

# **Guide for Parents/Guardians/Carers to the Relaxed Prom**

**Prom 19**

**Saturday 29 July**

**12pm**

**Royal Albert Hall**



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This document is supplied to provide as much information as possible for your Relaxed Prom experience.

This concert has been designed to have a relaxed attitude to noise during the music and the BBC Relaxed Prom will offer a shared cultural experience for everyone. Therefore, there has been a consideration of lighting, sound and content when creating this concert to make the event as accessible as possible whilst maintaining the authenticity of the full concert-going experience.

Booking will be possible only via the link and promotional code(s) below for partners and their service users, so please do spread the word to families and users who you think would benefit from attending this concert. The Prom will be on wider public sale on 12 May, with the same target audience, but without the need for a promotional code.

Feel free to share with other families and individuals that might enjoy this offer but please do not share this on social media.

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## The Prom

### When you arrive

Doors will open at 10:30am.

This concert will have an open door policy. This means you can leave and enter the auditorium when you wish.

There will be stewards, staff from the BBC Proms and Royal Albert Hall as well as volunteers from the National Autistic Society to provide assistance during your visit. There will also be several British Sign Language interpreters on the day in front of house areas.

### The concert

In this live concert the full forces of the BBC National Orchestra of Wales bring you popular classics and music from TV and film for all the family to enjoy. Presented by conductor Grant Llewellyn and musician Andy Pidcock, the Relaxed Prom is an interactive and fun experience of music in a welcoming environment.

The concert will start at 12pm and will last for an hour. There will be no interval.

There will be two main screens and several other screens around the hall. The screens will mainly be used to accompany the concert and will not have fast motion or transition quickly. These screens will display:

- Close ups of presenters and soloists when they're speaking/performing
- Titles of the pieces when being performed
- Picture symbols to accompany pieces

### The programme

Music will include **Rossini's *William Tell: Overture*** and **Rimsky-Korsakov's *Flight of the Bumblebee*** as well as many other classical pieces.

The Prom will showcase music from film and television including **Pharrell William's *Happy*** (which you can sing along with!) and the ***Doctor Who* theme**.

In between the pieces Andy Pidcock and Grant Llewellyn will introduce sections of the orchestra to the audience. Meet the strings, woodwind, brass and percussion!

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## Booking

All tickets for this concert are £6 each, plus booking fee.

This is an exclusive offer for partner groups. Feel free to share with other families that might enjoy this offer but please do not share this on social media. General sale will open on Friday 12 May.

To book tickets please go to:

Online: <https://tickets.royalalberthall.com/syos/performance/54863>

By phone: 0845 401 5040

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

Please fill in the [Accessibility Request Form](#) if you require any of the following:

- Requesting a wheelchair (to use on the day)
- Looking after an assistance dog
- Using the programme reading service
- Assisted Hearing Facilities for use without a hearing aid
- Requesting an armless chair
- Requesting a Large Print Programme
- Adjustable Height Seat
- Any other queries

Please book your tickets and then fill in this form.

### Booking tickets using promo codes

To book tickets please use promotional code 27584. If you require audio description or BSL interpreters then please use the promotional codes listed below.

If you are requiring audio description you can book allocated seats close to the stage either online or by phone using the promotional code 27582.

If you are requiring access to British Sign Language Interpreters allocated seats close to the stage can be booked online using the promotional code 27583.

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## Seating

The Royal Albert Hall has many resources online to help you understand the different options of seating available in the venue. If you have any further queries or questions about this then do not hesitate to contact the access line listed on page 9.

[View from your seat: Standard Layout](#)

[Virtual Tour](#)

## [Access Information and Guide:](#)

This has details on:

- Booking
- Transport
- Getting Around
- Building Plans
- Services & Facilities
- Food & Drink
- Daytime Visits

## **Wheelchairs**

There will be an extra wheelchair platform to accommodate for more wheelchair users. You will need to phone to book these spaces but please bear in mind they are limited.

## **Seating in the auditorium**

Below are descriptions of the different seating sections in the Royal Albert Hall. You can find the venue plan [here](#).

### Arena

This is a flat area nearest to the stage. There are no seats in the Arena. You can stand, sit on the floor or move around in this area. This area is not wheelchair accessible.

### Stalls

This is a raked section with 11 rows of seats. The seats are in a horseshoe shape. The chairs are flip seats which can swivel and do not have arms. Audio description and BSL interpretation.

### Loggia boxes

These are boxes with three steps down to the front row of the box. The boxes are big enough for 8 people. The chairs are un-fixed chairs with arms.

### Grand Tier boxes

These are boxes with three steps down to the front row of the box. They have a lot of space at the back of the box. The boxes are big enough for 12 people. The chairs are un-fixed chairs with arms.

### Second Tier boxes

These are boxes with three steps down to the front row of the box. The boxes are big enough for 4 people. The chairs are un-fixed chairs with arms. The chairs in the second row of the box are raised height seats.

### Raising Circle

This is the highest level of seating in the Hall. This is a steeply raked section with 7 rows of seats. The chairs are flip seats which do not have arms.

### Gallery

This is the very highest level in the Hall. There are no seats in the Gallery. You can stand, sit on the floor or move around in this area.

Please contact the Access line if you have any further questions regarding seating.

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## **Travel**

[Public Transport](#) (trains/tube)

[Parking](#) (Imperial College Car Park, parking in the local area, coach parking, accessible parking, electric vehicles)

[Live Underground, DLR and Overground status updates](#)

[London transport maps](#)

[TFL Accessibility guide](#)

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## **Facilities and additional services**

There will be stewards and signs to show you the way to these spaces on the day.

### **Toilets**

Unisex wheelchair accessible toilets are located on Ground, Arena Foyer, Grand Tier and Raising Circle levels.

Other toilets are available on all floors.

Hoists will not be available. Hand dryers will be switched off in all bathrooms.

### **Chill-out areas**

If you would like to leave the auditorium but remain at the Hall, there will be chill-out spaces available to you on every floor.

There will be a live relay of the Prom performance on a small screen at Door 6.

There is also a space in the Royal Albert Hall for baby feeding.

### **Buggy Park**

There will be buggy park spaces available.

## **Refreshments**

Family-friendly snacks will be available to buy in the Royal Albert Hall bars and cafés. Should you need to bring your own food for medical reasons this can be consumed in the Hall.

## **Lifts**

Public lifts are located at Doors 1 and 8 and serve all levels from Basement to Gallery.

## **Audio description and audio aids**

Audio description will be made available for this Prom. If you are requiring audio description you can book allocated seats close to the stage either online or by phone. These seats are located at O stalls.

The auditorium has an infra-red system with a number of personal headsets for use with or without hearing aids. To reserve a headset, please use our [Accessibility Request form](#).

## **British Sign Language Interpreters**

There will be four British Sign Language interpreters in the front of house areas before the concert starts. There will be one BSL interpreter on stage during the concert. If you are requiring BSL interpretation you can book allocated seats close to the stage either online or by phone. These seats are located at G stalls.

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## **Lighting**

There will be no strobe or bright flashing lights in this concert. There will also be no lights shining out into the audience. The house lights will remain on throughout the concert.

There will two main screens and several other screens around the Hall. The screens will mainly be used to accompany the concert and will not have fast motion or transition quickly.

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## **Sounds**

You will hear a range of sounds at the concert. There will be an orchestra playing with a variety of instruments ranging from quiet flutes to loud brass and percussion. The BBC Proms will ensure that decibels are monitored.

As this concert has a relaxed attitude you may find that the audience around you will be making some noise too. If you find this too overwhelming then there are chill-out spaces for you to go to.

You may bring ear defenders if you wish.

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## Resources

There are many resources that are available to you that will support your experience at the Royal Albert Hall for this Relaxed Prom.

- **Visual story**  
This is a story you can go through about what to expect at this event. It contains information and pictures about the concert that you may like to know before your visit. This can be found on the BBC Proms and Royal Albert Hall website.
- **[Ten Pieces Guide to the Orchestra!](#)**  
This resource was created for the BBC Ten Pieces education initiative. 'Ten Pieces Guide to the Orchestra' is an interactive e-book where you can discover the different aspects of what makes an orchestra and how to make your own music!
- **Welcome to the Royal Albert Hall video (available from 13 May on the Royal Albert Hall website)**  
The Royal Albert Hall is a magnificent venue. Become more familiar with its spectacle in this video!
- **Relaxed Prom Playlist (available closer to the event on the BBC Proms website)**  
Have a listen to the pieces that will be performed in the prom before you go!
- **Royal Albert Hall website ([www.royalalberthall.com](http://www.royalalberthall.com))**  
The Royal Albert Hall provides useful information that will support your day at the Prom.
- **BBC Proms website ([www.bbc.co.uk/proms](http://www.bbc.co.uk/proms))**  
If you wish to read any more information about the Prom and other Proms happening over the summer.

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## Q&A

*Who is invited to the Relaxed Prom?*

Everyone is welcome! This concert is mainly aimed at children and adults with autism, sensory and communication impairments and learning disabilities as well as individuals who are Deaf, hard of hearing, blind and partially sighted.

*I will be attending with a person who will need to transfer from a wheelchair to a seat. Where can I store the wheelchair? Where can I store my buggy?*

Stewards will offer to take wheelchairs to nearby cloakrooms or storage areas and return them to the seating section at interval and at other points if needed. There will be buggy park spaces available.



### *How much are tickets?*

All tickets for this prom are £6 each plus booking fee. You can buy your tickets [online](#), by phone (at 020 7589 8212), or at the Royal Albert Hall Box Office.

### *How do I get my tickets?*

Via email (e-ticket), hard copy posted or by collection.

### *Can I bring a toy or device to help my child concentrate or communicate during the Prom?*

You are welcome to bring in a toy or device to this prom. Please be aware of those around you and switch off any sounds during the performance.

### *Can I take photos?*

We ask audiences not to take photos during performances.

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## **Contact details**

### **Royal Albert Hall General box office:**

Phone: 0845 401 5040

### **Royal Albert Hall Box Office Access Information Line:**

Phone: 020 7070 4410

Email: [access@royalalberthall.com](mailto:access@royalalberthall.com)

### **Royal Albert Hall:**

Kensington Gore

London,  
SW7 2AP