

RIVERSIDESTUDIOS

ACCESS POLICY



Riverside Studios, 101 Queen Caroline Street, Hammersmith, London W6 9BN
+44 (0)20 8237 1000 | riversidestudios.co.uk | contact@riversidestudios.co.uk

Registered in England & Wales under Riverside Trust
Company number: 1698349 | Charity number: 287848 | VAT number: 341 3681 71

CONTENTS

- INTRODUCTION 3**
- CONTACT US 4**
- OPENING TIMES..... 5**
- ACCESS TICKETS 6**
- ACCESSIBLE INFORMATION 6**
 - TICKETS7**
 - BOX OFFICE..... 8**
 - COMPANION TICKETS..... 8**
 - ACCESS TO PERFORMANCE 8**
- GETTING HERE AND PARKING10**
 - TUBE.....10**
 - BUSES10**
 - TAXIS11**
 - BLUE BADGE PARKING AND DROP OFFS11**
 - PHOTOROUTES13**
 - ARRIVING AT THE VENUE.....13**
 - ACCESS VIA THE FRONT ENTRANCE – QUEEN CAROLINE STREET13**
 - ACCESS VIA THE REAR ENTRANCE – CRISP ROAD13**
 - COLLECTING TICKETS.....13**
- INSIDE THE VENUE14**
 - EARLY ENTRANCE.....14**
 - MAKING YOUR WAY AROUND THE VENUE.....14**
 - ACCESSIBLE TOILETS15**
 - FOOD AND DRINK16**
 - ASSISTANCE DOGS17**
 - INDUCTION LOOPS17**
 - SOUND LEVELS17**

STROBE LIGHTING	18
QUIET SPACES	18
CUSTOMERS WITH MEDICAL REQUIREMENTS	18
MEDICAL ASSISTANCE	18
EMERGENCIES.....	18
GETTING IN TOUCH.....	20
FEEDBACK	20
ADDITIONAL INFORMATION	20
ACCESS CONCESSIONS.....	20

INTRODUCTION

Riverside Studios is a multi-arts venue in Hammersmith, West London. The new state-of-the-art building opened in 2019 after a 5-year redevelopment on the site of the old Riverside Studios and Queen's Wharf. The new 90,000 sq. ft Riverside Studios comprises three black box studios, a cinema and screening room, a rehearsal and event space, and restaurants, cafes and bars looking out over the river. With the River Thames walkway in front of the building, the venue is an iconic destination in West London.

The venue offers a wide variety of events throughout the year including theatre productions, comedy shows and talks in the studios, films and Q&As in the cinema, public exhibitions throughout the building and recording of TV shows in our purpose-built TV studios. Full details of our forthcoming events can be found on the Riverside Studios [website](#).

We offer a warm welcome to all our visitors and want everyone to have an enjoyable experience at Riverside Studios. We aim to offer an excellent level of service to all our customers so if anything makes you unhappy or concerned while visiting the venue, please speak to one of our staff and ask to speak to the Duty Manager who will deal with your queries.

Riverside Studios offers the following accessible facilities:

- Accessible toilets with changing facilities
- Accessible lifts
- Box Office, Information Desk café, and bar with low level counters
- Box Office, Studios, Cinema, Security and Information Desks with induction loops
- Staff who have undertaken accessibility awareness training
- Free ticket for a Companion (subject to evidence supplied)
- Dedicated Access Line for enquiries and booking accessible seating
- Audio Described, Subtitled, and Hearing Assisted performances

CONTACT US

Box Office: 020 8237 1010

Email: boxoffice@riversidestudios.co.uk

Website: www.riversidestudios.co.uk

Post: Riverside Studios, 101 Queen Caroline Street, Hammersmith, London, W6 9BN

When emailing us regarding a specific requirement please include the word 'Access' in the subject line so that we can prioritise your enquiry. We aim to respond to all access-related enquiries within 2 working days.

We have two Access Champions at Riverside Studios: Jake Stanley and Chris Burkitt. Available on 020 8237 1071 or by emailing jake.stanley@riversidestudios.co.uk or chris.burkitt@riversidestudios.co.uk. Our access champions are contactable via post at the above address, just mark your letter for their attention.

For all Box Office enquiries please email or call using the email address and telephone number above.

We are committed to equal opportunities. If you need this information in a larger font, or an alternative format, we will do all we reasonably can to help – please contact us for assistance.

We strive for all customer-facing staff to undertake disability awareness training, and additional impairment-specific disability training. They will do their best to ensure your visit is both safe and enjoyable and the venue and performances are as accessible as possible

OPENING TIMES

RIVERSIDE STUDIOS

Monday	- 08:00 - 23:00
Tuesday	- 08:00 - 23:00
Wednesday	- 08:00 - 23:00
Thursday	- 08:00 - 23:00
Friday	- 08:00 - 23:00
Saturday	- 10:00 - 23:00
Sunday	- 10:00 - 23:00

BOX OFFICE

Monday	- 10:00 - 22:00
Tuesday	- 10:00 - 22:00
Wednesday	- 10:00 - 22:00
Thursday	- 10:00 - 22:00
Friday	- 10:00 - 22:00
Saturday	- 10:00 - 22:00
Sunday	- 10:00 - 22:00

STUDIO 8 CAFÉ AND BAR

Monday	- 12:00 - 23:00
Tuesday	- 12:00 - 23:00
Wednesday	- 12:00 - 23:00
Thursday	- 12:00 - 23:00
Friday	- 12:00 - 23:00
Saturday	- 10:00 - 23:00
Sunday	- 10:00 - 22:00

COFFEE SHOP – STUDIO 7

Monday	- 08:00 - 16:00
Tuesday	- 08:00 - 16:00
Wednesday	- 08:00 - 16:00
Thursday	- 08:00 - 16:00
Friday	- 08:00 - 16:00
Saturday	- closed
Sunday	- closed

SAM'S RIVERSIDE

Monday	- 8:00 - 23:30
Tuesday	- 8:00 - 23:30
Wednesday	- 8:00 - 23:30
Thursday	- 8:00 - 23:30
Friday	- 8:00 - 23:30
Saturday	- 9:00 - 23:30
Sunday	- 12:00 - 18:00

ACCESS TICKETS

We offer disabled concessionary rate tickets for many performances at Riverside Studios. These are available subject to the performance concessions policy.

To book these tickets, please call or visit Riverside Studios Reception and speak to one of our Box Office team. Access tickets are granted an evidence-based system and further information on eligibility is available on the Riverside Studios [website](#).

Please note, for captioned performances it is not possible to view the captions from all seats in the house, therefore for these performances we have a reserved allocation of seats which give a good view of the captions and the stage. Please call the Box Office on 020 8237 1010 for more information.

ACCESSIBLE INFORMATION

There is a range of accessible information provided in a range of formats at the venue and on our website.

- **The Riverside Studios website is compatible with Screen Readers and Zoom Text programmes.**
- **Major signage around the venue will be in a large, clear font and colour-coded to represent different areas of the building.**
- **Access information is easily accessible on the Riverside Studios website and website information meets current plain English standards.**
- **Alternative formats of all information are available on request.**
- **Riverside Studios is contactable by phone, email and post.**

BOOKING TICKETS AND ACCESSIBLE AREAS

TICKETS

Accessible tickets can be booked in several ways outlined below:

- **PHONE:** call our Box Office line on 020 8237 1010. This will connect directly with our Box Office staff who have an excellent knowledge of the venue and the layout of the seating.
- **EMAIL:** send your enquiries to boxoffice@riversidestudios.co.uk. Please include the word 'Access' in the subject line of your email so we can prioritise your email and respond as soon as possible. If your enquiry is urgent, please mark it as such.
- **IN PERSON:** at Riverside Studios Box Office, located in the foyer of the venue. No booking fees apply.
- **BY POST:** you are welcome to write to us but please be aware the process will be slower and we would advise not to do so for a 'popular' show in case it sells out before we receive your letter. Mark correspondence:
FAO Box Office Access Champion, Riverside Studios, 101 Queen Caroline Street, Hammersmith, London W6 9BN.
Please do not send cash through the post, we will advise the best method for payment in our response.

Opening times for the above booking facilities are detailed above on page 6 of this Access Policy. 24hr booking facilities are available via our [website](#), or you can book over the phone during opening hours. However, we ask that if you have an access requirement, you contact us directly so that we can ensure you receive full guidance on our venue facilities and are able to book the best seats for your requirement.

You may be asked to discuss your requirements with our staff directly when calling, but our staff have relevant training and all information is treated with care, consideration and confidentiality.

BOX OFFICE

The Box Office is on the ground floor at the front of the venue and is fully accessible with:

- **Low level counter**
- **Staff can provide information in large type on request, and can also arrange for information to be made available in alternative formats**
- **Seating is available if needed by customers**
- **The floor surface is carpeted, smooth and level**
- **Staff who are trained in disability awareness**

Box Office opening times are available on page 6.

COMPANION TICKETS

Riverside Studios offers personal assistant tickets at no extra cost to deaf or disabled people who would not otherwise be able to attend without an assistant. This is an evidence based system and further information on eligibility is available under 'Access Concessions' on page 21 and on the Riverside Studios [website](#).

Personal Assistants or companions are expected to help with way-finding, assisting the customer into and out of the venue and auditorium, buying and carrying food and drink, and undertaking all access requirements of the person they are assisting. They are not expected to leave the customer alone for long periods of time, be unable to meet the customer's access requirements, or be inebriated at the event.

For all accessible seating requirements please contact our Box Office so we can ensure that you receive guidance on our venue facilities and are able to book the best seats for your requirements. Please refer to the 'Tickets' section under 'Booking Tickets and Accessible Areas' on page 8 for information on how to book.

ACCESS TO PERFORMANCE

Riverside Studios is committed to offering access to performance services such as British Sign Language interpreters, Captioning, Audio Description and Relaxed Performances and we will work hard with visiting theatre companies to provide these services. Please check our website for any future performances.

Tickets will be available to purchase via the Riverside Studios Box Office. Please refer to the 'Tickets' section under 'Booking Tickets and Accessible Areas' on page 8 for information on how to book.

We aim to use Sennheiser's [mobile connect app](#) and integrated equipment to allow assisted listening to be available on all live performances, for more information see page 18.

GETTING HERE AND PARKING

Riverside Studios is located by the river next to Hammersmith Bridge in the London Borough of Hammersmith and Fulham. The main entrance is on the river walkway, just off Queen Caroline Street. We are easily accessible via public transport and are a short distance from both Hammersmith tube stations, Hammersmith bus station and taxi ranks; we also have our own cycle racks located next to the venue. While we appreciate it isn't always feasible, we encourage all our visitors to use public transport wherever possible.

Our full address is:

Riverside Studios, 101 Queen Caroline Street, Hammersmith, London, W6 9BN.

TUBE

The closest tube station is Hammersmith on the Piccadilly, District, Circle and Hammersmith & City Lines. Be aware that the station is split over 2 sites just across the road from each other.

The Piccadilly and District lines go from the main station inside the Broadway Shopping Centre (approx. 5-minute walk) and the Circle and Hammersmith & City lines go from the station on Beadon Road (approx. 10-minute walk).

Both stations are wheelchair accessible either with step-free or lift access. For further information about accessible tube journeys and avoiding stairs. Please see the [TFL website](#).

BUSES

The nearest bus stops are at Hammersmith bus station which is just the other side of the tube station and can be accessed through the Broadway shopping centre. This is approx. 650 metres or a 5-minute walk to the venue. All city buses operated by TFL are accessible for wheelchair users. More information is available on the [TFL website](#) including their accessibility implementation plan which aims to improve access to transport for disabled people and is available to download in a variety of formats.

TAXIS

If you need to book an accessible taxi, we recommend the following taxi firms, all of which have accessible taxis in their fleets:

- [Addison Lee](#) – 020 7387 8888
- [Hurlingham Cars](#) – 020 7381 1111
- [Gett](#) – via Gett app / [Uber](#) – via Uber app

If you need someone to call a taxi for you, please contact our Venue Operations team who will be happy to assist you.

There is a black taxi rank outside Hammersmith tube and bus stations on Hammersmith Broadway which is located a short walk away from the venue.

BLUE BADGE PARKING AND DROP OFFS

There is a lay-by in front of the venue which has double yellow lines. This is ideal as a drop-off point and there is a dropped kerb available for easy access to the pavement. Please note that this area can become congested, especially at the end of an event when there are many exiting customers.

Blue Badge holders can park for up to 3 hours on any other single or double yellow line near the venue as per usual Blue Badge regulations.

PARKING

There is no official car park at Riverside Studios. We encourage all our visitors to use public transport where possible. However, we appreciate this is not always feasible and there are 2 disabled bays near our main entrance. These are regularly busy so please don't rely on space being available. There is on-street parking in the neighbouring streets for a fee. For further information on parking in the Borough visit the Hammersmith & Fulham council [website](#).

Other recommended options and useful websites for parking are:

- [RinGo](#) which has details of local car parking spaces, the closest of which are detailed below, as they operate all the local parking bays.

Name	Min & max Stay	Day	Times	Duration	Price
CPZ T // Hammersmith & Fulham W6 9BT	30 mins (min) 8 hours (max)	Mon - Sat	9:00am - 17:00pm 9:00am - 17:00pm 17:00pm - 8:00am	Up to 30 mins 15 mins 15 hours	£1.40 £0.70 Free
		Sundays	24 hours	24 hours	Free
		Bank Holidays	24 hours	24 hours	Free
CPZ A // Hammersmith & Fulham W6 7AL	30 mins (min) 4 hours (max) No return within 120 mins	Mon - Sat	8:30am - 18:30pm 8:30am - 18:30pm 18:30pm - 7:30am	Up to 30 mins 15 mins 13 hours	£1.40 £0.70 Free
		Sundays	24 hours	24 hours	Free
		Bank Holidays	24 hours	24 hours	Free

PHOTOROUTES

You can see the route from Hammersmith Tube / Bus stations to Riverside Studios on the Riverside Studios [website](#). We have created a photo route which is a simple map based system, with images of each junction, showing a step-free route to your destination.

We have also created photo route walking maps within the venue showing the routes from the entrance to the Box Office and to the Studios.

ARRIVING AT THE VENUE

There is one main entrance into the venue located on the river walkway at the river end of Queen Caroline Street.

The entrance doors are accessible with a push button opening. The clear door opening width of all entry doors is 1200mm.

ACCESS VIA THE FRONT ENTRANCE – QUEEN CAROLINE STREET

There is step-free access via the front doors of the venue into the main foyer. The floor surfaces are carpeted and level and the lighting levels are good. There are accessible lifts to take you to all floors of the venue from the main foyer.

ACCESS VIA THE REAR ENTRANCE – CRISP ROAD

We do have a quiet entrance should this be required, but this will only be available by request in advance. Access via the back entrance is step-free, and there is an accessible lift to take customers to the required floor. Please contact our team in advance on boxoffice@riversidestudios.co.uk to arrange.

COLLECTING TICKETS

We use e-tickets where we can scan / check your name. However, if you need to collect your tickets, please come to the Box Office at the front of the venue.

Box Office opening times are on page 6. When collecting tickets, we ask customers to provide us with their transaction reference or email address.

INSIDE THE VENUE

You will be greeted by our staff who will direct you via the most accessible route to your seats; if you have any questions or are unsure please ask them for additional support or to show you where any facilities you require are.

EARLY ENTRANCE

If you need early access into the performance space before the advertised door opening times, we will do all we possibly can to help, and will arrange for seating to be made available if required. We are not able to guarantee early admission to the auditorium itself, but will if possible and if not we will arrange for you to access the outer foyer area, or the VIP/Security entrance so that you can avoid any long queues.

We can also arrange for you to come and visit the venue when there is nothing on if you think it would be helpful to familiarise yourself with the building before you attend an event. Please contact us for advice.

MAKING YOUR WAY AROUND THE VENUE

If you have any problems, questions or require additional support please speak with a member of staff who will be happy to assist you and answer any questions.

LIFTS

Whichever entrance you use there are accessible lifts to take you to the floor you need.

Sizes of all lifts are: Door width – 900mm, Floor depth – 1360mm, Floor width – 1520mm.

STAIRS

There are also stairs to take you to all levels of the main venue which have handrails on both sides.

Studios 1, 2, and 3 are all accessible on a level or ramped access on the ground floor.

ACCESSIBLE TOILETS

There are accessible toilets on all floors.

- **All toilets have level entry**
- **All public toilets include ambulant disabled cubicles and a unisex wheelchair accessible WC.**
- **All floor surfaces are smooth and anti-slip**
- **All areas are well lit**
- **The door clear opening width to all the toilets is 860mm**
- **The locks can be opened from outside in an emergency**
- **There is clear floor space in all the toilets up to 1200 x 1200mm**
- **There is right-hand and left-hand transfer to the WC**
- **The space beside the WC is 800mm**
- **Vertical rails are fitted beside the WC**
- **Most WC seats have lids**
- **The basin taps are lever taps**
- **Hot water temperature is controlled at the point of delivery**
- **There is a strobe light linked to the fire alarm**
- **There is an emergency cord**
- **There are colour contrasts between surfaces**
- **There is clear signage to all toilets**
- **There are baby changing facilities on the ground floor**
- **There are accessible toilets close to all accessible platforms**

Public toilets are provided just off the Foyer and include ambulant disabled cubicles and a unisex wheelchair accessible WC. A large block of public toilets is located at Foyer level, and is conveniently close for customers in all eateries, and audiences to the three studios. Provision includes ambulant disabled cubicles in the male and female blocks and two separate unisex wheelchair accessible WCs, with clear landing space. One provides left-handed transfer, the other right-handed.

Additional toilets – ambulant disabled and wheelchair accessible, are provided across the Foyer, accessed from back of house, for use by staff and performers. The wheelchair accessible cubicle is located opposite a performers' lift for ease of use.

These facilities are also conveniently close to the staff catering facility.

A nearby accessible WC located outside Studio 2 is provided for disabled performers and is located adjacent a quick changing cubicle. Both are within easy reach of Studios 1 and 2, through wide sound lobbied doors, and of Studio 3 via a corridor that runs between Studio 2 and the Scene Dock.

An accessible toilet is provided at Basement 1, accessed by the nearby main lift. Nearby single sex toilets include ambulant disabled facilities.

FOOD AND DRINK

There is a café area available on the ground floor next to the Box Office, which is open 5 days a week, as well as the main bar on the ground floor. These spaces are accessible throughout. The Cinema has its own bar, close to the doors into the venue, which is accessible via the lift.

- **All food and drink areas have level access**
- **There is space between the furniture and clear space under the tables is 720mm**
- **There are low level counters at the bars**
- **Tableware contrasts with the tables**
- **All bar and café prices are available in large font on request**
- **Dietary needs can be catered for, please contact us if you have a specific requirement**
- **All areas are well lit, and the floors are level and anti-slip**
- **There are accessible toilets close to all the food and drink areas**
- **Hot food and hot drinks are not permitted in the auditorium**
- **Only food and drink purchased on the premises may be consumed in the venue, but should you require specific items due to a medical requirement please let us know when booking your tickets or contact a member of staff on the day of your visit.**

ASSISTANCE DOGS

Riverside Studios welcomes assistance dogs. They can either accompany you to your seat, or venue staff will willingly look after your dog while you enjoy the event. We can provide water bowls for your dog if required.

INDUCTION LOOPS

Riverside Studios will have availability for audience members to connect to the Mobile Connect app. With MobileConnect, the innovative assistive listening system, performances are transmitted over WiFi in real-time and in high quality to mobile devices and smartphones. To access a live stream, visitors simply need to download and install the free MobileConnect app (available for iOS and Android by scanning the below QR codes). All you need to do is speak to Venue Operations at Reception upon arrival at the Venue and they will get you logged onto the device specific wifi.



SOUND LEVELS

We have little influence in the running of live events when it comes to sound levels. Artists generally travel with their own sound and lighting systems and their engineers control them throughout the event. We do monitor both sound quality and decibel output and we will advise production crews when necessary, although we will not be able to turn the volume down unless it is breaching legal limits. Ear plugs are available on request.

STROBE LIGHTING

Please also be aware that some shows will contain strobe lighting or smoke effects. Signage will be available in the venue, on our website and promotional literature to advise customers of this. Please contact us before booking tickets if this is an issue for you, and we will contact the promoter on your behalf for further information.

QUIET SPACES

We appreciate that sometimes people need a break in order to enjoy a show and having the option of a quiet space can be hugely beneficial to someone with autism, learning disabilities, anxiety and those who experience sensory overload. Riverside Studios is a busy venue, however, some areas are quieter than others on show nights. If you are feeling uncomfortable or would like to be shown to a quiet space, please ask a member of staff who will be happy to assist you.

CUSTOMERS WITH MEDICAL REQUIREMENTS

We welcome visitors who need to bring medicines, food or drink to manage a medical condition. You are welcome to contact us in advance of your visit for advice, prior written acknowledgement from the venue of your requirement, or should you have any concerns or questions; you are also welcome to bring any supporting documents to the venue with you should you wish.

MEDICAL ASSISTANCE

Trained First Aiders are available for all events and can be summoned by staff. There is also an area available at all events, which can also be used as a quiet space and location for any medical treatment.

EMERGENCIES

In the event of an emergency there will be both an audible alarm in all areas, as well as flashing lights in the main auditorium and strobe lights in the accessible toilets. Staff will ensure the safe exit of all people.

There are Access Refuge Points on each floor which are mapped for our Venue

Operations staff and emergency responders.

All areas of the venue have emergency evacuation plans including the accessible areas. Our staff are fully trained in the evacuation of the venue and each accessible area.

If you would like further information on the plan for the area, please do not hesitate to contact us in advance or speak to a member of our Front of House Duty Management when you arrive at the venue.

GETTING IN TOUCH

FEEDBACK

We welcome feedback on how we can improve the experience for all visitors. Please contact us to let us know what we can do to improve both this Access Statement and your experience of the venue in general. This can be done by emailing boxoffice@riversidestudios.co.uk.

ADDITIONAL INFORMATION

General information about the city including places to stay, things to do and what's on is available from the [Visit London](#) website.

Care has been taken to ensure that the information in this Access Statement was correct at the time of publication. If you need any reassurance about any aspect of the venue's accessibility, please contact us.

ACCESS CONCESSIONS

There are several eligible categories for accessibility support and concessionary rates where these are available.

- Wheelchair users
- People with mobility impairments
- People with vision impairments
- People with hearing impairments
- Deaf people who use British Sign Language
- People with Learning Disabilities
- People with mental health conditions
- People with other non-visible impairments and chronic health conditions