper Circle (Level G)



# Theatre Stalls (Level -1)



# Theatre Circle (Mezzanine)





# 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.



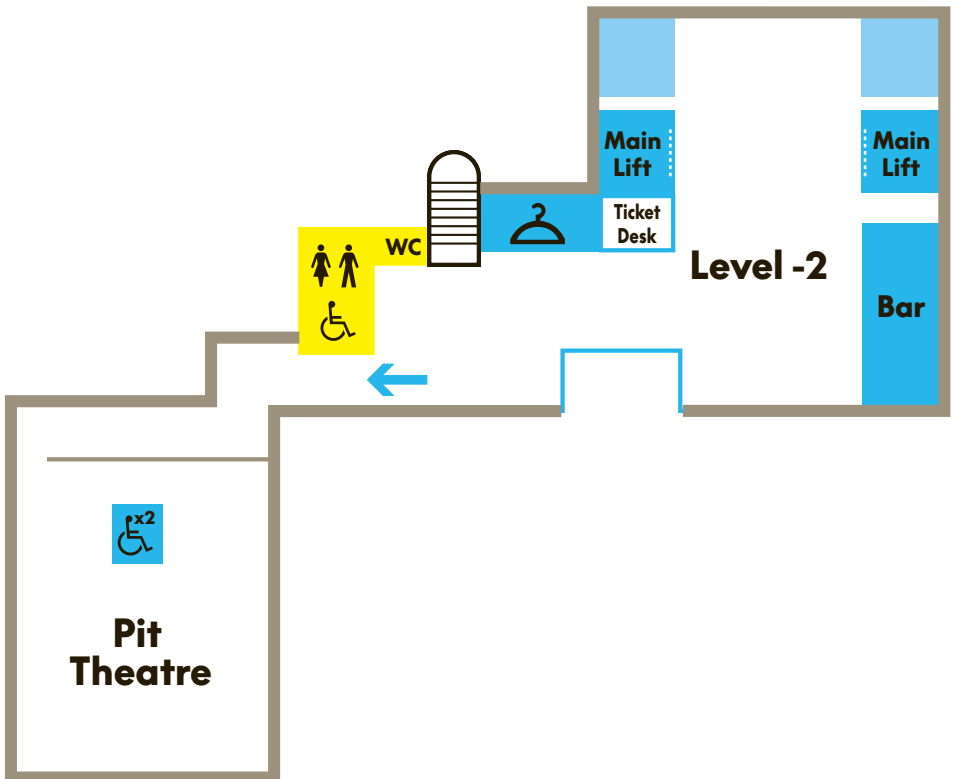
**Audio-described performances** use a wireless network to relay through a headset (see below) a live description of the scenery, costumes, facial expressions and action.

**Headsets** are available. You can obtain one 30 minutes before the performance from a member of staff at the Pit Theatre entrance.



### **Relaxed Performances**

Please check our website for details of Relaxed performances in the Pit and Theatre [www.barbican.org.uk/your-visit/accessibility/accessible-events](http://www.barbican.org.uk/your-visit/accessibility/accessible-events)



# 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**

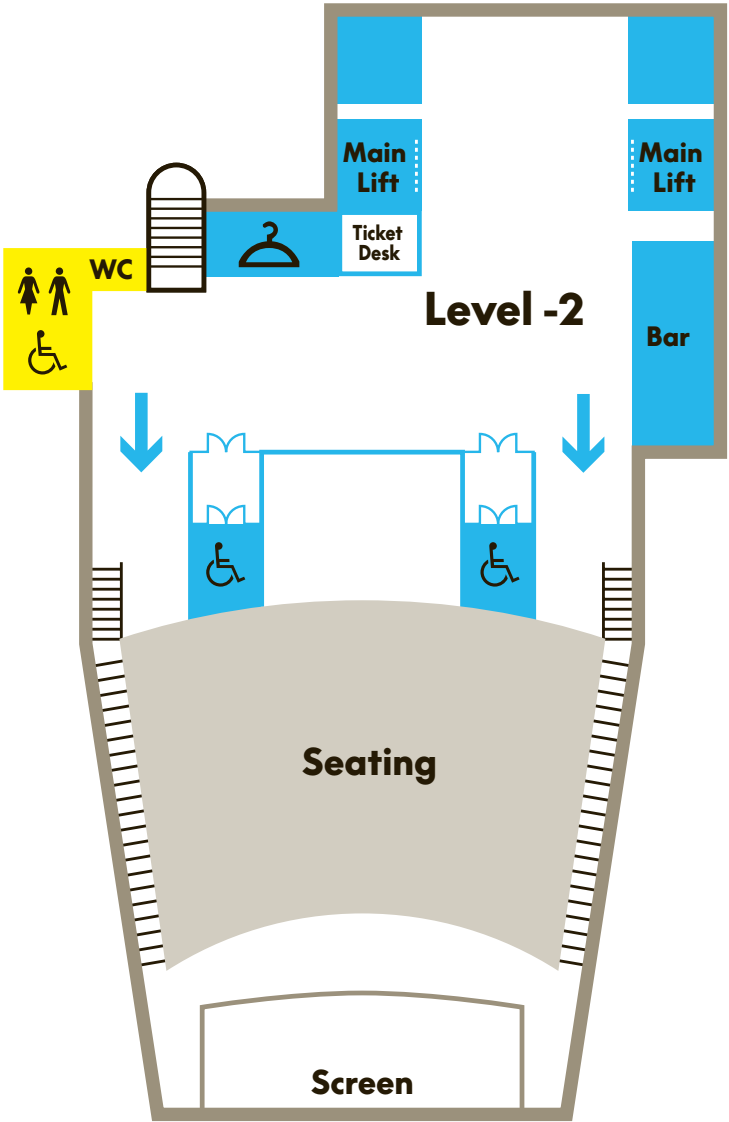
There is an induction loop in the auditorium. You can use this by adjusting your hearing aid to the 'T' setting.



## **Audio Description**

AD is available for many film screenings. Check the website for details where the film will be marked (AD).

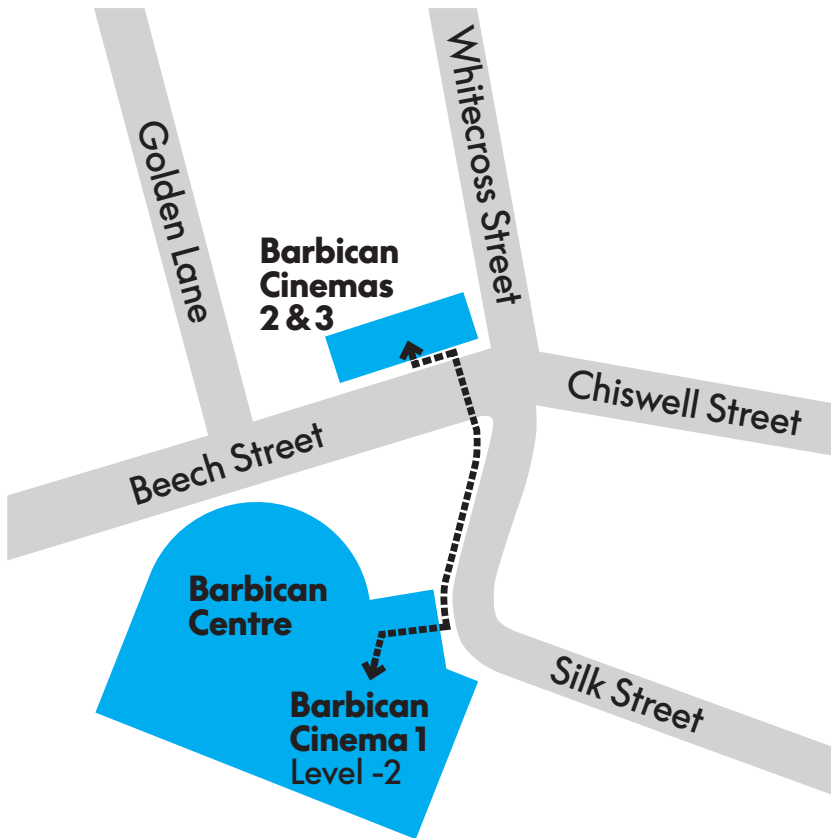




# Cinemas 2 & 3 (Beech Street)

Located on Beech Street, a short distance 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. The cinema complex also houses a coffee shop and bar (Benugo) 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. An induction loop is also provided for customers who have the T setting on their hearing aids. The ticket desk counter is fitted with an induction loop.

# Cinemas 2 & 3 (Beech Street)



## **Audio Description**

AD is available for many film screenings. Check the website for details where the film will be marked (AD).

There are regular screenings of Relaxed screenings. Please check our website for details [www.barbican.org.uk/your-visit/accessibility/accessible-events](http://www.barbican.org.uk/your-visit/accessibility/accessible-events)



## **Toilets and Changing Places facility**

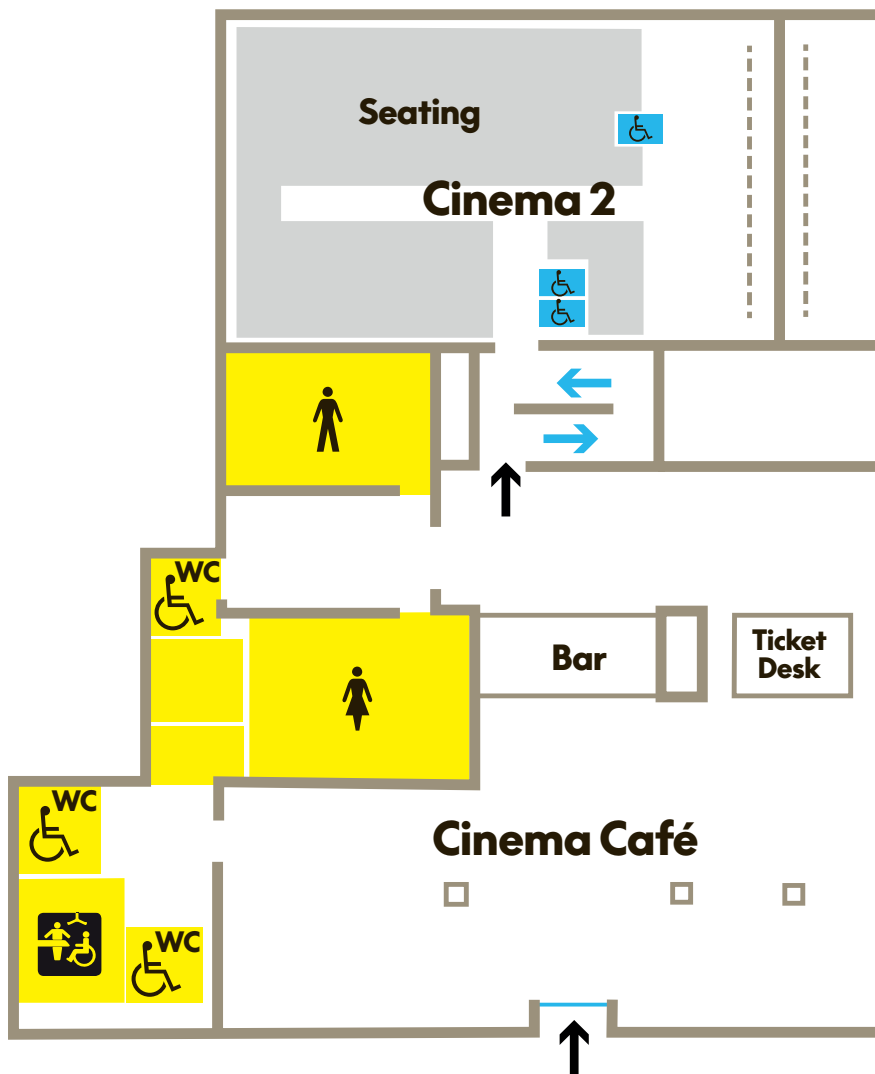
The cinema complex has three unisex accessible toilets (both left and right transfer) and a Changing Places facility (see map on pages 28–29). The male and female toilets include ambulant disabled cubicles. Please see further information in the Accessible Toilets section. The toilets and Changing Places facility are open from 10am Sat–Mon, 11am Tue– Fri; closing approximately 11pm each day.

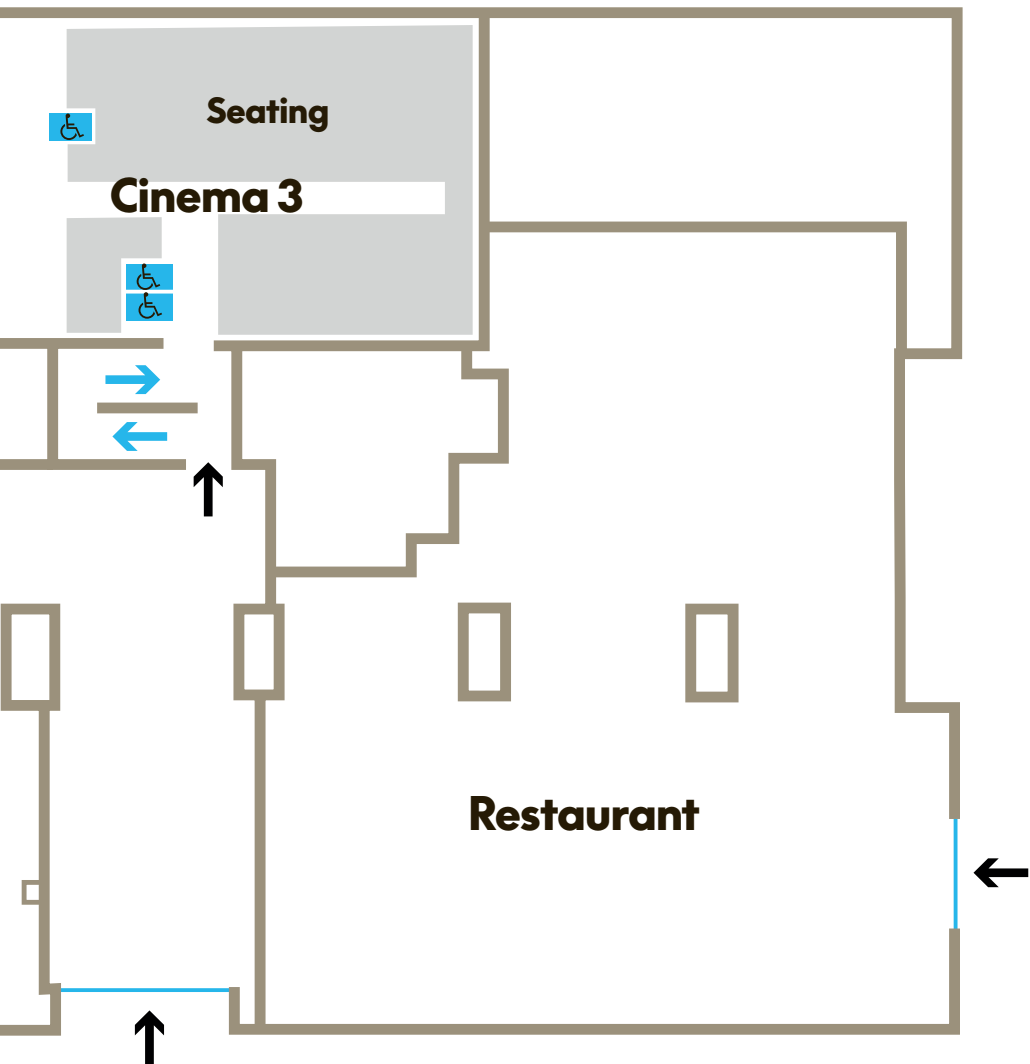


## **Relaxed Performances**

There are regular Relaxed screenings. Please check our website for details [www.barbican.org.uk/your-visit/accessibility/accessible-events](http://www.barbican.org.uk/your-visit/accessibility/accessible-events)

# Cinemas 2 & 3 (Beech Street)





# Art Gallery

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

**Open** Sun–Wed 10am–6pm; Thu–Sat 10am–8pm;  
Bank Holidays from 12noon. These timings are subject to change.



**Access** 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 (91 x 139cm) 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.

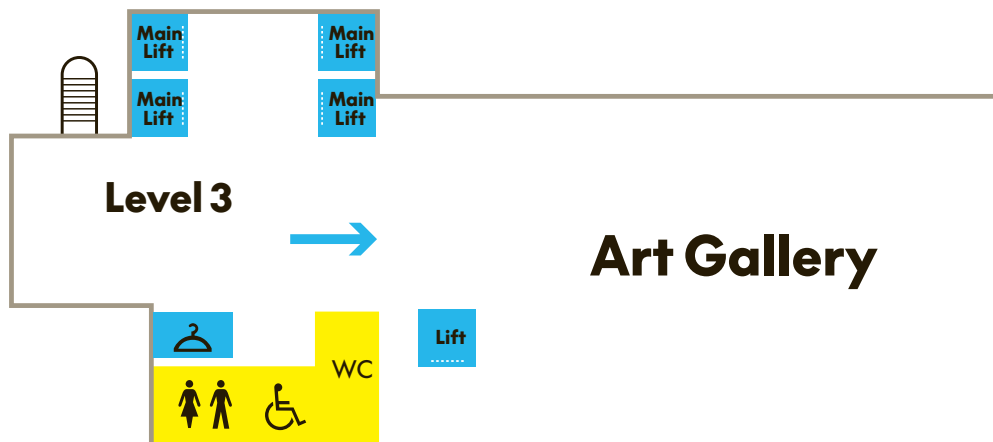




**Audio Described and BSL Tours** The gallery offers audio described and BSL tours. Booking is essential. Please check the website <https://www.barbican.org.uk/your-visit/accessibility/accessible-events> for details. Please email [access@barbican.org.uk](mailto:access@barbican.org.uk) if you wish to be contacted about forthcoming tours.



The Gallery offers a number of Relaxed viewings for each show. Please check our website for details [www.barbican.org.uk/your-visit/accessibility/accessible-events](http://www.barbican.org.uk/your-visit/accessibility/accessible-events)



# The Curve

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

## Open

Mon–Sun 11am–7pm.

These timings may be subject to change.



## Access

The Curve is just inside the Silk Street entrance. Access is by platform lift.

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.

# 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**

Please check the website for details of opening hours as opening times vary <https://www.barbican.org.uk/whats-on/2022/event/visit-the-conservatory>

# 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 for two wheelchair users. In addition, Auditorium 1 can seat up to 6 wheelchairs (advance notification required).



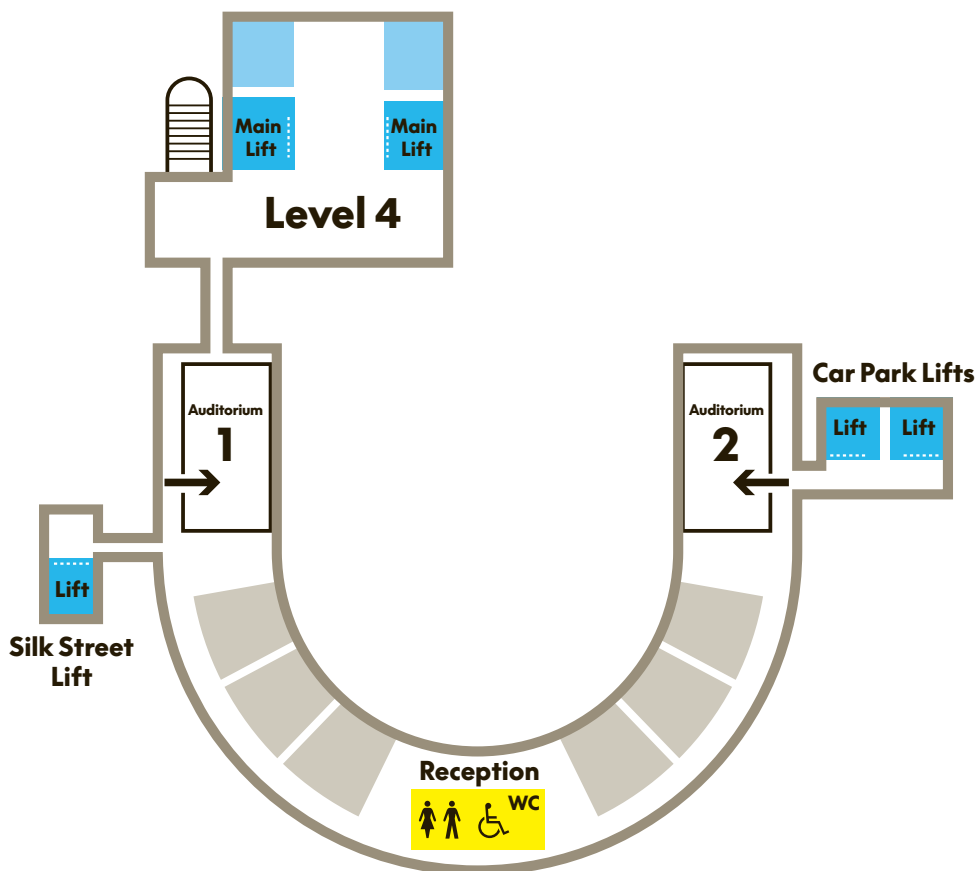
## **Assistance dogs**

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.



# 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

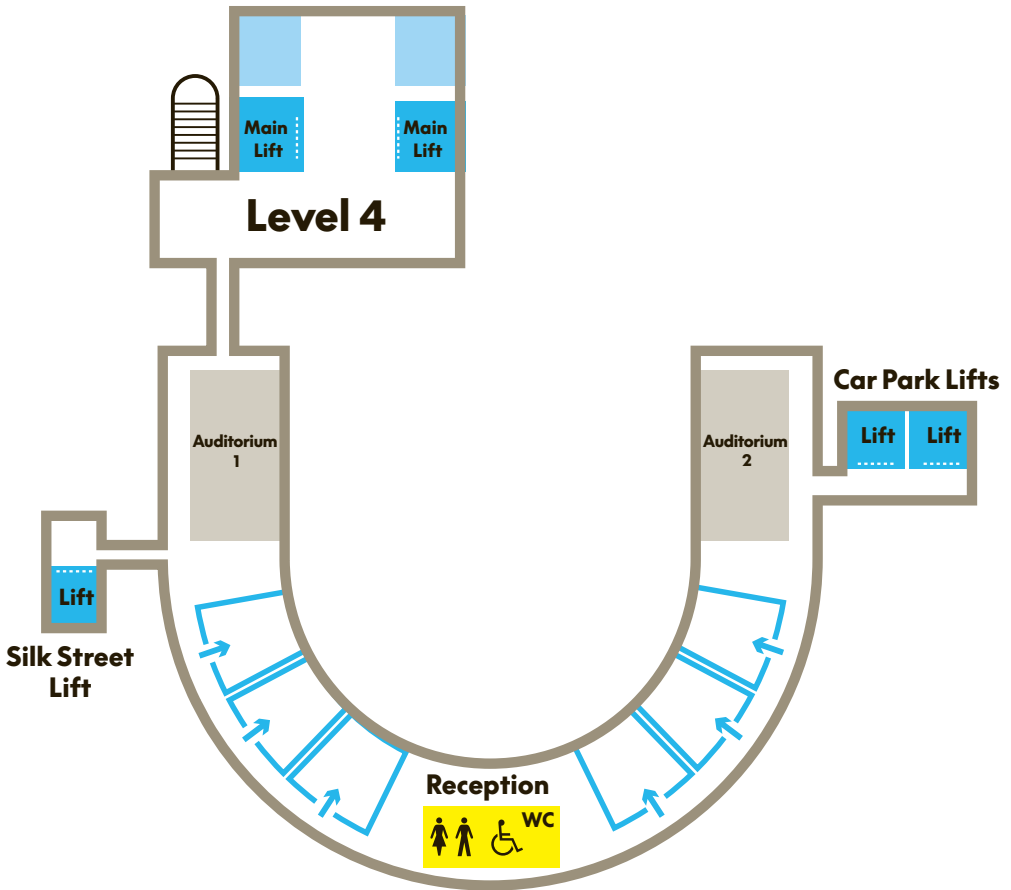
Level access along the conference floor corridor, at Conference Reception, and within the conference rooms.



**Assistance dogs** are welcome.



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



# Library (Level 2)

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

## Open:

Mon, Wed & Fri 9.30am–5.30pm

Tue, Thu 9.30am–7.30pm

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.



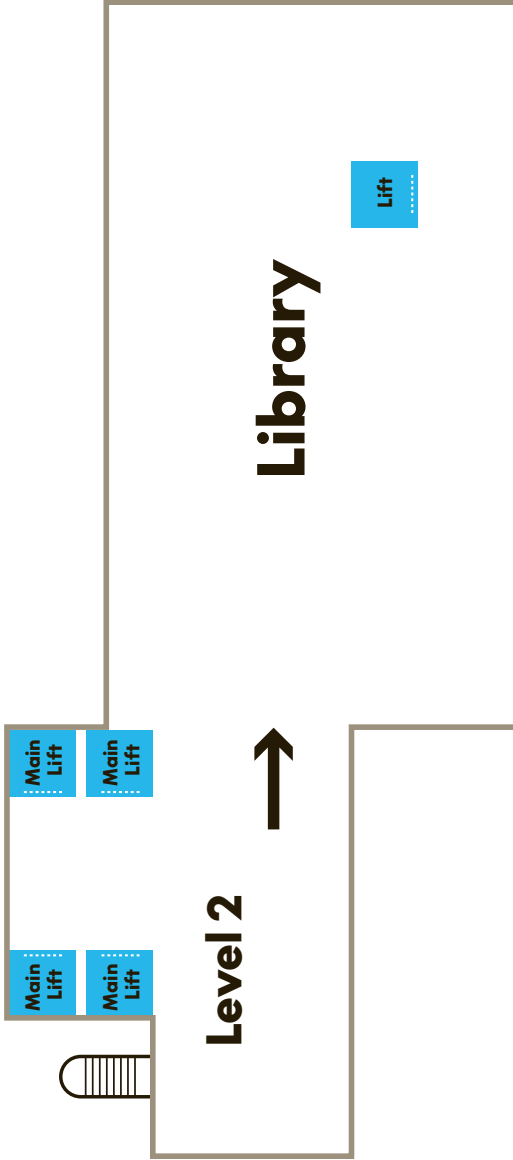
**Assistance dogs** are welcome.



## Hearing facilities

There is an induction loop at all service points to assist hearing-aid users.





# 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.

**Osteria by Searcys** Library floor (Level 2)  
Open Mon–Sat 12 noon–2.30pm & 4.30–7pm  
(last orders)  
Reservations 020 7588 3008  
Email [osteria@barbican.org.uk](mailto:osteria@barbican.org.uk)

**Bonfire** Balcony floor (Level 1)  
Open Mon–Sat 12 noon–9pm  
Reservations 020 7382 6180  
Email [theteam@bonfirelondon.co.uk](mailto:theteam@bonfirelondon.co.uk)

**Barbican Kitchen** Ground floor  
Open Mon–Sun 10am–8pm  
Self-service – staff will be happy to assist you.  
Email [barbickitchen@benugo.com](mailto:barbickitchen@benugo.com) (no reservations)

**Benugo Cafe and Bar** Cinema 2 & 3  
Open Sat –Mon 10am–8.45pm; Tue–Fri 11am–8.45pm

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.

# 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. Access by RADAR key.

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** (Circle level)

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

### **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/visitor-information/disability-access/disabled-toilets](http://www.barbican.org.uk/visitor-information/disability-access/disabled-toilets)

# Cloakrooms

## **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.

### **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.

# 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**

Blue Badge-holders can sign up for Automatic Number Plate Recognition for free use of the Barbican car parks while visiting the Barbican Centre. Please send a copy of your blue badge, details of the vehicles you regularly use and your Access Membership number to [access@barbican.org.uk](mailto:access@barbican.org.uk).

## **Reserving a parking space**

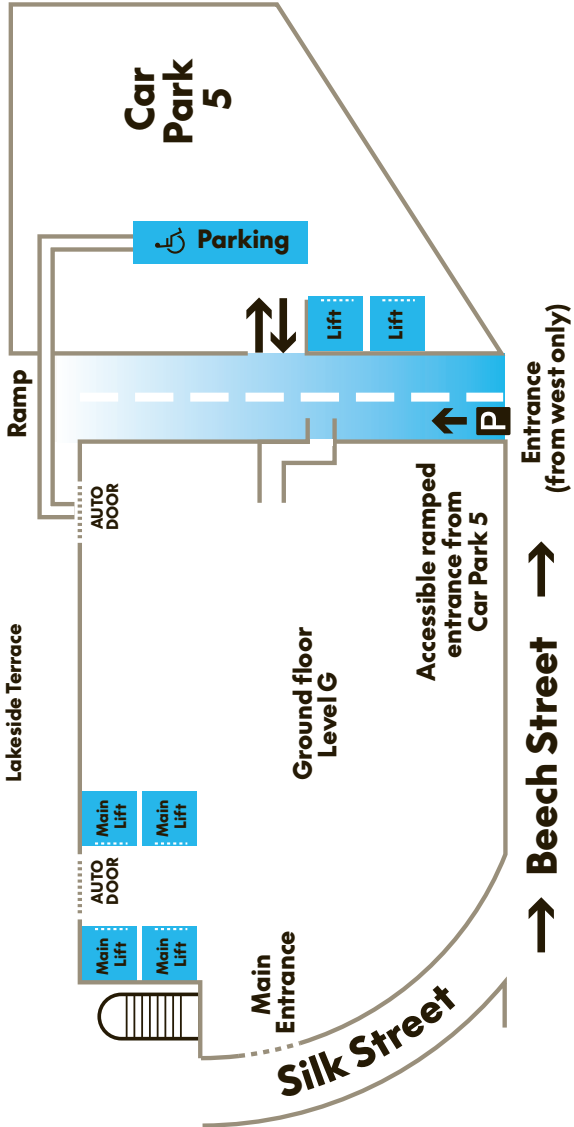
This service makes it possible for blue-badge holders to reserve a wide bay in Car Park 3 or Car Park 5, subject to availability.

Bookings can be made online.

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)



# Taxi Drop Off Points

## Taxi Drop Off Points

The most convenient points for taxi drop off are the Silk Street entrance for Level G and above, and the Stalls Floor roadway for Level minus one and below (Pit Theatre, Cinema 1, Concert Hall stalls seating, Theatre stalls seating). To access the Stalls Floor roadway please follow signs on the carriageway at Silk Street to car parks. Drop off on the straight section of road on the approach to Car Park 3. Doors to the Stalls Floor are on the right hand side. Lifts to all levels are on the left.



December 2022