



## **20 Fenchurch Street: Sky Garden Visitor Management Plan**

Approved by City of London Corporation [insert date of committee approval]



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Schedule 1 - Section 106 covenants regarding the Sky Garden at 20 Fenchurch Street.

## 1 Introduction

### 1.1 Background

Section 106 covenants have been entered into regarding the Sky Garden at 20 Fenchurch Street. These are reproduced at Schedule 1 for information, they include a covenant requiring submission of a Visitor Management Plan (VMP) for the Sky Garden to the City of London Corporation for approval. The VMP shall include arrangements for the following:

- a) entrance security arrangements
- b) access/ticketing and pre-booking system;
- c) public facilities in the Sky Garden, i.e. toilets; and security in the Sky Garden.

This document is the VMP approved by the City of London Corporation and is subject to review as set out in paragraph 8.1. The VMP should be read in conjunction with the relevant clauses within the S106 agreement.

### 1.2 Ownership & Management

The restaurants within the Sky Garden will be separately managed. The booking system for public access to the Sky Garden, the gardens, the security process and maintenance of the space etc. will be managed by the Owner (the Partnership) in accordance with the VMP. The Sky Garden refers to the space on levels 35-37 as well as the dedicated Sky Garden entrance on the ground floor. On the upper floors this includes the commercial element limited to 828 sq metres comprising four different catering offers - a servery on each of levels 35 and 36, a brasserie on level 36 and a restaurant on level 37.

The public access requirement for the Sky Garden is to allow the general public access to the Sky Garden free of charge as an amenity space and to enjoy the views from it.

Due to its location at the top of a commercial tall building, public access to the Sky Garden needs to be managed.

The considerations influencing the Sky Garden operation include:

- maintaining the Sky Garden for the public benefit
- security
  - as a prominent building in the City of London, 20 Fenchurch Street is a potential target and appropriate and proportionate security measures need to be put in place;
- mixed use
  - 20 Fenchurch Street is not a single use public building but is a mixed use facility and access by the different users needs to be managed.
- capacity restrictions
  - fire regulations mean that there is a fixed limit on the number of people that can be in the Sky Garden .
  - the entrance vestibule is 165m<sup>2</sup> with limited queue capacity;
  - the S106 requires one dedicated lift serving the Sky Garden. A second lift will be made available during busy periods if required.
- health & safety
  - Public safety in relation to the space, including the external balcony ;
  - In accordance with the fire strategy and emergency evacuation procedures, there is a limit of 6 wheelchair users in the space at any one time.

## 2 Public Facilities

The Sky Garden visitor experience provides a 360 degree panorama over a three storey space.

It features two landscaped planted areas and is London's highest public garden, with publicly accessible terraces on Levels 35, 36 and 37.

There is an external south facing balcony offering views of the River Thames, Tower Bridge, the Tower of London and other historic landmarks.

There is a publicly accessible viewing balcony (also south facing) within the central core structure at Level 37.

Visitors can move between the viewing terraces at levels 35, 36 and 37.

There is a servery on level 35 and 36. There is no obligation for Sky Garden visitors to purchase anything.

Toilets, a disabled toilet and a baby change facility are provided for all visitors on level 35.

There are seating areas for Sky Garden visitors, approximately 55 spaces in the garden and 45 spaces on the Level 36 north terrace, and 60 spaces on the Level 35 south terrace. There is additional seating on the level 37 terrace. A minimum of 160 seating spaces shall be provided overall. The seating is available for use by all Sky Garden visitors, whether purchasing something to eat or drink or not.

The planted areas are a fundamental feature of the Sky Garden and should be maintained with appropriate planting to a high standard commensurate with the Sky Garden visitor experience.

### 3 Opening Hours

#### 3.1 Visitor Opening Hours

Access must be permitted to at least 420 members of the public, of which, at least 250 at any one time must be non-diners free of charge during the following hours:

- Monday to Friday 10am – 6pm
- Saturday and Sunday 11am – 9pm
- Bank Holidays 11am – 9pm

In addition a further 50 non-diner members of the public per hour who attend at the site without pre-booking (“Walk-ups”) between 10am and 11:30am and 2pm and 4:30pm Monday to Friday will be permitted access to the Sky Garden without booking in advance. (This will increase the non-diner visits permitted on weekdays by 200 spaces.)

A child under the age of 16 must be accompanied by a responsible adult over the age of 18 with a maximum of three children per adult.

#### 3.2 Closure Periods

The Sky Garden will be open every day of the week including Bank Holidays other than Christmas Day, Boxing Day and New Years’ Day, and as permitted by the Section 106 covenants. The Section 106 covenants permit the closure of the Sky Garden for private events, exhibitions or functions provided that the total duration of such private events, exhibitions or other similar functions shall not exceed 14 days in any calendar year.

In order to maximize the efficient use of closure periods and to increase public access, these 14 days can be split into a limited number of closed periods of shorter duration. This equals 112 hours (based on 14 days x 8 hours = 112) which can be broken up into closure periods of a minimum of 2 hours but will not exceed a total of 26 instances per year during the Opening Hours.

During visitor opening hours, access to the external terrace on Level 35 the ‘Francis Golding Terrace’ shall be permitted unless this needs to be limited in the interest of ensuring the safety and welfare of the public due to factors outside the Owner’s control (such as exceptionally adverse wind conditions).

Under the terms of the S106 agreement, the Partnership may carry out maintenance works provided that the works do not continue for more than 48 hours in any eight week period.

## 4 Booking Procedure

### 4.1 Booking slots (excluding “Walk-ups”)

In order to manage capacity, timed tickets are used. Visitors are required to enter the names of all members of their party attending to minimise no-shows and prevent ticket touting. This is managed through ID checks at the ground floor Sky Garden reception.

Bookings are made in advance at least 1 hour before the visit via one of the distribution channels described below. In order to compensate for ‘no shows a proportion of over-booking is arranged.

Visit times are limited to a timed slot of 1 hour per visit, available to book every 15 minutes.

Sufficient capacity is loaded onto the booking system in order to ensure that the requirement is met to permit *“no less than 250 members of the public to access the Sky Garden at any one time who have not pre-booked any of the catering facilities during specified hours.”*

Based on the 1 hour time slot bookable every 15 minutes, the booking capacity loaded onto the booking system allows for 100 visitors arriving every 15 minutes (400 per hour). This number has been increased to compensate for no-shows and therefore exceeds the S106 obligation, which requires no less than 250 non-diners are permitted access at any one time during public hours. If the level of no-shows begins to change, this number (and/or the “Walk-up” arrangements) will be adjusted by agreement with the City of London Corporation as necessary to avoid visitors attending with reasonable expectations of being allowed access being refused due to capacity restrictions.

Walk-ups will be permitted without pre-booking as set out under 3.1

A maximum of ten tickets can be booked per person.

The Sky Garden is not available to book for larger groups during visitor opening hours except as set out at paragraph 4.4

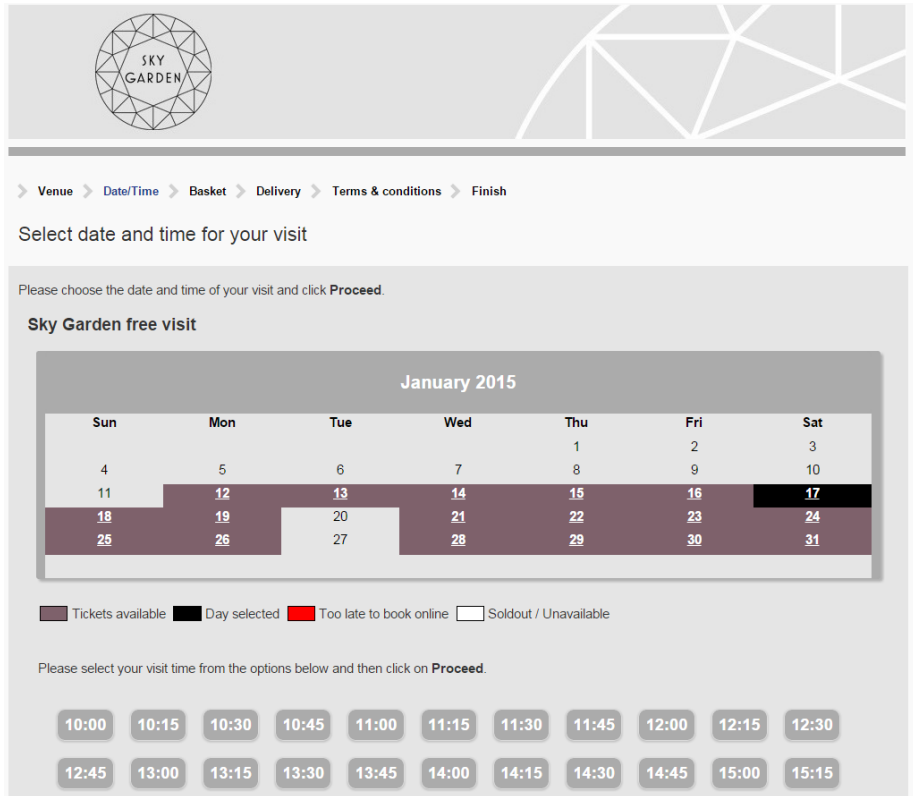
To protect the venue from ticket touts, the tickets are not transferrable.

### 4.2 Website

The primary booking method is via the 20 Fenchurch Street website ([www.Skygarden.london](http://www.Skygarden.london)).

The system incorporates a colour coded calendar showing the dates and times that are available to book. Dates that are too late to book or already fully booked, are shown as ‘unavailable’. Closed days or slots are shown as such.

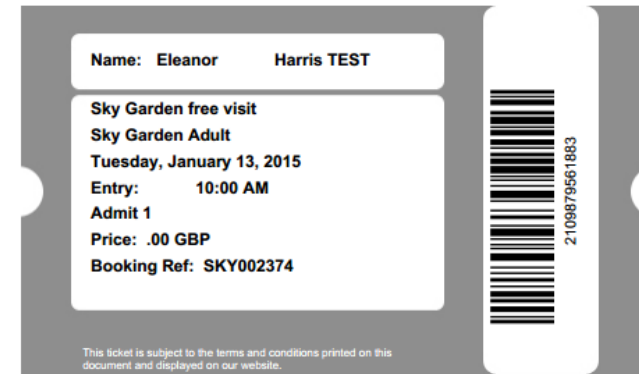




Visitors enter their contact details and receive an automated booking confirmation via email at the end of the booking process. The email includes a PDF entry pass with a barcode.

The images shown are for illustrative purposes only.

Any significant change to the booking system must be agreed with the City of London in advance.



**This is your e-ticket - please bring it with you. There is one ticket per visitor.**

Enhancements to the booking system to allow visitors to amend or cancel bookings will be available in 2016.

### 4.3 Postal Application

Visitors are able to write to [Sky Garden Management Team, 20 Fenchurch Street, London EC3M 3BY] to request up to ten tickets per booking for a selected date and time, enclosing a self-addressed envelope. Providing tickets are available, tickets are posted back to the visitor. Postal applications must be made at least 10 normal working days in advance.

#### **4.4 School and other group visits**

The owner will permit visits from schools, charities and other community groups outside of S106 hours. Visits are subject to availability and advance booking with the Owner. The Owner commits to provide access to no less than 12 community group visits outside of S106 hours each year.

#### **4.5 Entry to the building**

Signage around the building clearly signposts the Sky Garden. The dedicated entrance contains a sign highlighting the Sky Garden.

#### **4.6 Ticket and security check**

Visitors with a booking for the Sky Garden proceed directly to the entrance where the barcode on their ticket will be scanned by staff. Tickets can be produced either on paper or electronically via a handheld device.

Visitors without a valid entry pass are denied entry (except for Walk-ups as set out at paragraph 3.1).

The management team reserves the right to refuse entry or to remove any person who behaves in an anti-social manner or contrary to the Code of Conduct in Section 10 which is likely to affect the safety of other visitors. To prevent offensive weapons or dangerous articles from being taken in to the Sky Garden visitors will be subject to a security check carried out by licensed security operatives. The security searches may involve one or more of the following checks:

- walking through a metal detector;
- checks of all bags through an x-ray machine;
- checks of all coats through an x-ray machine;

- a check of the visitor with a hand-held explosives trace detector;
- a search of the visitor by the security personnel.

Visitors take one of the lifts taking them directly to level 35.

#### **4.7 Exit procedure**

At busy times, the Partnership may ask visitors to leave at the end of their time slot in order to ensure that the fire capacity restriction is not exceeded and to allow other visitors to access.

Visitors leave by the level 35 Sky Garden lift lobby and take the lift back down to the entrance on the ground floor.

#### **4.8 Access policy**

The Sky Garden is accessible. All front-facing staff undergo disability awareness training; in particular those staff who are involved in making bookings.

A DDA compliant lift is available giving access between the public spaces at levels 35, 36 and 37 for mobility impaired visitors.

If a visitor needs any additional assistance, they are advised to bring a personal assistant with them for their visit.

For those with a visual impairment the website is accessible in line with best practice guidelines. For those with a hearing impairment, the disabled booking line incorporates a Type Talk number. Hearing loops are installed at the Reception desks at the entrance to the Sky Garden.



The Owner will continually look for opportunities to enhance the visitor experience. Any enhancements will be implemented by the Owner acting in the best interests of the public, without seeking prior approval from the City of London.

## 5 Management & Staffing

### 5.1 Overview

A team of security personnel are responsible for checking tickets and carrying out security searches in reception and providing a presence on the different levels of the Sky Garden. The security personnel assist and manage the visitors to the Sky Garden in the interests of safety and security.

Non diners and diners are to be treated equally. Members of the public visiting the Sky Garden solely for viewing and garden/leisure purposes are not to be made to feel that they are entering a restaurant, rather a dedicated public viewing area.

## 6 Promotion and Communications

### 6.1 Website

The Sky Garden website ([www.SkyGarden.london](http://www.SkyGarden.london)) is the primary communications tool for the facility to:

- inform visitors that the Sky Garden is a free public amenity
- find out opening times;
- get information on the Sky Garden experience;
- book a visit slot;
- get travel directions;
- check in for daily updates on public transport, planned and unexpected closures
- to get information on arrangements for visitors with special access needs

Visitors can also access it through:

- a search engine
- links from the City of London website;
- a link from the 20 Fenchurch Street building site ([www.20fenchurchstreet.co.uk](http://www.20fenchurchstreet.co.uk))
- links from related tourism sites

### 6.2 Visitor Feedback

The Owner will retain and archive visitor feedback, which will be available to the City of London on providing 10 normal working days' notice.

## 7 Safety and security

### 7.1 Capacity management

- Capacity will be managed by a booking system with a designated visit time and a people counting system. People counting cameras are located at entrance points to the Sky Garden to count everyone entering and exiting the space (including general public, staff and tenants) in order to provide a real time count of the number of people in the space. Where capacity reaches close to the maximum, a number of actions may be taken. These include:
- enforcing the 'rules' concerning the time slot duration and asking visitors to leave when their time slot has finished;
- holding visitors at ground floor reception and stopping any more visitors entering the space until others have left.

CCTV is in operation throughout the Sky Garden, lifts and reception space with surveillance whenever the space is open to the public.

### 7.2 Code of conduct

- Visitors must behave reasonably at all times and to respect the enjoyment of other people using the Sky Garden
- Visitors must not cause damage to any planting or surfaces
- Visitors shall not use threatening abusive or insulting words or behaviour to the detriment of other people in the Sky Garden
- No knives, guns or other weapons shall be brought into the Sky Garden

- Any person infringing this Code of Conduct may be required to leave the Sky Garden

Visitors can read and download a copy of the Visitor Rules and Regulations from the Sky Garden website;

<http://skygarden.london/visitor-terms>

### 7.2 Emergency procedures

Full emergency procedures are agreed with the District Surveyor, the London Fire Brigade, City of London Police and other emergency services.

## 8 Ongoing Monitoring

### 8.1 Review Procedure

The obligations contained within the S106 legal agreement and the Deed of Variation will be complied with at all times.

Within 28 days of the date of this approved VMP and monthly thereafter the Partnership will provide the City of London with visitor data. The data will include a monthly report containing details of booking numbers and attendance figures, visitors turned away at the reception

The City of London will review the VMP within six months from the date this Visitor Management Plan is approved.

Further reviews will occur;

- if it is found by The City of London that the space is not being operated in accordance with the S106 Agreement and this document
- if there is a significant change in circumstances
- if the Owner wishes to change the management and access arrangements
- if either party, acting reasonably, wishes to review the document and visitor access arrangements