

# Visitor Accessibility Guidance & FAQs

We hope you have an enjoyable and safe visit to Grocers' Hall.

## Accessibility Guidance and FAQs

- If you have any accessibility requirements, please speak to your event organiser for them to rectify with our events team.
- Fully accessible washrooms and disabled toilets are located on the basement floor.
- If in an emergency you would need assistance getting out of the building please speak to your event or meeting organiser or host about a Personal Emergency and Evacuation Plan (PEEP).

### FAQs:

- **On entering Grocers' Hall - is the building well signed posted and are entrances easily identifiable from outside the building?**

We have external signage on Princes Street, which has been covered up with the building works in front of our building. The scaffolding is due to be completely removed by Christmas / New Year. Our website has a dedicated page on how to find us. Our front door will remain open for events.

- **How are guests with accessibility needs able to enter your venue?**

We have a temporary ramp available which is readily available and placed out by our security team. We also have a handrail leading into the Hall. If guests have electric wheelchairs, it is preferable for them to use the ramp at the back entrance for safety reasons.

- **Are passing places provided at junctions and corners of pedestrian routes and at regular intervals? Are they large enough for people to pass each other including two wheelchair users?**

Our Hall is off the main thoroughfare of Princes Street. Guests can use a taxi to bring them to the door. If using public transport, there is kerb access from the pavement into the Courtyard. We do have security / safety barriers before arriving in the Courtyard. The exit barrier (nearest to Gresham Street) has been adapted so that guests in wheelchairs can get past.

- **Within the building - can guests who need step free routes move around the venue independently?**

Once inside the building, there is step free access throughout.

- **Are there handrails and are they easy to grip and comfortable to use?**

There is a handrail to gain access into the building on the main staircase and on the main and back of house (fire exit) stairwells.

- **Are accessible toilet facilities available and where are they located?**

All bathroom facilities (including accessible) are in the lower ground floor.

- **If access is required to different floors, is there a suitable (accessible) lift with voice announcements and emergency alarms? Are the lifts the main lifts offered to all guests, or are they service / staff lifts?**

There is a main lift to access all floors. There are emergency alarms in the lift but no voice announcements.

- **Can suitable ramps be provided for those with access requirements to overcome any steps? Will the ramps be put out for people ready for their arrival?**

We have a temporary ramp. If we know guests with additional needs will be attending, security will be briefed in advance. Otherwise, the temporary ramp is within quick reach behind the door for security to be put out. There is also a permanent ramp at the back door.

- **Is a hearing loop available with relevant signage, including information on compatibility?**

We do not have a hearing loop available. We do have PA and microphones available and is included with the hire of the Hall.

- **How many doors would a wheelchair user need to get through to access the event space and are they automated or easy to open?**

The main entrance doors will be open. Guests need to pass through glass doors, which security open on behalf of all guests during events. Inside the Hall, the doors to the main rooms will remain open during events. The accessible toilet is manual pull / push. There are some pinch point doorways where 2 people cannot pass through doors side by side.