

FAQs Version 1 December 2022

What information should I share with my wider team?

Here you will find all the information regarding your arrival at Somerset House and what your team should have prepared, as well as a list of Frequently Asked Questions and their Answers.

Where is London Design Biennale Held and How Do I Get There?

London Design Biennale will take place at:

Somerset House

The Strand

London

WC2R 1LA

Getting to Somerset House

- The section of the Strand outside Somerset House is now a pedestrian / cycle zone.
- The Strand is permanently closed to traffic between Surrey Street and Waterloo Bridge.
- The Strand, New Wing and River Terrace and Great Arch entrances are all currently open.

- For more information on how to plan your visit, please visit <https://strandaldwych.org>.

By Tube:

- Temple (Circle & District lines; 250 metres, 5-minute walk).
- Covent Garden (Piccadilly line; 650m, 8min).
- Charing Cross (Bakerloo & Northern lines; 700m, 10min).
- Embankment (Circle & District lines; 700m, 10min).

By Bus:

- Buses that previously stopped on Strand will now stop at new locations on Aldwych.
- Several bus routes still pass along Strand and Aldwych, stopping within 100-200 metres of Somerset House.
- Please visit the TfL website for alternative ways to travel: <https://tfl.gov.uk/>.

By Train:

The nearest mainline rail stations are:

- Charing Cross (700m, 10min walk).
- Blackfriars (1km, 13min walk).
- Waterloo (1km, 13min walk).

By Bike:

- There is no on-site cycle parking at Somerset House.
- There are bike stands on Strand, Aldwych and Victoria Embankment, very close to Somerset House.

- Somerset House asks that visitors do not attach their bicycles to railings, gates or to the fabric of the building. There are several bicycle hire docking stations near Somerset House.

By Car:

- There is no general car parking at Somerset House. There are a number of charging car parks close to the Venue.
- For a list of car parks near Somerset House, visit the NCP car parks page.
- The nearest car parks are Covent Garden and Bloomsbury Square.
- If you are driving to Somerset House on a weekday, a congestion charge will apply. The Congestion Charge is an £15 daily charge for driving a vehicle within the charging zone between 07:00 and 18:00, Monday to Friday and 12:00-18:00 Saturday and Sunday. There are a range of exemptions and discounts available to certain vehicles and individuals. For details about these discounts and how to pay the congestion charge, please visit TFL's website.

The closest Blue Badge holder parking spaces are:

- Wellington Street WC2E 7BB (159.85m). For visiting via the Strand Entrance or New Wing Entrance.
- Temple Place WC2R 2PH (266.53m). For visiting the Embankment Entrance.
- For more Blue Badge holder parking nearby please visit:
www.westminster.gov.uk/roads-and-travel/find-travel-support/disabled-parking

Is There Step Free Access?

There is step free access from the Strand entrance. If you are arriving from Waterloo Bridge and require step-free access, please enter via the entrance on Lancaster place adjacent to Café Nero.

Somerset House spaces are accessible via certain routes. Somerset House and LDB staff can advise on the easiest route to your destination. Lifts are available to all floors of both the exhibition and public event spaces.

Please note there is cobble stone paving from the Strand into and in the Edmond J. Safra Fountain Court, with a flat pavement around the edges.

Wheelchair Provision

Standard sized manual wheelchairs are available for visitors with mobility impairments. These can be booked in advance by calling:

020 7845 4600 | Monday – Friday | 10:00 – 17:00 (excluding public holidays)

Subject to availability, you can borrow a wheelchair on the day. Please speak to a receptionist stationed by one of Somerset House's entrances.

Access Ticket Booking

Visitors with disabilities requirements are eligible for concessions and may bring a companion or personal assistant free of charge.

Parking for Blue Badge Holders

The closest Disabled Badge parking spaces are located at;

- Wellington Street WC2E 7BB (159.85 METERS). For visiting via the Strand Entrance or New Wing Entrance.

- Temple Place WC2R 2PH (266.53 METERS). For visiting the Embankment Entrance.

For more Disabled Badge parking nearby please visit:

<https://www.westminster.gov.uk/where-you-can-park-disabled-badge>

Guide and assistance dogs

Guide, hearing and assistance dogs are permitted in all areas of the site.

Electric Mobility Scooters

Electric mobility scooters are allowed in the galleries.

Evacuation chairs

Evacuation chairs are available in the event of a security alert and Somerset House Security staff are trained to use these.

Facilities

Accessible toilets and baby change facilities are available in the South Wing (both at Strand and Embankment levels) and the East Wing.

If you have any accessibility questions, please speak to your LDB Project or Exhibition Manager.

I'm Travelling From Overseas. Do I Need a Visa and How Do I Apply For One?

Exhibitors are reminded to apply for visas as early as possible to avoid issues with travel. You can check whether or not you need a visa for the UK here:

<https://www.gov.uk/check-uk-visa>

All members of your party must apply for visas separately.

If you need a Letter of Support to verify participation in the Biennale, please contact us as soon as possible. Please contact Sophie at sophie@londondesignbiennale.com.

How Many People Can I Bring to Site for Install and De-Rig?

You are allowed to have a **maximum of eight people** on site during the install and de-rig periods.

What Do I Need to Wear if I Come to Site During Install or De-Rig?

Core team members permitted onsite during either the install or de-rig must wear the correct PPE.

Steel toe capped boots or shoes are a minimum requirement to enter the site, regardless of what your individual activities are, as neighbouring installation works may present various hazards. For all exhibitors in the outdoor areas, it is compulsory to also wear hi-visibility vest.

Please ensure you meet the minimum requirements, or you will not be permitted access to the site.

Are There Ladders Available Onsite?

There are no ladders available onsite. If you require ladders for your installation or de-rig, you will need to ensure they are part of your shipment being sent to Somerset House with the Approved Shipper / Contractor.

Contractors onsite will not lend ladders to exhibitors due to liability implications.

Can I Bring Any Vehicles to Site During Install?

No. The only vehicles allowed onsite are operated by LDB Approved Contractors. This includes deliveries to the Somerset House's West Service Yard.

You may be able to organise a drop-off near Somerset House for items that are easily and safely carried by hand, but please note that the area outside Somerset House is a pedestrian-only area. We are unable to arrange access for couriers and taxis to Somerset House, so you will need to coordinate this with the courier or taxi company making the drop off.

We have a duty of care to members of the public who will be using the Strand Entrance and Courtyard, all items transported in this manner must consider this. This area is not controlled by Somerset House or LDB and any drop-offs and transport of items onto site will be organised and executed solely by Exhibitor teams.

Can I Bring Children to Site During The Construction Phase?

Children under 16 are not permitted onsite during any part of the construction or de-rig phases.

We understand that individual installations may not seem dangerous, but the site is open plan, and other contractors may be carrying out work which could be harmful.

Children are welcome to visit LDB with an accompanying adult during the open period from 1 – 25 June 2023.

Can I Store Anything Onsite?

There is no storage available in pavilion spaces. Cloakroom facilities at Somerset House are limited and incur additional costs. We recommend that you factor storage costs into your design and build budgets.

Please note that large bags may be subject to random checks onsite by the Somerset House's security team. Do not leave personal belongings unattended, as LDB and Somerset House cannot accept liability for loss or damaged items.

For packaging and crates, this can be arranged via the Official Shipper, EFM Global. Please see the Shipping & Returns section of the manual for more information.

Is Filming or Photography Permitted During Install or De-Rig?

Due to the number of people involved in the install and de-rig of the exhibition, we are unable to permit photographers access to site during the install or de-rig phases. However, we do permit photographers onsite during the live exhibition period. LDB will allocate you a specific time in the first week where you can have access to your pavilion for 'empty' shots.

Can I Arrange Last Minute Work or Labour Onsite?

This will be dependent on the workload of onsite contractors and we cannot guarantee that this will be possible. Therefore, we advise that all required work is booked in advance. LDB will always do our best to accommodate any requests, but this is not always possible.

Any last-minute requests will incur a surcharge in costs and we will require payment by card upfront before any work can be carried out.

Who Is Responsible for First Aid Onsite?

First Aid is administered by Security. For any kind of injury, notify anyone with a radio or speak to the nearest security guard or LDB staff. Keep the person where they are, help will be on its way. More information on emergency procedures whilst onsite will be provided during your site induction.

Can I Display Leaflets or Giveaways In My Installation?

LDB is committed to reducing the negative environmental impacts of our activities. With regards to giveaways and collateral, we request that all Exhibitors consider using sustainable solutions such as digital media and biodegradable stock. These must be reviewed by LDB in advance to ensure they comply with the conditions of the exhibition and Somerset House. Please note that there is no storage space to hold display leaflets or giveaways unless you plan it into the design of your exhibit space, and that your team will have to manage any stock.

Please contact your LDB Project Manager with details of the proposed materials, including a digital copy where possible.

Is There a Cloakroom Onsite?

There is no cloakroom facility at the Venue, and there is no storage available in exhibition spaces. Should you require storage, we would recommend this is incorporated into your design and build. Please note that large bags may be subject to random bag checks on site by the venue's security team.

Please do not leave personal belongings unattended, as London Design Biennale and Somerset House cannot accept liability for such items.

Are There Restaurants and Cafés at Somerset House?

There are a number of restaurants and cafés within Somerset House which meet a range of dining needs, from formal lunches and dinners to more casual dining. Please find out more information [here](#).

Additionally, there are an abundance of restaurants and cafés near Somerset House. You can view a selection on Google Maps [here](#).

What If I Want to Host a Private Event at Somerset House For My Clients?

Somerset House has a range of spaces available to hire, with or without catering, dependant on availability. To discuss the options available and their costs, please email the LDB Exhibition Manager with your requirements, which should include:

- Interested date.
- Summary of the event.
- Number of attendees.
- A brief description of the event.

The LDB Exhibition Manager will contact you directly to discuss.

Can My Photographer Come During the Live Exhibition Period?

The official photography of all exhibits will take place on 1 June 2023 and will be organised by LDB. Should you wish to arrange your own filming and/or photography separately, please contact the Communications Team. For more information, please see the Live Exhibition section of the manual.

How Many Complimentary Tickets Will I Receive For London Design Biennale?

Each entry will be allocated **ten** complimentary passes, valid for single admission.

Diplomatic Offices and Administrative Bodies will be allocated **five** complimentary passes, valid for single admission.

Please contact the LDB Project Team for more information.

How Many Tickets Will I Receive For London Design Biennale Medal Ceremony and VIP Private View?

The Medal Ceremony takes place in the Portico Rooms of Somerset House, which has limited capacity. Exhibitors are permitted to invite a maximum of **two** guests, usually the lead designer and the diplomatic representative.

You will be allocated **ten** tickets for your team and guests to attend the VIP Private View and allocate as you wish. Diplomatic Offices and Administrative Bodies will separately receive **three** tickets for the Private View.

For any queries please contact the LDB Project Team.

Where Are the Nearest Local Facilities and Suppliers?

Post Office

95 Aldwych
London
WC2B 4JN

Nearest Supermarket

Tesco Express
125 The Strand
WC2R 0AP

ATM points

There are many cashpoints located in the vicinity of Somerset House. The closest ATM's are located at frequent intervals along the Strand.

Robert Dyas (Retail chain selling DIY products, small tools, homewares and electrical goods)
393 The Strand
London
WC2R 0LT
020 7240 3626

Ryman Stationary (Stationary chain selling stationery, printing and art supplies, plus office furniture and electronics)
430 The Strand
London
WC2R 0QN
020 7240 4408

Leylands (Established chain providing tools, paint and materials for professional and home decoration)
167-169 Shaftesbury Ave
London
WC2H 8AN