{10-11}
CARLTON
HOUSE
TERRACE

ACCESSIBILITY GUIDE

YOUR GUIDE TO HELP YOU NAVIGATE OUR VENUE WITH EASE

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Contact Information

Postal Address

10 - 11 Carlton House Terrace
London
SW1Y 5AH
United Kingdom

Reception Telephone

T: +44 (0)207 969 5200

Opening Hours

Our reception is manned from 08:00 until 18:00, Monday to Friday.

Our reception team can help with:

- Venue queries
- Local information
- Health and Safety
- Navigating the venue

Venue Sales Team

You can contact us via our website enquiry form, email or by phone
W: www.10-11cht.co.uk
E: info@10-11cht.co.uk
T: +44 (0)207 969 5224

Monday - Friday
09:00 - 17:00

How to find us / Transport

How to find us

The venue is located between The Mall and Waterloo Place, near the Duke of York statue.

Transport Information

London Underground

- Piccadilly Circus (Lower Regent Street Exit) - not step free
- Charing Cross (Cockspur Street Exit) - not step free
- Embankment - Escalator between the street and platform available

The following transport methods all have step free access.

Bus

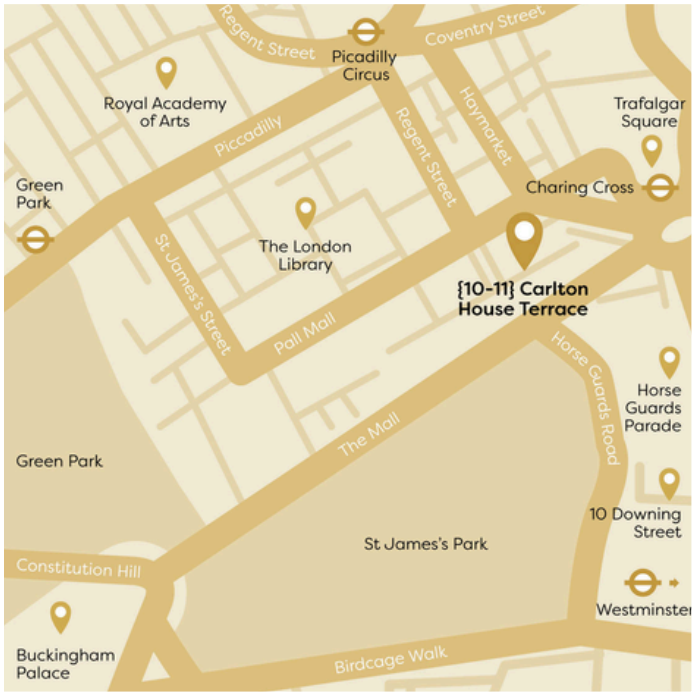
Buses to all parts of London run every minute from Trafalgar Square and Piccadilly.

The buses we can recommend taking when visiting {10-11} Carlton House Terrace are buses 139,29 and 38 as they stop close to Piccadilly Circus.

River Boats

Embankment Pier is the main western departure point for the Uber Boat route RB1 commuter service. All commuter services go west (upriver) to London Eye Pier before turning and continuing east (downriver) to the North Greenwich Pier for The O2. The pier is operated by London River Services. For further information please visit thamesclippers.com

Embankment Pier is approximately 10 minutes' walk from 10-11 Carlton House Terrace.



How to find us / Transport

Taxis
Taxis can be easily picked up from the Hotel Sofitel London St James. Most licensed London black cabs are wheelchair accessible by ramp and include accessibility aids.

Bicycle parking
There are cycle racks along Carlton House Terrace on either side of the Duke of York monument.

On Waterloo Place there are Santander Cycles available to hire. You can find more information here.

Parking
We are located within the congestion charge zone.

On-street parking on Carlton House Terrace and Waterloo Place is available for up to four hours and prices are available on the Westminster City Councils website.

BCP Trafalgar Square car park is also close by.

Electrical charging bays can be found using ZapMap

Accessible Parking Bays
Blue badge parking can be found via Westminster City Councils website.

Unfortunately we are unable to reserve any parking.

Pick up and drop off can take place just outside the venues main entrances.

Postcode (sat nav): SW1Y 5AH

Getting Into the Building

Access into the Venue

We have a range of relevant features to support entry into the building.

We advise anyone who has access needs, where possible, to advise their event organiser or the venue directly and in advance of their arrival.

Main Entrances

Entry to the building is not at street level. All visitors can access the building via a short flight of 8 stairs at No. 10 Carlton House Terrace or 7 stairs at No. 11 Carlton House Terrace.

Accessible Entrance

An assistance bell is available at both entrances, guests who need support into the venue are asked to ring the bell and a member of the reception team will assist.

There is a buzzer at the No. 11 Entrance to gain entry.

Access into the building is made via the No. 11 Carlton House Terrace entrance where there is an assisted lift. The lift is operated as a platform and is suitable for both motorized and standard wheelchair users.

Lift Specification

Weight: 400 kg
Entrance: 90 cm wide
Interior dimensions: 130 cm long by 90 cm wide

Images of the entrances, assistance bells and lift are available overleaf.

Getting Into the Building

No. 10 Stairs and Bell with 8 steps.

No. 11 Lift and Bell

Top of No. 11 Lift

No. 11 Stairs with 9 steps.

Inside the Venue

Reception

Our main reception is located inside No. 10 Carlton House Terrace.

The reception desk has low height on both sides to allow for ease of access for wheelchair users.

Staircases

The building is comprised of three main staircases, providing access to all event spaces on the first floor.

There are handrails on the stairs throughout the building and on the entrance steps.

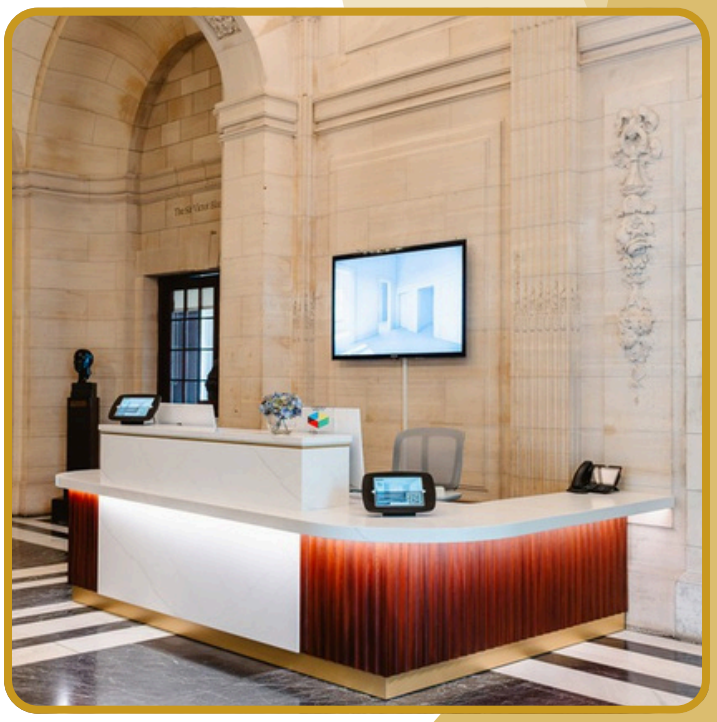
All rooms on the public floors of the venue (the lower ground, ground and first floors) can be accessed via these stairs if needed.

The first-floor event spaces are fully accessible for wheelchair users and those who use mobility aids.

Most main routes through the building feature stone floors or wood and short-pile carpets, which facilitate easier mobility.

Due to the Grade I listing of the building, there are restrictions in place for those who use larger wheelchairs due to the width of our lifts.

More information on lift access can be found overleaf.



Lifts

The venue has three lifts servicing the ground and first floors.

Two of these lifts can accommodate standard wheelchairs only, due to limited space and the design of their concertina doors and dual-floor access points.

The third lift, which serves the Beatrice Webb Room and the Music Room on the first floor, is a platform lift capable of accommodating larger motorised wheelchairs and mobility vehicles.

To operate this lift you need to push a button for the duration of the journey.

Additionally, there is a fourth lift that serves the lower ground, mezzanine, and ground floors; however, please note that this lift is currently out of service until further notice.

Lift Dimensions

2 x Passenger Lifts (waiting area and The Lee Library):
Serves all floors
Weight: 400 kg
Entrance: 80 cm wide
Interior dimensions: 110 cm long by 90 cm wide

No. 10 Platform Lift:
Serves ground and lower ground floors
Weight: 1000 kg
Entrance: 90 cm wide
Interior dimensions: 205 cm long by 125 cm wide

No. 11 Platform Lift:
Serves ground and first floors
Weight: 400 kg
Entrance: 100 cm wide
Interior dimensions: 135 cm long by 95 cm wide

You can find pictures of these lifts overleaf.

Lifts cont.

Passenger Lift - near The Lee Library

Platform Lift - No. 10 Lobby

Passenger Lift - waiting area

Platform Lift - No. 11 Lobby

Supporting Hearing and Visual Impairments

Assistive Listening

*We use the **Sennheiser Mobile Connect** solution. To use it, join the visitor Wi-Fi and download the app to access the system.*

*This information will be posted in the event spaces, or you can download the app in advance **here**.*

The Wi-Fi details are:
Network: *10-11CHT*
Password: *hospitality*

You can find out more about this software on the Sennheiser website.

Assistance Dogs

Assistance dogs are welcome in all areas of {10-11} Carlton House Terrace.

Seating Arrangements

Venue staff can reserve seats at the front of our lecture rooms for those who need to be within close proximity of a screen.

Braille

Braille is included on all buttons in every lift throughout the building.

Each emergency lift button has a direct call centre response facility. The emergency button is visibly marked by an orange bell icon.

Accessible Toilets

There are two accessible toilets at the venue, both of which are equipped with emergency alarm cords that reach the floor level.

Ground floor toilet - near the No. 11 Lobby. This is a right-hand transfer toilet.

Lower ground floor toilet - near the gender neutral toilets. This is a left-hand transfer toilet.

You can find the toilets location on pages 17 - 19.

Ground Floor Toilet

Lower Ground Floor Toilet

Other Facilities

Quiet Room

The Quiet Room is a dedicated space where visitors can rest if feeling overstimulated or overwhelmed by their environment.

It also provides a quiet area for anyone wishing to pray or for guests who need privacy for breastfeeding or expressing milk.

The room is wheelchair-accessible and features controllable lighting and comfortable seating.

A screen and prayer mats are also available for those who wish to use them.

Although this room is open to all, visitors may be asked to leave if someone urgently needs to use the room in private. If the room is in use, please speak to our friendly reception team to find an alternative quiet space for use during your visit.

Families

All rooms on the public floors of the venue are fully accessible for families or attendees with a buggy and there are three lifts between the ground and first floors.

Baby changing facilities are available on the ground floor and lower gorund.

The venue has an unmanned cloakroom, where buggies can be left at the owner's risk.

Most rooms are however large, and buggies can often be stored in the event space you are using.

Other Facilities

Catering

The venue's appointed caterer is Searcy's, which can accommodate a wide range of allergies, dietary requirements, and specific requests.

As standard, the team provides information on the 14 major allergens; however, the kitchen is not an allergen- or nut-free environment.

There are several touch-free menu options, and the team can discuss additional adaptations and clear labeling if required.

Dietary requirements should be discussed in advance with your event coordinator or meeting organiser.

Guests should confirm dietary requirements at least two weeks before the event.

If specific food requests are made without notice, the team will do its best to accommodate all guests on the day.

Cloakroom

We have two unmanned cloakrooms at the venue. One is located next to the main reception and the other is on the Lower Ground Floor near the SHAPE Room.

Items can be left at the owner's risk.

Emergency Procedures

Fire Alarm

- Is a continuous alarm bell and flashing beacon.
- Is tested every Monday morning at 10:00. The alarm will sound for up to 1 minute. No action is to be taken.
- Outside of this time, if the alarm sounds, please follow the procedure for evacuation.

Fire Evacuation

If the alarm continues for more than 20 seconds (any time apart from a Monday at 10:00), start evacuating immediately.

- No one should stop to collect personal belongings.

Fire Exits

Are posted around the venue. Please request a copy from reception if required.

Assembly Point

The assembly point is under the Duke of York statue.

Everyone is to remain on the pavement.

Personal Emergency Evacuation Plans

If you require a Personal Emergency Evacuation Plan (PEEP), please advise your event organiser or a venue coordinator of this in advance of your arrival. You will be prompted to speak with our reception team on arrival to prepare a PEEP.

Refuge Points

We have three refuge points for wheelchair users or those who require further assistance to get to ground level without using the lifts.

- Floor 1: Between the Music Room and Gallery
- Floor 1: Between the Council and Barnard Room
- Lower Ground Floor: Near the accessible and gender neutral toilets.

You can find their locations on our floorplans on pages 17 - 19

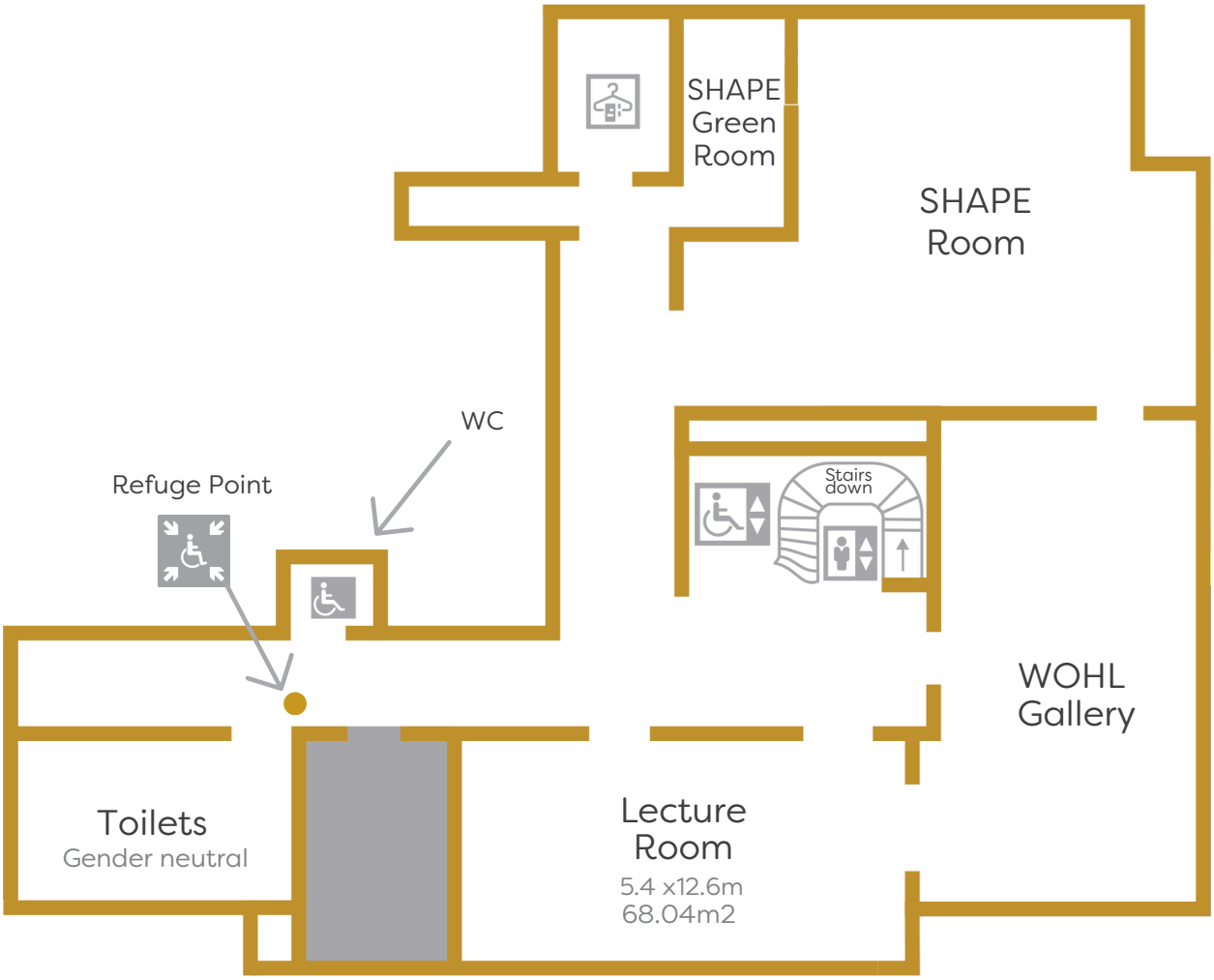
First Aid

The venue has its own first aiders and first aid facilities. These include a defibrillator and first aid kits. All requests for first aid must go through reception.

Mental Health First Aid

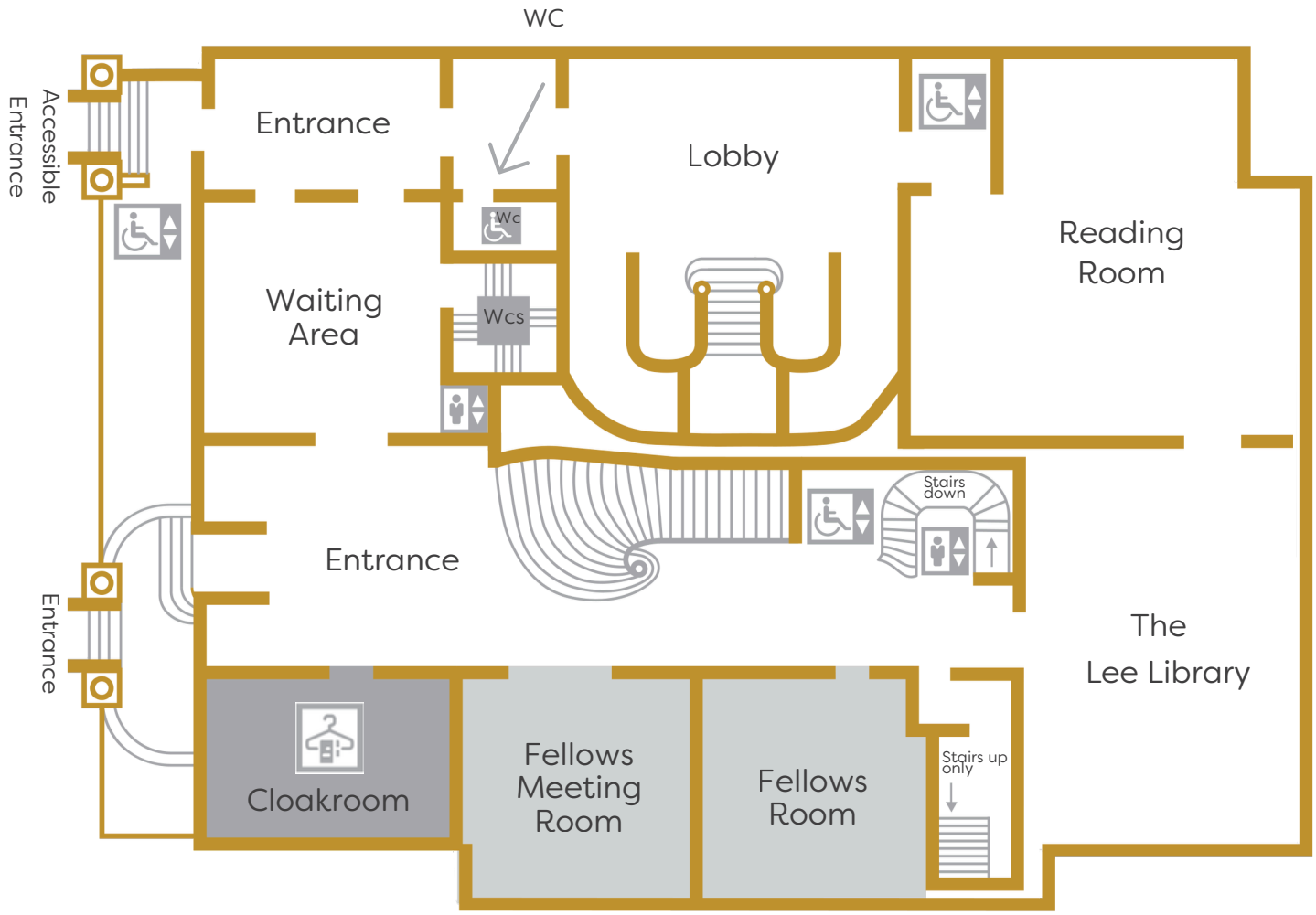
The venue has its own mental health first aiders. If you require mental health support, please speak to a member of the reception team or alert your event organiser who can alert one of the venue staff.

Floorplan
Lower Ground Floor



View our virtual tour here.

Floorplan
Ground Floor
(Entrance and Exit)



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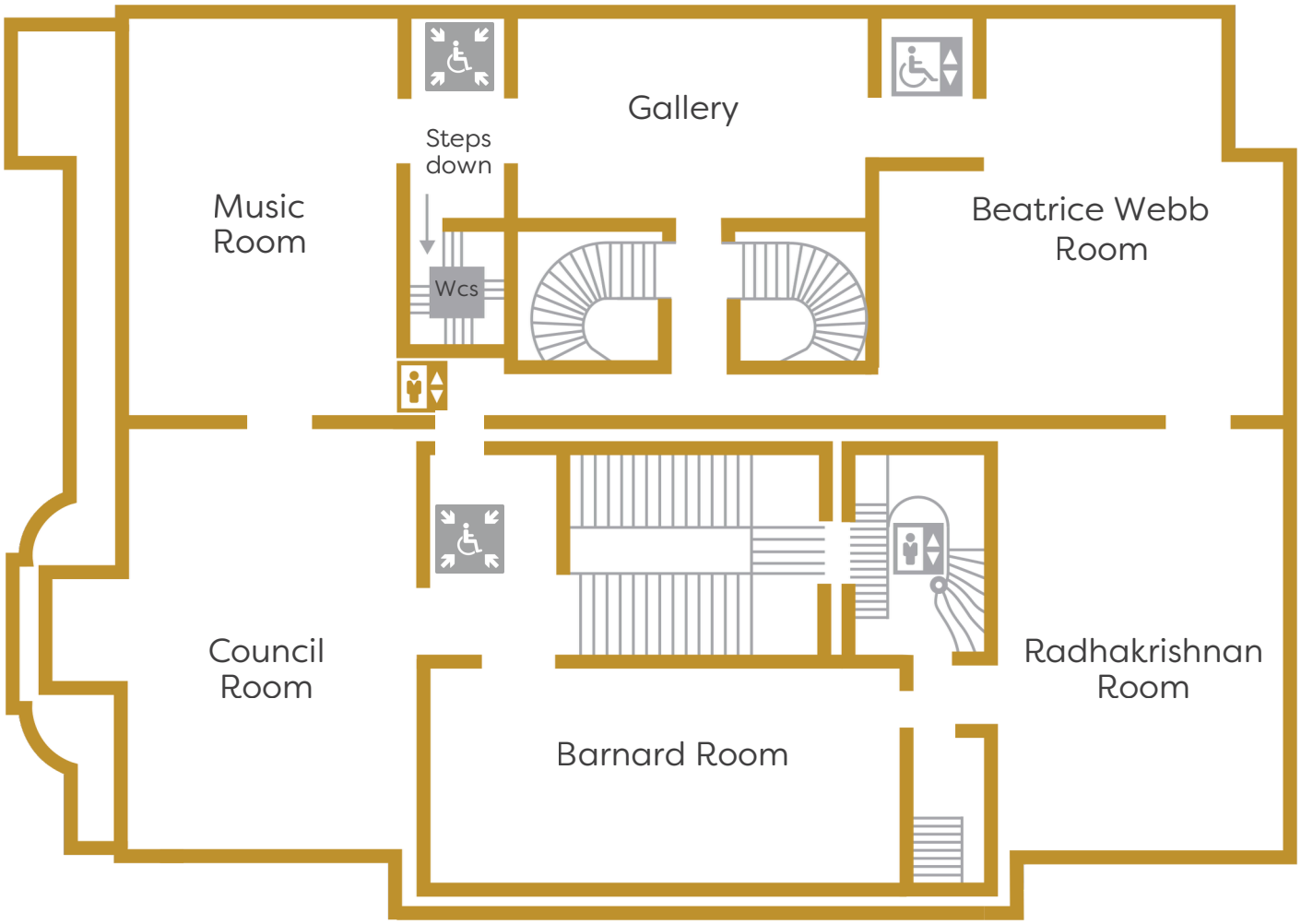
Floorplan
First Floor



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WE LOOK FORWARD TO WELCOMING YOU