



Access Statement for the Royal Conservatoire of Scotland July 2015



The Royal Conservatoire of Scotland

100 Renfrew Street, Glasgow, G2 3DB

Website: www.rcs.ac.uk

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The Royal Conservatoire of Scotland, formerly the Royal Scottish Academy of Music and Drama, is a conservatoire of dance, drama, music, production and screen in the Centre of Glasgow, Scotland. Founded in 1845 as the Glasgow Educational Association, it is the busiest performing arts venue in Scotland with over 500 public performances each year.

The Royal Conservatoire has a range of facilities, including several performance spaces: the Ledger Room, Stevenson Hall, the Chandler Studio Theatre, the New Athenaeum Theatre, and the Alexander Gibson Opera Studio (built in 1998). There are around 65 private practice rooms for music students, each equipped with a piano with stool, music stand and chairs. These include 8 rooms reserved solely for pianists, several rooms for use by the Scottish Music department, and 8 rehearsal and coaching rooms. The Royal Conservatoire also houses several professional recording studios, including a new studio in the Opera School for the use of large ensembles.

We offer a professional and friendly box office and front of house service who will do their best to accommodate any access requirements with all of our venues being fully accessible for wheelchair users or those with specific needs.

If you require more information or assistance about specific needs or advice on planning your visit, one of our staff will be happy to help. You can inform us about your requirements at the time of booking by calling the box office on 0141 332 5057 or contact the front of house department directly by emailing foh@rcs.ac.uk or by calling the front of house manager on 0141 270 8333.

If we have not covered your access requirements in this document we would greatly appreciate your help by telling us what we can improve upon as our aim is to make the arts accessible to everyone!

Thank you

The Royal Conservatoire of Scotland

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General Information

About Us

- The Royal Conservatoire of Scotland is the busiest performing arts venue in Scotland
- Our main building is on Renfrew Street in the middle of Glasgow City centre
- Access to The Royal Conservatoire of Scotland is via our two main entrances on Renfrew Street and also our wheelchair car parking adjacent to the Theatre Royal behind our building. Our accessible entrance is on street level with lift access to levels 2 and 3.
- We can offer tours of our building by booking in advance with our front of house team. Contact Laura Currie the FOH Manager for more information at l.currie@rcs.ac.uk or call 0141 270 8333
- We have accessible toilets within our building and baby change facilities.
- Our café is run by Where The Monkey Sleeps and we offer a range of food, drinks and have a licensed bar
- We aim to make the arts accessible to everyone

Getting here



- You can get here by train, underground, car, bus, taxi, bicycle or by foot as we are well position in the city centre for all modes of transport
- There are several multi-story car parks in the city centre, two main bus stops to the front and side of the building and a bus station 5 minutes' walk from our building.
- There is a taxi rank across from our building with a dropped kerb further along
- There are bike racks directly in front of the building
- Car parking for blue badge holders is adjacent to the Theatre Royal on Hope Street, which is situated at the side of our building with an intercom system for ease of entry
- There are 2 train stations nearby: Queen street station and Glasgow Central which are less than 15 minutes' walk
- Cowcaddens and Buchanan street underground stations are just a few minutes' walk away

Arriving at the Royal Conservatoire of Scotland

- On arrival to our building you will find our client services department located on the ground floor. This is our accessible entrance with lift access to all other floors.
- Our box office and café are both located on Level 2 via our lift at the rear of the ground floor entrance
- If you notify us of your special requirement/s in advance, one of our trained and friendly staff will meet you at the client services desk and assist you upon your arrival. You can call us on 0141 332 4101 and speak to client services or our front of house team on 0141 332 8333.

Wheelchair Users

- Our venues are accessible for wheelchairs but spaces should be booked in advance along with details of any carers you may bring with you
- Access to the Royal Conservatoire venues and tours are over 3 levels therefore please make us aware of any special requirements at the time of booking

Buggies

- We have baby change facilities, high chairs in our café area and can store your buggies inside and outside our venues (space permitting) during performances

Pre-Arrival

We are right in the heart of Glasgow City centre and have the luxury of excellent transport and road links. To help you plan your journey we have a Visit Us section on our website at [www.rcs.ac.uk/about us/visitus](http://www.rcs.ac.uk/about_us/visitus). Our postcode is G2 3DB if you prefer to plan your journey using this.

By Rail

The nearest train stations are Glasgow Central station and Queen Street station, both within 15 minutes' walk. There are taxi ranks outside both stations as the walk is uphill at parts and particularly from Glasgow Central station and it should take approx. 3 – 5 minutes depending on traffic in a taxi.

By Underground

Cowcaddens and Buchanan street underground stations are just a few minutes' walk away.

Train journeys can be planned by logging onto www.nationalrail.co.uk

By Bus

Buchanan street bus station is just a 5 minute walk away and there are bus stops outside the Conservatoire on both Hope Street and Renfrew Street.

For information on how to plan your journey and which buses to take you can use the link below, or contact their booking office on 0141 420 7600.

http://www.firstgroup.com/ukbus/glasgow/journey_planning/timetables/index

There are also buses which regularly run from the Hope street entrance of Glasgow Central and which will drop you outside our building opposite the Theatre Royal at the top of Hope Street. If you require special access on their buses more information can be found on their website using the following link:

http://www.firstgroup.com/ukbus/glasgow/bus_access

The vast majority buses in their fleet are now low floor, easily accessible for wheelchair users and 'buggy friendly', meaning you can bring your buggy on board without having to fold it up. . When your low floor bus arrives at the bus stop you can ask the driver to lower the step and/or ramp to allow you to board. Please ask the driver for assistance if you require any help.

You should reverse your wheelchair into the dedicated area on board (so you are facing the back of the vehicle) and apply the brakes.

A few journeys being operated by non-disabled accessible coaches do not yet have low-floor access. Please contact Customer Services on 0141 420 7600 to check before you travel.

By Car

Our postcode is G2 3DB for anyone using a satnav. There is disabled parking at the side of the building which is directly across from the Theatre Royal on Hope street next to the bust stop and through our gates. You will see a back entrance and videocom entry system. The lift is right next to this entrance and you can take it to the 2nd floor for box office, café and accessible toilets and baby change or the 3rd floor for library and Ledger Room venue.

We are close to the M8 motorway: From the South, exit at Junction 17 (Dumbarton/Kelvinside).

From the West, exit at Junction 17 (Dumbarton/Kelvinside), keeping to the right fork in the road.

From the East, exit at Junction 16 (Cowcaddens)

Blue Badge holders

Renfrew Street has single yellow lines and Hope street double yellow lines. As both these streets are main traffic routes there is no parking on either street between 8am and 6pm. However, there are Park and Display bays on Renfrew Street and outside of peak times (8am – 9.15am & 4.15pm – 6pm) Blue Badge holders may park in the Pay and Display bays without limit of time or charge.

RCS Car parking and arrival

Multi-storey parking facilities are available at Cambridge Street, Concert Square and Buchanan Galleries. Fully DDA compliant facilities are available at the Cambridge Street multi-storey/ the charge for use of these facilities is £2.50 after 6pm. These car parks are not operated by us so please check their websites for further information and opening times. Dedicated disabled parking spaces are available at the side of the Renfrew street building and are accessed from Hope Street.



Entrance to the disabled parking at the side of the building on Hope Street across from the Theatre Royal



There are 3 dedicated disabled blue badge parking spaces at the Conservatoire and these are available on a first come first served basis.

Accessible entrance from disabled car park behind the Conservatoire



Buzzer entry system which links through to the client services team



If you would like assistance upon arrival at the Conservatoire please inform us in advance of your visit by contacting Laura Currie, Front of House Manager on 0141 270 8333 or by contacting the box office on 0141 332 5057.

By Taxi

There is a taxi rank opposite the building on Renfrew Street. We can arrange for front of house staff to meet you or assist you upon your arrival and departure if required. There is a lowered kerb to the right of the building near the Thistle hotel, however we can assist you directly outside if needed.

We can also arrange for a taxi to collect you from the Conservatoire post performance and see to it that you get in safely.

The Royal Conservatoire of Scotland currently uses Glasgow Taxi Company for all of our business needs. They can offer the following types of transport for people with varying levels of access requirements:

- TX1 Taxi – suitable for people with walking sticks, walking aids or who require a step for access
- Facility car – if a ramp is required for standard wheelchair access
- Euro taxi – suitable for larger than normal wheelchairs or wide loads
- Glasgow Taxis can be booked by calling them on 0141 429 6666

Taxi rank directly opposite the Conservatoire with bus stop also outside



Arriving by bus, taxi, bicycle or on foot

If arriving by bus, taxi, and bicycle or if you are on foot, access to the RCS accessible entrance is at the bottom of the main stairs to the left hand side and has an automatic door measuring 40 inches/1016mm wide with a small incline. The Royal Conservatoire is located at the top of Hope Street and is walking from Glasgow Central Station it is a steep hill that you must walk up.

The pavements surrounding the RCS are mono-blocked and can be uneven in places. There are bollards at the very front of the building with a space between of 48 inches/1219mm wide. There is no lowered pavement at the front of the building apart from at the traffic lights. These can be avoided by walking further along past the bus stop, or pass the side of the bicycle stand.

The bus shelters have seating and are sheltered and have seating areas. The following bus services stop outside the Royal Conservatoire of Scotland on Hope Street: The numbers 20,23,23A,41,50,54,55,66,75,801 and 803. For up to date timetables visit the [First Glasgow website](#).

For help planning your journey in Scotland visit [Traveline Scotland](#) or call them on 0871 200 22 33. For travel in the UK visit [Traveline UK](#).

Bollards at the front of the building.



Bike racks at the front of the building



Within The RCS

Upon Arrival

Upon entry to the RCS via our accessible ground floor entrance, continue straight ahead towards the rear of the building to get to the lift. The lift gives access to levels 2 and 3. On level 3 you will find our café bar area, accessible toilet, baby change and seating area. Our box office and main reception are also located on this floor and the box office has an accessible service point lowered to the right hand side.

Main RCS entrances at the Royal Conservatoire of Scotland

Main front stairs on Renfrew Street



There are two main entrances into the RCS – the main stairs at the front lead directly to the 2nd floor with automatic doors.



Main stairs in front of the building – access to level 2, box office, café bar and toilets.

If you are entering via the main staircase there are a total of 22 steps in a steep incline. There is a landing after the 13th step and then another 9 until you reach the main top doors which are 48.5 inches/1231mm wide and automatic.



Main doors at the top of the stairs



Accessible entrance

View of accessible entrance to the left of the main steps at the front of the building on Renfrew Street



Automatic doors at the accessible entrance. The other doors can be opened to give access for a wider door if required.



Client services are located on the right upon entry and will be able to direct you to any of our facilities as well as offering assistance if required.



Client Services

Our client services team look after the building, security and are first aid trained. We have a first aid room next to the client services desk on the 1st floor. Client services are located on street level next to the accessible entrance and will be able to direct you to the lift access or venues.

Lift access to all floors

The lift access takes you to level 2 with the café directly ahead and the box office and reception located at the front of the building. To get to the lift you must walk to towards the rear of the building over orange tiles.



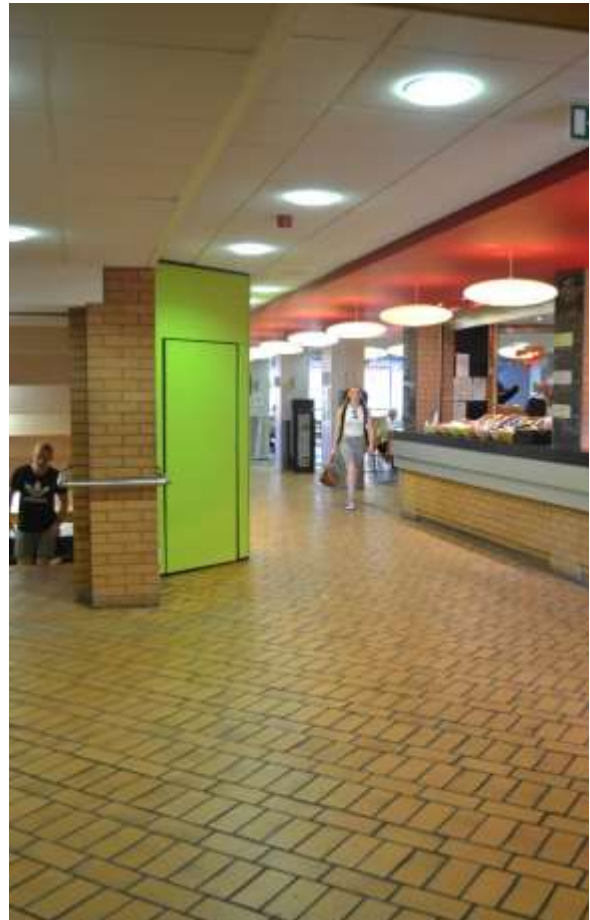
The narrowest point is 44 inches/1117mm wide between the wall and cabinets on the right hand side. The lift measures 39 inches/990mm wide.

The lift measures 39 inches/990mm wide and can accommodate 26 people, has braille on all call buttons an emergency phone and has audio description.

Ground floor lift



View from inside lift to the café area level 2



View of outside lift



Lift Access

There are two main lifts for public use within the RCS both of them operate an audio guide. One at the front of the building and one at the rear. The rear lift is only used for performances which take place in the Alexander Gibson Opera Studio and if requested in advance we can open the back glass doors facing onto Cowcaddens road and the NCP car park for anyone wishing to use this entrance for accessibility.

The main lift gives access to the café bar, reception, box office, baby change, accessible toilets and our venues. The Alexander Gibson Opera Studio can also be accessed from here however there is a long 2 minute walk to the rear of the building along a long corridor. If you request in advance, we can open the back glass entry doors for your ease of access.

View of lift access to Ledger Recital room and Stevenson Hall balconies on the 3rd floor



Access to the Ledger Recital room is out of the lift on level 3. The flooring is covered in carpet and you should turn right upon arrival at level 3, go straight ahead through a door measuring 36 inches/914mm wide, turn right again and the Ledger Recital Room is on the left.

Lift at the rear of the building, leading to the Alexander Gibson Opera studio



The lift at the rear of the building measures 58 inches/1473mm wide and also has braille and audio features. It can hold 35 people and has an emergency call system.



Inside the rear building lift



Alexander Gibson Opera Studio and Cowcaddens Road Entrance – these doors are not continually opened and will only be opened upon request for anyone with access requirements



The back glass doors at the AGOS entrance onto Cowcaddens road and accessible via the NCP car park, measure 69 inches/1752mm wide.

To use the accessible entrance and then the stairs inside the building to the various floors, there is a handrail down the centre and walls at either side.



Our lovely facilities...Box office, café and accessible toilets for wheelchairs and baby change all located on the 2nd floor

Box office

The box office is located on the 2nd floor opposite the main entrance. They have 3 service points, 1 is a lower service point for wheelchair users. It measures 30.5 inches/774mm from the ground. The higher service point measures 47 inches/1193mm high. At the RCS we offer 1 free ticket for carers' and 1 discounted ticket for disabled patrons or those with special access needs.

The distance from the main automatic doors to the box office on the level 2 is 17feet approximately. Tiles are quite bumpy in areas.



There is a high service counter 47 inches/1193mm high at the front and a lowered disabled service point 30.5 inches/774mm high to the left of the box office.

View from main automatic doors to box office



There is signage up throughout the building which will tell you where each of our venues are however front of house staff wear purple t-shirts and are on hand at all public performances should you require further assistance.

Café bar area information

Tables and chairs in the café area are loose and can move. The floor surface is orange/brown in colour and is tiled in some parts and other parts are black and smooth surfaced in the café seating area. There is no colour contrast between walls and floors for the majority of the café bar area. Walls and floors are mainly tiled in orange/brown and there are coloured spot lights in the café bar space in parts. Most of the café is lit by fluorescent lighting and background music is playing at service points.

The seating area in the café is round tables with loose seating, no arm rests. The area has a mixture of column, window down and uplighters and main overhead lighting which is bright and the café well lit. The main entrance doors are automatic.

Our café bar area is self-service however if you require further assistance we can request table service for you. Our café has high chairs available for babies and toddlers.

Café bar area



The café bar is operated by Where the Monkey Sleeps and they accept payments with cash or card. Menus are written on blackboards but you can also ask staff for information on food and drink on offer as they will be happy to help.



For those with special access requirements, table service can be requested. The café bar is a self-service area with a mixture of loose seating and round tables. Any special dietary requirements should be checked with café staff in advance. The café can be contacted on 0141 332 4204.



The café bar main service point measures 42 inches/1066mm high.

Accessible toilets and Baby change facilities

We have accessible unisex toilets with emergency chords throughout the building with main public ones being on level 2 in the café bar area and at the rear of the building next to the AGOS venue. The toilets stand 18 inches/457mm from the floor and transfer is on the left hand side. We have baby change facilities within the accessible toilet in the café area. There is a fold down change table and nappy bin. The door is hinged and not too heavy.



The 2nd floor café bar accessible toilets and baby change together. The door is 37 inches/939mm wide.

Alexander Gibson Opera Studio – Accessible toilet



The ground floor accessible toilet in the AGOS measures 36 inches/914mm wide

Our beautiful venues

At Renfrew street we have 5 venues: Alexander Gibson Opera Studio, New Athenaeum Theatre, Ledger Recital Room, Chandler Studio Theatre and Stevenson Hall. All venues are wheelchair accessible.

Alexander Gibson Opera Studio – capacity 170



Alexander Gibson Opera studio – located at the rear of the building and facing onto Cowcaddens road – level 2



The corridor on level 2 which takes you from the café area to the Alexander Gibson Opera Studio if coming from the front entrance on Renfrew Street

The Alexander Gibson Opera Studio main doors measure 56 inches wide with flooring in the foyer being tile and inside the venue, wooden floor. The seating is a retractable raked seating bank with spaces for wheelchairs at the front.

The main opera studio foyer and main venue doors



The café space at the opera studio



The café space at the opera studio is the same layout and style of seating and tables as the front of the building. The café here is called The Chimp and is opened for opera events only. They operate a limited café service.



Accessible toilets can be found on the ground floor level and the lift access is on this floor.



View of ground floor entrance to vending machines and accessible toilets.



Accessing the Alexander Gibson Opera Studio at the opera school from the back glass door entrance via the staircase for the opera studio from the ground floor



View of lift and stairs at opera studio



The New Athenaeum Theatre – capacity 346



The New Athenaeum Theatre is positioned in the centre of the building. The theatre is spread over 3 levels: Stalls, 1st circle and 2nd circle.

Image of ground floor foyer entrance to New Athenaeum Stalls area and accessible entrance



Stalls entrance door measures 39inches/990mm wide and flooring changes from tiles in the entrance foyer to carpet inside the venue.

1st circle entrance doors measure 52 inches/1320mm wide with 4 steps leading down either side of the 1st circle to seating. There is an additional 2 steps to the front row seating and 1 step to access the back row. Seats have arm rests and are 17.5 inches/444mm wide and covered in a red material with numbers on the backrest and underside of the flip bottom seats.



1st Circle entrance doors from café bar foyer



The handrails and steps inside the theatre are clearly marked to make them visible

To reach the 2nd circle there are 16 steps with a hand rail until you reach the top.



There are 2 steps to get into the front row and 1 step up to access the back row. There are rails on either side of the circles at specific areas but not all of the way round.

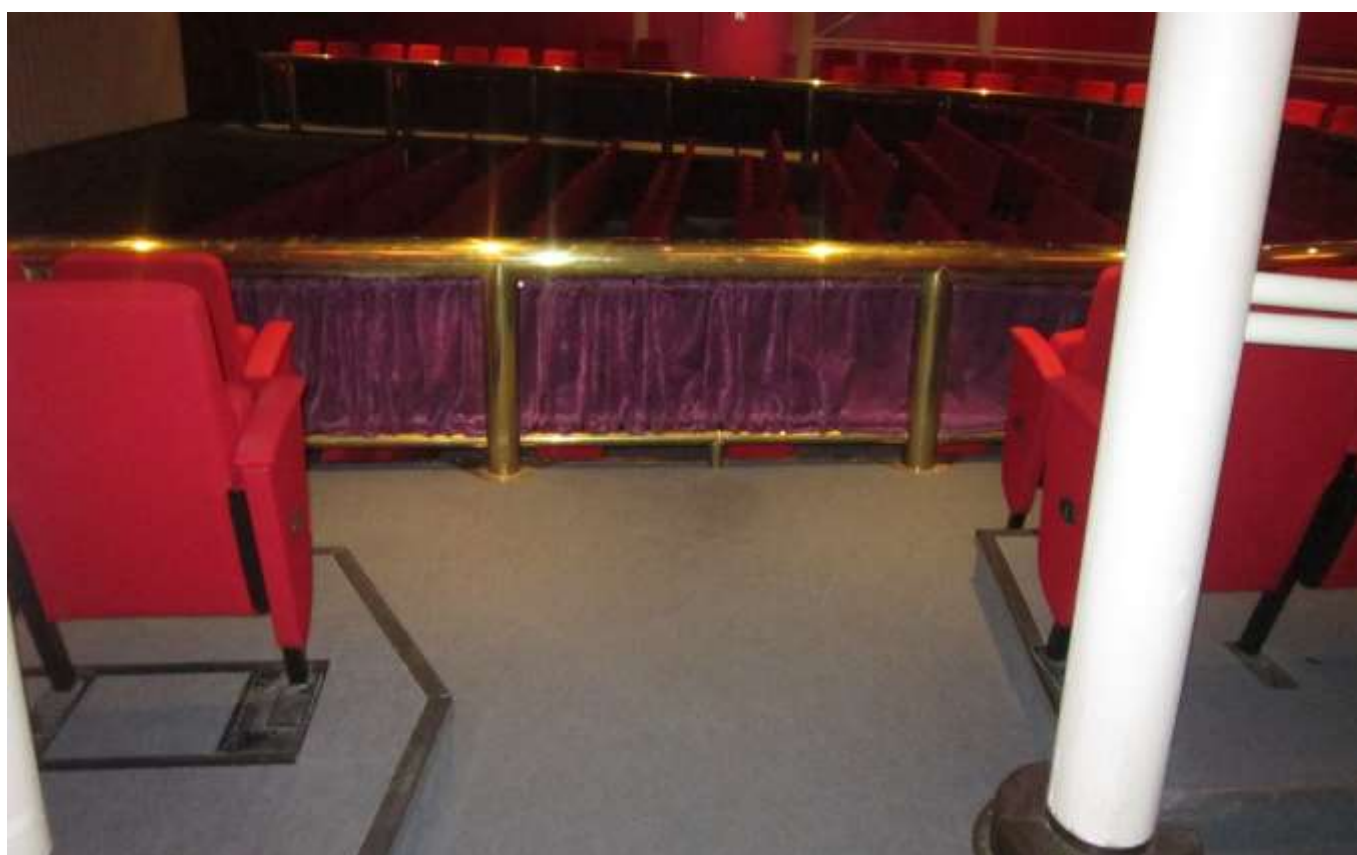
1st circle view of seating



It has 2 spaces for wheelchairs on opposite sides of the stalls areas at the sides.



View of one of the wheelchair spaces in the New Athenaeum Theatre



Ledger Recital Room – capacity 108



The Ledger Recital room is located on 3rd floor and accessible via lift or stairs. The main venue door measures 47 inches/1193mm wide and flooring changes from carpet in the entrance foyers to wood inside and it is all on one level.



Main Ledger Recital Room entrance



Inside the Ledger Recital Room there is mid-high lighting in this venue, handrails down the side of the seating bank and we also have a removable front row. We can accommodate 2 wheelchair users and their carers in this venue. Additional wheelchairs can be accommodated if advance notice is given.

The front row in the Ledger Recital Room



The Chandler Studio Theatre – capacity 120



The Chandler Studio theatre – located on the ground floor – accessible from our ground floor accessible entrance. The main door is 35 inches/889mm wide and then the inside door is 38 inches/965mm wide. Lighting levels are dim inside the vestibule.



The Chandler Studio theatre has a retractable seating bank. There are spaces for wheelchairs at the front of the seating bank and we also add in a removable front row to enable wheelchairs to sit next to their companions.



The layout for seating in this venue is very changeable and patrons should be advised at the time of booking of any special information regarding this.

The Stevenson Hall – capacity 361



The Stevenson hall is made up of a raked stalls area and 2 balcony areas.

The Stevenson Hall is located on the 2nd floor and accessible from our main lift at the front of the building, by taking the stairs from the café bar to balconies and rear stalls or along the 2nd floor at stalls entrance. There are 24 steps in total if going to the balcony or rear stalls area with a landing area halfway and the walls and floor are the same colour. There is a handrail running down the centre of the staircase. If taking the lift to the balcony area, take it to level 3 and turn right and right again.

To enter the Stevenson hall from café level avoiding stairs, and to access the stalls area which is also the accessible entrance, the doorway into the venue is 37 inches/939mm wide. There are 2 designated wheelchair spaces in this venue and seats for carers, however additional wheelchairs can be accommodated if advance notice is given.

In the balcony area the doorway into the venue measures 36 inches/914mm wide. There are 2 steps down into the balcony areas either side. We do not permit anyone with mobility problems into this area for safety reasons and accessibility.

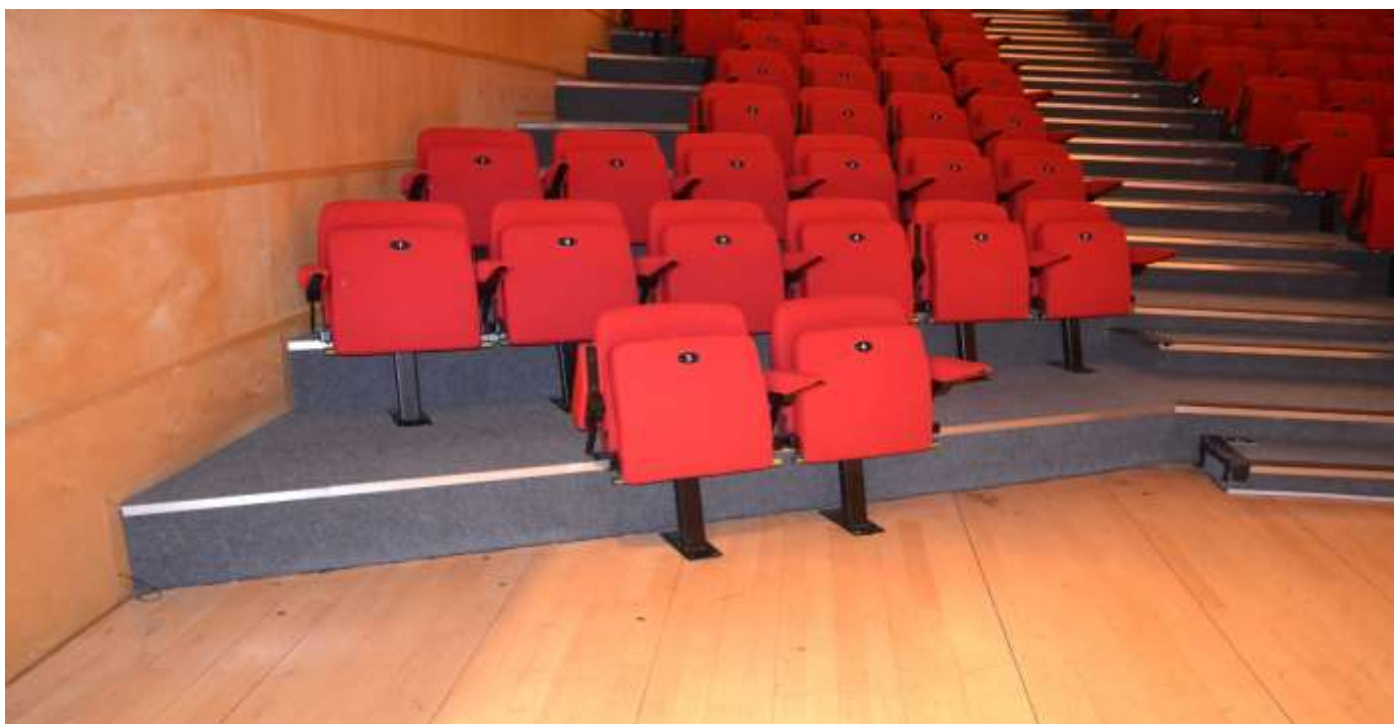
The Stevenson Hall stalls and accessible entrance



The Stevenson Hall stalls entrance showing distance to door



The Stevenson Hall wheelchair and companion seating area



Lighting and special effects in the venues

If there are any special effects or lighting used in performances, there will be signage up around the venues prior to performances. Any warnings will also be on signage and in our front of house announcements. Should you require any additional information please ask the box office staff at the time of booking.

Assistance Information from the front of house and box office departments...

Evacuation procedures for people with access requirements

Evacuation Chair for Disabled/Impaired patrons – the FOH staff are briefed and trained on how to assist with the evacuation of a disabled patron. They will communicate with, guide and assist with the safe evacuation of all disabled patrons to the nearest muster point. Client Services colleagues are responsible for the operation of the evacuation chair with FOH assistance available if required.

Assistance dogs

At the Conservatoire we welcome guide or hearing dogs and have water bowls for your hard working companion.

We welcome guide and hearing dogs in all areas of the building and venues. The lift to all floors has an audio system to assist you.

Induction Loop

All our venues are fitted with an induction loop. Patrons who are hard of hearing and fitted with a hearing aid should switch hearing aids to 'T'.

Relaxed performances

The Royal Conservatoire of Scotland is launching its first ever relaxed performance this year. We are encouraging groups and individuals who feel these performances suit their needs to attend as we will make special arrangements for events. Whilst these are directed mainly at people who suffer from Autism we also encourage friends and family to attend to experience it with them. We offer the following on our relaxed performances:

- Venue house lighting remains on at 25%
- Sudden/loud sound effects to be reduced
- Audience welcome to come and go during the performance
- A 'break out room' available during the show

BSL Signed performances and audio description

For our deaf or hard of hearing patrons we also advertise signed performances in our events guide and online. We have a trained BSL sign language interpreter at these performances and can also provide audio-description headsets if required on audio-described performances.

Sighted Guidance

The front of house team are trained to offer sighted guidance to anyone who wishes to attend a performance either with or without a guide or companion. We have all received information and training on how to guide someone safely through the building and are happy to remain with them throughout the performance.

Tours

We have a specially designed tour route which is accessible for wheelchair users, people with access issues, or buggies. Should you wish to book onto a building tour you can do so by emailing the front of house department at foh@rcs.ac.uk.

Additional Extras

Magnifying glasses, pen and paper are all available at the box office

Ongoing developments

At the Royal Conservatoire of Scotland we are committed to making the Arts accessible to all. If we have missed something which you think would help us in achieving our goal then please help us to help you!

If you have time we would love to hear your comments. You can email the Front of House Manager, Laura Currie at l.currie@rcs.ac.uk or call on 0141 270 8333.