

Sky Garden Ballot and Visit T&Cs

Visitor Rules & Regulations

These Visitor Regulations set out all the terms and conditions acting for Battersea Power Station Estate Management Company Limited, in respect to public access to the viewing terraces, public facilities, and gardens of Sky Garden, Battersea Roof Gardens, Battersea Power Station, London (including the entrance lobby, scenic lift and level 16, the “Sky Garden”). The Sky Garden will be made available for public access under a ballot system on Thursday 30th and Friday 31st October 2025. Following a successful application via the ballot, the lead guest plus one companion will be invited to visit the Sky Garden. The successful applicant will receive an invitation to the Sky Garden, and will need to punctually attend the specific slot. The applicant and their guest will need to make their own way to the event.

Ballot Guidelines

Event registration

Successful applicants, who are drawn as a winner to receive an invitation to attend will be notified and will then be given a window in which they will need to register to confirm their attendance at the event. The deadline for registration will be confirmed by email.

Summary of key terms

- Entry for the ballot is online at www.batterseapowerstation.co.uk/sky-garden-ballot
- Strictly one entry per person is permitted.
- Entry into the ballot does not automatically entitle applicants to attend, but to a place in the draw to win an invitation to attend.
- Any duplicate entries will be removed from the draw.
- School group ballot entry will be specified for an allocated time slot, please use dropdown provided to select this option.
- The ballot closes on 19th October 2025 at 11.59pm.
- The ballot will be drawn on 20th October 2025.
- Up to 50 visitors will be permitted per hour.
- Winners will be notified by the email address supplied in their entry, and will be asked to confirm their attendance within a given timeframe through a formal registration.
- Anyone who is notified as a winner of an invitation and doesn't register within the given timeframe will forfeit their place.

Visitor Rules & Regulations

1. Opening Hours

(a) Access to the public facilities and visitor areas in the Sky Garden is free of charge and open to the public between *10am-6pm (last booking slot 4.45pm) if Thursday or Friday and 11am-9pm Saturday and Sunday (last booking slot 7.45pm)* depending on the ballot days allocated.

(b) In the interests of safety or security, we may need to:

- alter the public access hours at any time, and without prior notice.
- restrict access to, or close, any part of the Sky Garden or Battersea Power Station
- cancel entry pass reservations without advance notice.

- (c) Where possible, we will provide notice on the website and other public displays in the event of closures or interruptions to normal opening hours.
- (d) In the event of an unforeseen closure, visitors with entry passes for affected dates and/or times can reschedule for the next available date. Priority will not be given to visitors rescheduling visits.

2. Making your booking

- (a) The party leader must be authorised to make the booking by all persons named on the booking and by their parent or guardian if they are under 16 when the booking is made.
- (b) 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. Children must be supervised at all times.
- (c) A ticket must be booked for children aged 5 – 18 years old. Therefore a ticket is not required for newborns or children aged up to 4 years old.
- (d) By booking, holding or using an entry pass to access the Sky Garden, visitors agree to comply with these Visitor Regulations.
- (e) Ticket(s) are only valid for the time allocated.
- (f) You will need to present your ticket(s) at the appropriate entrance to gain entry to the Sky Garden.
- (g) The maximum group size for public visits to the Sky Garden is 50 persons.
- (h) It is your responsibility to check the accuracy of the details on the confirmation as mistakes cannot always be rectified.

3. Access

- (a) Entry to the Sky Garden is via Beechmore House on Electric Boulevard, Battersea Power Station
- (b) Public access to the Sky Garden and its facilities is for valid entry pass holders and restaurant users only, during the published opening times.
- (c) Identification must be brought by each member of the party on the day of the visit and the identification must match the name on the reservation. Access to the Sky Garden will not be given where the appropriate identification is not provided.
- (d) Access may not be given if the total capacity of the Sky Garden has been reached.

4. Allocated Entry Time

- (a) It is your responsibility to arrive in time for the allocated entry time. Applicants are required to arrive 10 minutes prior to allocated slot time to allow for security checks.
- (b) Visitors arriving earlier than 10 minutes prior to their allocated time may not be granted access to the Sky Garden until the time allocated on their entry passes. Visitors arriving early may not be permitted to wait in the Sky Garden entrance lobby.
- (c) Visitors who miss their allocated entry time are not guaranteed entry to the Sky Garden. Sky Garden staff will advise visitors who have missed their allocated entry time of the next available slot but at busy times it may not be possible to find a time on the same day in which case it will be necessary to re-book.

5. Re-entry

Sky Garden entry pass holders may not re-enter the Sky Garden after exiting, except with our permission, and must pass through security screening again.

6. Children

The closest public toilets are in Lumen Lane or South Atrium in the Power Station, both have baby change facilities.

- (a) 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.
- (b) In areas of the Sky Garden where alcoholic beverages may be available, visitors under the age of 18 are permitted but must be accompanied by an adult (aged 18 years or over) at all times. Visitors under the age of 18 will not be served alcohol.
- (c) A ticket must be booked for children aged 5 – 18 years old. Therefore a ticket is not required for newborns or children aged up to 4 years old. The lead applicant must register their infant.
- (d) Children must be supervised by their responsible adult at all times

7. Security and personal belongings

- (a) We reserve the right to carry out a security screen of all personal belongings. We do not accept liability for any damage caused to any items during this process.
- (b) We have the exclusive right to determine what items may be brought into the Sky Garden. We will not store any confiscated item, and confiscated items will not be returned.
- (c) Any prohibited article, firearm, pyrotechnic, including but not exclusively fireworks and smoke bombs, glass bottles exceeding 33cl, flammable liquids, alcohol or items perceived to be capable of causing harm or being in themselves dangerous.
- (d) The size of permissible personal belongings (including handbags, backpacks, shopping bags and equipment) is limited to 615mm (W) x 410mm (H) or 24.2" (W) x 16.1" (H) per item. Items above this size will be denied access into the Sky Garden.
- (e) Due to space constraints, all buggies must be booked in at the point of making a booking. There is limited space to hold buggies and therefore there is a limit on the number of buggies that can be booked in.
- (f) Personal-use recreational wheeled devices (for clarity, this does not include any mobility aid recognised for use by a mobility impaired person), such as rollerblades, bicycles, scooters, and skateboards are not permitted.
- (g) Balloons are not permitted as they can interfere with life safety systems.
- (h) We are unable to provide storage for your belongings, including refused items.
- (i) Visitors must keep personal belongings with them at all times. Unattended bags or belongings found anywhere on the Sky Garden will be subject to search and removal or destruction by us. Please see the FAQs page for details of the lost and found procedure on our website.

8. Open Terrace

- (a) We reserve the right to close the terrace at any time during inclement weather, security risk or health & safety risk.
- (b) Cameras cannot overhang the glass wall.
- (c) Selfie sticks, Tripod stands and Umbrellas cannot be taken onto the open terrace.
- (d) No climbing or standing on the hand rail or upstand is allowed at any time.
- (e) Items cannot be discarded or thrown over the glass wall.

9. Mobile phones and personal audio equipment

- (a) Visitors are permitted to use mobile phones and tablet devices in the public areas of the Sky Garden.
- (b) Use of personal audio equipment is not permitted in the Sky Garden.

10. Film, photography and audio recording

- (a) Personal photo, video, and/or audio recording is not permitted in public spaces, and is prohibited in the entrance lobby, security screening area, elevators, toilet facilities and any other restricted area. The use of tripods, flash and other specialist photographic equipment is not permitted.
- (b) Video, photography and/or audio recordings for commercial purposes [(which includes, but is not limited to, publishing, selling, reproducing, transferring, distributing, or otherwise commercially exploiting the recorded media in any manner whatsoever)] is prohibited without our written permission in advance. Fees and time restrictions apply, and details are available on request.
- (c) All visitors, including members of the press/news/media, must respect all other visitors, and consider that not all visitors wish to be interviewed, photographed, videotaped, recorded or bothered in any other manner.
- (d) Members of the press/news/media are responsible for acquiring all necessary releases from filmed or interviewed visitors at the Sky Garden.

11. Your conduct

- (a) Visitors are expected to act in a way that safeguards your own safety and that of others. Proper decorum, personal behaviour, and conduct is required from all visitors at all times in order to provide an equal opportunity to all visitors to enjoy the Sky Garden and restaurant experience.
- (b) Visitors must comply with all directions of Building management staff.
- (c) We may refuse admission or remove from the Sky Garden any person:
 - who does not comply with these Visitor Regulations
 - who behaves in an unacceptable way which is likely to cause damage, nuisance, or injury to themselves, any other visitor, or member of our staff, or to the Sky Garden itself
 - whose behaviour is likely to annoy or offend other visitors or intimidate Sky Garden or restaurant operator staff
 - who refuses to submit to security screening or is found to be in possession of materials which we believe to be too large, dangerous or unsuitable
 - who throws or drops any item from the Sky Garden or at buildings or persons
 - whose entry pass is found to be reproduced, altered or duplicated
 - who litters or appears to be under the influence of drugs or alcohol
 - who is found in a restricted area (such as plant rooms, kitchen areas and other back of house areas) without permission
 - who engages in commercial activities, soliciting, and/or vending
 - who eats or drinks inside the Sky Garden, except in the permitted restaurant areas (e.g. Park Plaza)
- (d) We may refuse re-entry to anyone who has previously been removed.

12. Visibility

There will be times where the visibility from the Sky Garden will be low or non-existent in particular weather conditions. We shall not be liable for any loss or damage, direct or indirect (including for claims relating to the loss of enjoyment or for travel expenses) as a result of such low visibility conditions.

13. How we use your personal information

- (a) We only use your personal information in accordance with our Privacy Policy and data protection law.
- (b) We may share your personal information with relevant authorities (such as the Metropolitan Police) for safety and security reasons, which may include security checks on the names of the people visiting the Sky Garden.
- (c) CCTV is in use for the purposes of crime prevention and public safety. You agree that we may use such images for the purposes of maintaining and investigating safety and security in the Sky Garden. Such recordings shall be used, stored, transferred and destroyed in accordance with the Privacy Policy at all times.
- (d) We may share personal information with third parties as permitted by the Data Protection Act 1998. By accepting the Sky Garden Visitor Regulations, visitors give their consent for their personal information to be used for marketing or research purposes.

14. Guided Tours

- (a) Guided tours within the Sky Garden conducted by any person, organisation, or entity are not permitted, except with our formal written consent. Fees and other restrictions apply.
- (b) Permitted tour operators or other group leaders, including school officials, or charities may reserve entry passes for a group's visit to the Sky Garden. However, the tour operator is prohibited from providing his/her own interpretive/narrative/guided tour information while inside the Sky Garden.

15. Animals

Animals (except for guide dogs and hearing dogs) are not permitted in the Sky Garden.

16. Health and Safety

- (a) Visitors are primarily responsible for their own safety and for the safety of any accompanying visitors under the age of 18, and must adhere to the Sky Garden health and safety procedures and guidelines at all times.
- (b) Visitors must comply with relevant health and safety legislation any health and safety policies or procedures which are drawn to their attention.
- (c) Smoking is prohibited in the Sky Garden, this includes electronic cigarettes.
- (d) The Sky Garden is located at a height, which may cause vertigo, discomfort or nausea for some visitors. We accept no responsibility for any harm or distress caused as a result of such conditions. Where any individual suffers from a medical condition which may be brought on by the height of the Sky Garden, they should seek medical advice from a registered medical practitioner before booking.

(e) The change in pressure caused by the movement of the lift can cause ear complications for some guests. Guests suffering with a congested nose from allergies, colds, or an upper respiratory infection are more likely to develop ear complications. We are not liable for any discomfort experienced through the normal use of the lifts

(f) Any persons suffering bodily injury at the Sky Garden, or having knowledge of damage to the Sky Garden, must report the occurrence(s) to Sky Garden staff immediately following the incident.

17. Limitation of liability

(a) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever (including, without limitation, for any closure to the Sky Garden, or evacuation from the Sky Garden in the event of an incident or accident) which results from any of the following:

The breach of these Visitor Regulations and/or the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party, or the act(s) and/or omission(s) of a third party not connected with us and which were unforeseeable or unavoidable, or events outside our reasonable control (i.e. any event which could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control)

(b) We accept no responsibility for incidental costs associated with visits to the Sky Garden, which may include, but are not limited to, travel expenses, parking, or accommodation costs, even if entry pass reservations are cancelled or revoked.

18. Variation

We may amend or vary these Visitor Regulations from time to time by notifying you prior to your visit or placing updated Visitor Regulations on our website.

19. Law and Jurisdiction

These Visitor Regulations and any non-contractual obligations arising in connection with them shall be governed by and construed in accordance with English law and each party agrees to submit any dispute which may arise out of, under, or in connection with this Agreement (including disputes relating to any non-contractual obligations) to the exclusive jurisdiction of the courts of England.