

External Users

Guidance Notes for meeting rooms, Chamber & London's Living Room

The following information is designed to assist you in the planning of your event and to outline the systems in place to ensure the success of your event in a safe and responsible manner. You must make all arrangements via your named GLA Officer.

Finding City Hall

City Hall is situated next to Tower Bridge on the south bank of the river Thames. It is most easily reached by public transport and the main entrance to the building is located on the riverfront.

Your invitation literature

Greater London Authority request you use the following directional, security & access information on your event literature:

How to get to City Hall

Tube- stations London Bridge (Jubilee and Northern lines and mainline station; Tower Hill (Circle and District lines); Tower Gateway (Docklands Light Railway)

Buses- 42, 47, 381, RV1

Bicycles- bike racks are available at City Hall, on the South side of the building by Potters Fields Park

All visitors to City Hall are security searched on entry to the building

Limited blue-badge parking is available and must be booked in advance

Full directional information and maps can be found on the Greater London Authority website www.london.gov.uk

We can email you a 'high resolution' version of the directions map, which we suggest you include in your invitation literature. Please email your named GLA officer to make this request. Please note we also have a larger accessibility map that can be supplied on request.

Arriving at City Hall for an event

Security Arrangements

- All visitors to City Hall are security searched.
- A registration desk will be provided in ground floor reception for event organisers to welcome guests – your named GLA officer will book this. Please remember all guests & your staff attending events in London's Living Room, the Chamber and lower ground meeting rooms must be name badged.
- Please ensure you have available a list of attendees for your event should it be required for security purposes. This should also include details of any staff working on your event.
- If additional security is required above the normal levels available at City Hall, this will be charged to your event at the appropriate hourly rate.

Name-badging of guests

It is your responsibility to prepare and produce name badges unless advised otherwise by your named GLA officer. The name badge should include the name of the guest or staff member along with a 'defining feature' such as your company name or logo to discern your guests from those attending other events in the building.

Signage

GLA Facilities Management asks you NOT to use temporary directional signage for your event. Permanent wall mounted signs are in place throughout public areas to direct guests to the appropriate meeting room. As City Hall is a busy environment with many events taking place at one time, you are not permitted to erect any display stands or other items in public areas of the building – these should be placed in the meeting room(s) you are using.

If you have any queries, please contact your named GLA contact for this event (details on your hire agreement)

Ushering & welcome of guests

We strongly urge you allow for a minimum of 4 of your staff to work on your event to welcome and register guests and to usher them to the relevant meeting room, cloakroom or lift for example.

Essential Points

You must consider these points as soon as you start planning the event.

- Health & Safety (including risk assessments, method statement, emergency evacuation notice, protection of the building fabric)
- Accessibility
- Catering

Health & safety

Greater London Authority has a responsibility to take reasonable account of the health and safety of all persons who may be affected by activities at City Hall.

For the event you are organizing, you must consider with your named GLA Officer:

- What is the risk
- Is there a risk
- How do you assess the risk
- What is the risk to your guests during the event and their time at City Hall

You should provide Greater London Authority with a detailed risk assessment for your event – please give this to your named GLA officer two weeks before the event.

If the risk assessment identifies any significant risk, you should also provide Greater London Authority with a method statement to explain your methodology in minimizing the risk and also to include the work you wish to undertake and how you are going to protect the fabric of the building from damage.

If your organization feels unqualified to undertake this risk assessment process, Greater London Authority Facilities Management can arrange you work with Health & Safety specialists to advise and train you – please note, this is a chargeable service. Please request this as soon as possible with your named GLA Officer.

Any electrical appliance brought on site must be Portable Appliance Tested (PAT tested) and you should be able to provide the appropriate certification.

If you require any further guidance on this, it is essential you contact your named GLA officer immediately.

Failure to produce any requested Health & Safety documentation will result in a breach of the hire agreement contract and the possible cancellation of your event.

Fire Evacuation Notice

In compliance with health & safety regulations, you must communicate the following information to guests before the start of any meeting or event.

Fire Evacuation

The fire evacuation alarm in City Hall is a two-phase system

However as this function is in a public area it will go in to immediate evacuation.

A man's voice will tell you to evacuate the building **immediately**

There are two designated fire escape stairs, East and West on the 9th to 2nd floor, and one on ground and first floors, all of which exit the building at Ground level floor.

On leaving the building, by any exit, please make your way to the assembly point, which is in Potters Field Park adjacent to City Hall.

At the entrance to each fire escape stairs (on all floors) you enter a lobby, which is a designated Safe Haven. Anyone unable to leave the building can wait in this area and a member of the GLA Facilities Management team or the fire brigade will rescue them if necessary.

Protection of the Building Fabric

The protection of the building fabric within City Hall is paramount coupled with your guests and your own safety. All methodologies must reflect this and be designed to reduce or eliminate potential damage. To this effect the following criteria must be adopted as a minimum:

- Terrazzo flooring must be protected by either boarding or matting
- No adhesives including tape, blu-tac, etc can be applied to terrazzo flooring, painted finishes or glass
- No fixings to any painted surface
- Cable ties to steel work are an approved non-destructive methodology but only once accepted by Greater London Authority Facilities Management
- Cable ramps must be used at all times and the use of adhesive tapes including gaffer tape to secure cabling on floor level is not acceptable
- The goods lift must be used for all transportation of materials (Lift car measures (length by width) 2730mm * 1480mm;
Lift car door width is 1270mm wide by 2100mm high)

Accessibility

For up to date information on access information for disabled visitors to City Hall, please visit the accessibility page on the [Greater London Authority website](#). On this page it explains how to get to City Hall, by bus, car, taxi and rail or Underground from London Bridge station with the use of text and maps. You will also find a 'download-able' leaflet called 'Access to City Hall', which gives information about getting round the building.

Use of direction maps

If you wish to use a map for print (for example, on an invitation) please request a 'print friendly' high-resolution version from the GLA design team [via your named GLA Officer](#).

Arriving at City Hall

City Hall is situated next to Tower Bridge on the south bank of the river Thames. The main entrance to City Hall is on the north side, by the river. Doors to the left of the rotating doors are wheelchair accessible and are automatic. To open them, press the yellow button on the outside rail - the doors then open outwards automatically. Staff inside should be available to help.

Vehicle Access

By prior arrangement with your named GLA Officer, Greater London Authority can offer limited accessible blue badge parking or access for drop off/pick up of guests with disabilities. All vehicle access to the accessible drop off point for guests and blue badge parking is via Braidwood Street off Tooley Street – see the direction map on the [Greater London Authority website](#)

Inside City Hall

City Hall is fully accessible. Public lifts call at the following floors:

Lower Ground Floor (Information centre, committee & conference rooms 1-10 and café – open 08:00-19:00 Monday-Friday)

Ground Floor (for reception & main exit)

2nd Floor (for Chamber)

9th Floor (for London's Living Room) – note 9th floor is only available if your event is specifically taking place in this venue. The 9th floor balcony is fully accessible to wheelchair users via double doors

- Accessible toilets are located in public areas on lower ground, 2nd and 9th floors
- PA systems in meeting & conference rooms all have an induction loop – you need to book a PA system with your named GLA officer in order to use it.
- A videophone is available at ground floor reception
- A text-talk telephone is available on lower ground floor, located next to toilets
- Tactile maps are available to assist visually impaired guests – for further details contact your named GLA Officer

Catering

- It is only permitted for you to use GLA approved caterers – the only GLA approved caterer at present is Eligo Fine Dining.
- In the first instance, please ask your named GLA Officer to send you a Eligo Fine Dining menu information pack.

- Because City Hall has such a high volume of events, if you do contact Eligo Fine Dining direct, please clearly state the date & title of the event, the name of your key GLA Officer along with your full invoice address details. Eligo Fine Dining– email hospitality@london.gov.uk
- Please note, Eligo Fine Dining also manages the cloakroom on lower ground floor – there is a charge to cover staffing – please make arrangements direct with Eligo Fine Dining.

Other venue information

Room Layout

- London's Living Room is designed primarily for networking receptions for up to 250 guests.
- It also works well for dinners for up to 100 guests.
- The venue is often used for informal seminars and theatre style meetings for up to 100 people, however if you wish to have this type of event, please bear in mind we have no black-out blind facility.
- If you wish to present a video or presentation, we recommend you use plasma screens that are available to hire via IVC (see [Audio Visual](#) details below), subject to availability.
- The venue and 9th floor balcony is fully accessible to wheelchair users. An induction loop works in conjunction with the PA system

Audio-Visual in London's Living Room

An induction-loop facility is permanently available within LLR when a microphone is used.

The PA system designed for speeches and is included at no extra charge with either a standing microphone with or without lectern or a top table for up to 4 people for a meeting style event – please book this with your named GLA officer. The following AV & Broadcasting chargeable services can be provided subject to availability - Plasma screens x 2, recording of event, mixing unit to enhance pa system to include roving mikes, lapel mikes, CD player for background music etc. Please email your named GLA officer to request a quotation.

IT in London's Living Room

The following chargeable IT services can be provided subject to availability – laptop, Internet connection, telephone lines etc. Please email your named GLA officer to request a quotation.

Cleaning

Usual levels of cleaning services are usually included in the use of London's Living Room

- However depending on your individual event it may be necessary for a standby cleaner to be on duty for events for which you will be charged.
- Please ensure you do not leave behind paperwork/ exhibition equipment or other paraphernalia at the end of your event. The venue must be cleared by the end of your access period. Any items left behind will be treated as rubbish and disposed of immediately after the event. A charge for disposal will apply.

Access to City Hall for Guests & Deliveries

City Hall does not have direct vehicle access or car parking facilities.

- Please look in the 'accessibility' section of this document for guidance on vehicular access for guests with disabilities.
- DELIVERIES - If you want to request access to the City Hall loading bay for deliveries, please send all requests to your named GLA officer stating registration number, vehicle colour and type, driver name and organization, along with the expected arrival time. All vehicle access to the loading bay is via Braidwood Street off Tooley Street – see [location map](#) on the Greater London Authority website
- Greater London Authority cannot accept any responsibility for items left unattended in the loading bay.
- Your named GLA officer is responsible for the meeting of any delivery and you should ask for them on arrival.

Lifts

The public lifts will be set to go to the 9th floor, when events are taking place in London's Living Room. GLA security arranges this with the 'access start time' information as stated on your hire agreement.

Smoking

City Hall is a no-smoking building.

Balcony

Guests may use the 9th floor balcony during London's Living Room events.

However Greater London Authority Facilities Management reserve the right to block access if necessary due to inclement weather/ urgent maintenance etc.

The liquor license for City Hall does not cover consumption on the balcony. In addition, guests may not take crockery or glasses out on the balcony for health and safety reasons.

Children must be closely supervised at all times.

Fire Precautions

The fire certification and fire risk assessment of City Hall is based on minimising the risk of fire and sources of ignition and good house keeping. All events must comply with this requirement. Therefore no naked flames, heat producing or vapour emitting equipment is permitted without the express written permission from FM. At the discretion of FM such items may be used if sufficient documentary and physical managerial controls are in place by the event organiser that satisfies GLA insurance and fire strategy requirements.

All circulation areas and fire escape routes must be kept clear at all times both during set up, the event itself and event completion.

Display & promotional materials, other event-specific items

- All equipment and items related to the event may only be kept in London's Living Room during the booked access period. All items must be removed at the end of the event.
- If overnight storage is required, please request this with your named GLA officer prior to the event. Please note this may not be possible as City Hall is a busy event space, it is often not feasible for equipment to remain in the area outside of the booked access periods.
- Free standing 'pop-up' banner, exhibition and display stands may be used in London's Living Room provided the emergency exit routes are kept clear.
- Under no circumstances may items be fixed to painted or polished surfaces. Any damage caused to the fabric of the room as a result of this will be charged to you.
- On any surface, you may not use blu-tac, adhesive tape or any other fixing method without prior agreement with GLA Facilities Management. Any damage caused to the fabric of the room as a result of this will be charged to the project code for your event

Acoustic Walls (metal tubes)

The acoustic walls are designed to absorb sound and prevent echo in London's Living Room.

With strict prior warning and approval from FM, it is sometimes possible to hang small lightweight items on the lower level of the acoustic walls with cable ties only. However this may incur a Health & Safety risk assessment and method statement. There may also be a technical charge.

Lighting

Additional lighting may only be hung from the lighting bars. Items may not be attached to the pillars or ceiling. A risk assessment and method statement must be provided 14 days prior to the event. You will be recharged to make-good any damage caused to surfaces, fixtures and fittings.