

Access Information

The Mirrorbox at the Royal Opera House

This guide focuses specifically on **accessing the building to visit the Mirrorbox**. On the website is **further access information for Mirrorbox** sculpture which is also available as a PDF

The Royal Opera House has its own detailed access information, including information about visiting the building and its many access schemes on its [website](#).

If you have access needs not covered here, please email message@iwouldbehereifcould.com

Where is the Mirrorbox?

The Mirrorbox will be installed in the **Paul Hamlyn Hall**.

Address:

Royal Opera House, Bow Street

Covent Garden

London

WC2E 9DD

When can I visit?

Saturday 12 September: 12pm–6pm

Sunday 13 September: 11am–6pm

Quiet hour

Sunday 11am–12pm is a **quiet hour reserved** for visitors with **access needs**.

Getting there

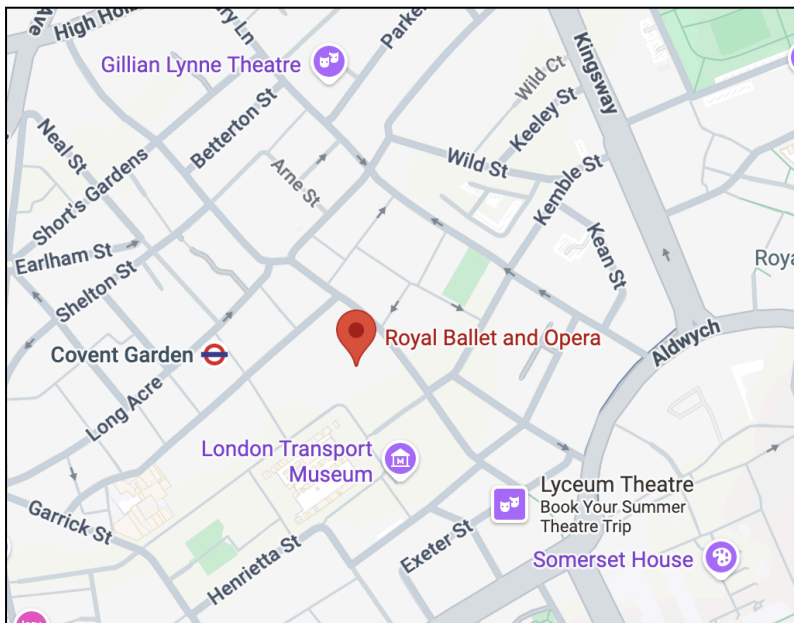


Image description: The map shows the location of the Royal Ballet House marked by a red marker and label.

Public transport

- The nearest underground station is **Covent Garden** (this is not step-free)
- Many **Bus Routes are available**

Street parking

- There are a limited number of **Blue Badge parking bays** on Floral Street and Bow Street, close to the Royal Opera House.
- Free parking for Blue Badge holders is for 4 hours only.
- If you are parking in one of the Bow Street disabled bays opposite the building, you cross straight over the road and head in through automatic double doors that open outwards.

Car parks

- Q-Park London, located at 34-35 Bedfordbury, is the [nearest parking](#) with accessible spaces.

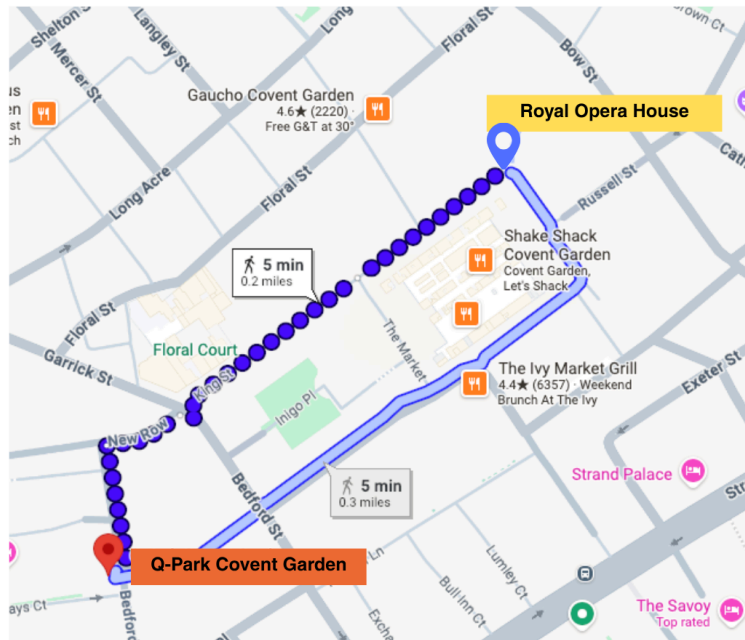


Image Description: map showing locations of Q-Park Covent Garden labelled in red and Royal Opera House labelled in yellow. There is a blue dotted line between the two indicating a walking route.

- **NCP Covent Garden** is 5 minutes walk away from the building
- There are only 2 dedicated disabled spaces. Standard tariffs apply to Blue Badge holders in NCP facilities
- Open 24hrs
- Parking charges
 - 1 Hour: £7.00
 - 1 to 2 Hours: £14.00

2 to 3 Hours: £21.00

- You can pay digitally via the mobile app using standard credit and debit cards (Visa and MasterCard).
- Pre-booking: You can reserve and pay for your space in advance online using major credit/debit cards via the official [NCP portal](#).

Physical Access

- The Bow Street entrance and Covent Garden Piazza entrance both have **step free access**
- At Bow St there is a **short ramp** (5m long) between the **main entrance** and foyer. It is **low incline**
- Please note that bag checks are currently in place, so please allow extra time when visiting the building.
- Assistance dogs are welcome everywhere in the Royal Opera House.

Temperature

- The Royal Opera House is an indoor venue, but temperatures can vary. You may wish to bring an extra layer so you can adjust to your comfort.

Accessible toilets

There are toilets on site. Accessible toilets are gender neutral and have an alarm pull cord for emergencies.

The nearest toilets to the Mirrorbox are:

Ground floor toilets

Go straight ahead after entering the building from the Bow Street entrance. The toilets are next to the lift on the left-hand-side of the Main Stage Auditorium.

Linbury Foyer toilets

Take the corridor behind the Linbury Bar to the lower floor. You can also take the lift on the left-hand side of the Main Stage Auditorium to get down to the Linbury Foyer toilets.

Lighting and sound

- The building is lit by a mixture of natural and artificial lighting and can get quite busy and loud at times.

Noise, crowds and quieter spaces

- This is a moderately attended arts venue with a cafe, meaning it is fairly calm but could become busy
- The Paul Hamlyn Hall will become busy with lots of talking ahead of the general rehearsal on Saturday between 5-6pm
- A Quieter Space is available in the Reflection Room in the Linbury Theatre Foyer close by to the mirrorbox
- Sunday 13 September, 11am–12pm is a quiet hour for Mirrorbox visitors with access needs.

Food and water

- There is a café inside the Royal Opera House on the ground floor, close to the entrance. It is open throughout the day.

- Restaurants: [Cicoria and Bar Cicoria](#) are open throughout the day. There are vegetarian, vegan, gluten-free and dairy free options available.
- Booking is recommended for the restaurants. You can request a large-print of our menus in advance by emailing boxoffice@roh.org.uk.
- There are several free water-filling stations around the Royal Opera House. You can buy a range of ice creams and sorbets during intervals.

Emergencies

- If the building needs to be evacuated, you will be escorted to the nearest refuge area by a member of staff.

Finding the Mirrorbox

- The Mirrorbox will be in the Paul Hamlyn Hall on the 3rd Floor.
- From the Bow Street entrance take the lift (button PH)
- From the Bow Street front entrance it is approximately distance

Signage

- From the entrance there will be signs to direct you to the Mirrorbox.
- Volunteers from the Royal Opera House will also be available to help direct you to the Mirrorbox.

Seating and rest

There are various **chairs** and **benches** available on your route to the Mirrorbox in the venue

The Mirrorbox experience

Access information for the Mirrorbox sculpture is on the project website and can be downloaded as a PDF

Waiting and queueing

- The Mirrorbox is visited one person at a time
- The audio message inside the Mirrorbox is 2.35 minutes long.
- Queues are to be expected when visiting the Mirrorbox, particularly at busy times so please plan accordingly.
- If you need to sit while waiting, please ask a member of the Mirrorbox team.
- You do not need to explain why you need to sit.

Mirrorbox Staff and support

- There will be three members of the Mirrorbox team available to support you. Please let them know if you need any help or if there is anything you are concerned about. They will be easy to identify by their **purple T-shirts with 'Mirrorbox' printed in white.**

If you cannot enter the Mirrorbox

- If you are unable to enter the Mirrorbox, you can still experience the message. A **large-print transcript** will be available, along with a **QR code linking to the audio**.

Statement of intent

We aim to make the Mirrorbox as accessible and inclusive as possible. We understand that access is individual and are open to adjusting accordingly. With each visit, we will continue to develop and refine the accessibility of The Mirrorbox.

Contact us

If you have any queries, concerns or access needs, please don't hesitate to get in contact. message@iwouldbehereifcould.com