

## Access Statement for America Square Conference Centre

This access statement does not contain opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our customers and delegates.

Cavendish Conference Centres are committed to providing a website that is accessible to the widest possible audience. Maintaining and improving the website is an on-going process and we are continually working to provide an all round inclusive experience. Please share your views and thoughts with us on how we can continually improve your experience as this will enable us to ensure we are focusing on our customers needs at all times.

### Introduction

The America Square Conference Centre is situated on America Square in the city of London. The conference centre offers 6 meeting rooms varying in capacity from 250 to 30 delegates across 2 floors. Operating hours are flexible and depend on the conference requirements, the venue is available between the hours of 09:00hrs and 23:00hrs.

We can provide general access information regarding local accommodation and restaurants if required. Further details regarding our conference centres can be found at [www.cavendishconferencevenues.co.uk](http://www.cavendishconferencevenues.co.uk).

If you have any specific requirements, require any assistance or have any queries please phone us on 020 7706 7700 or email us at [enquiries@cavendishconferencevenues.co.uk](mailto:enquiries@cavendishconferencevenues.co.uk).

Our team look forward to welcoming you to our conference centre.

### Pre-Arrival

For details regarding location and directions to America Square Conference Centre we have collated travel information with links to relevant public services websites, approximate distance and walking times and interactive maps for your use at; <http://www.cavendishconferencevenues.co.uk/west-end-conference-venues/location/>.

Should you wish to speak with someone directly; a member of our team will be at hand to assist you in organising your travel arrangements.

### Access on the day

Exterior directional signage for America Square Conference Centre is not visible from street level as it is housed within a shared business centre. The entrance to the conference centre is situated to the right hand side of the main entrance reception through the double glass doors where there is always a member of our team ready to greet all delegates upon arrival. When possible we do ask that individuals with accessibility needs contact the Conference Centre prior to arrival in order to make your welcome as comfortable as possible.

- America Square Conference Centre does not have designated parking but does have a drop off points directly outside the main building entrance; prior notification of arrival will enable a member of our team to assist in arrival and entrance to the building.

- There are no dropped curbs directly outside 1 America Square building.
- The building is accessed from street level via an option of; two tall glass revolving doors or a single push button/automated door offering disabled access.
- The Lobby has highly polished marble affect tiled floor and no anti slip matting, we recommend great care is taken when passing through the main entrance.
- There is a mirrored lift accessible from the lobby that provides access to the basement level. This is situated beyond security and any person wishing to access this area to use the facilities must be signed in at delegate registration for health ad safety reasons and accompanied from the Lobby area. Persons wishing to use the disabled toilet can access this facility via the basement level within America Square Conference Centre directly without accompaniment if required.
- The main entrance, lobby area and America Square Conference Centre reception are all on one level without any stairs or inclines.
- Free standing directional signage guiding guests into the conference centre is in large black font on a white background which is accessible from a seated position.
- There is a high level reception desk situated on the left hand side inside of the entrance to America Square Conference Centre where a member of our team will be able to provide any assistance required.
- The reception of America Square Conference Centre is a large and very spacious high ceilinged area that is lit very well with natural light and additional overhead electrical lighting. The wall opposite the reception desk is predominantly glass.
- There is a large digital projection sign in the reception area providing directional signage to relevant meeting rooms and welcome messages.
- A wide range of seating is available in the reception area with and without arm rests.
- Magnifying glasses, pens and paper can be provided at the delegate registration desk if required.
- The reception area often has temporary pop up stands which are erected close to the periphery of the room; therefore not obstructing any access.
- There is a wide stair case situated in the centre of the reception area leading down to the basement level that has colour contrast carpet bars and hand rails on both sides.
- Delegate registration is not a fixed location across either floors and can often be found to the rear of the reception area or between meeting rooms on the basement level, this will depend upon which conference is being attended, however, all temporary delegate registration desks are accessible from a seated position accessible through standard width doorways and seating is available for those who require it.

## General Access Information

- We welcome trained assistance dogs and will provide a water bowl upon request.
- All members of the America Square Conference Centre team regularly receive training that includes disability awareness training.
- All of America Squares Conference Centre communal areas and meeting rooms are evenly and well lit with electric and natural light.
- Flooring throughout the building with the exception of all toilets and the Cornhill Suite, is short pile carpet with colour contrast bars on all stairs.
- Directional signage throughout America Square Conference Centre is clear and varies in format between wall mounted plaques with large black font on white Perspex plates and free standing sign posts with large black font on white backgrounds. All signage is accessible from a seated position. In addition to the fixed directional signage there are several large font digital screen displays guiding customers to the relevant meeting rooms and auditorium.
- There are currently no internet access stations accessible from a seated position.
- America Square Conference Centre provides a mixture of seating in all communal areas and meeting rooms with and with out arms.
- There are no fixed induction loops fitted in the conference centre, however, induction loops are available in all areas of America Square Conference Centre with prior notification. This service is included in the cost of all bookings and no additional charge will be made.
- The Cornhill suite is situated in an area which is accessible by 4 steps, temporary ramps are available for people who are mobility impaired; these will be fixed into position when required and in anticipation of arrival. Fixing the ramps in place may take a little longer if prior notification of arrival has not been provided.
- The steps providing access to the Cornhill suite is accessed are standard depth and width and have colour contrast carpet bars and hand rails on both sides.
- There is a wood effect non slip laminate flooring throughout the Cornhill Suite.

## Toilets

- The Male and Female toilets are situated on the basement level accessible directly from all meeting rooms with the exception of the disabled toilet. The disabled toilets are accessible via a lift situated on the basement level. The lift requires key card access which can be provided if requested upon registration.
- All taps are lever taps with colour indicators for hot and cold and accessible from a seated position as are the soap dispensers and hand dryers.
- Flooring throughout all ground floor toilets is even non slip linoleum flooring.

- The disabled toilet does not have colour contrast with critical surfaces such as handrails and the toilet seat. A pull cord alarm is installed that will sound in the event that it has been activated and both vertical and horizontal rails on the walls adjacent to the toilets.

## Catering

Refreshments and meals are served in varying areas of the venue dependant upon the conferences and meetings booked on that day.

Notifications of dietary requirements are included in the booking process. Should there be a request for specific foods without notice we will of course do our very best to accommodate all guests on the day, a member of our team will liaise directly to ascertain requirements and assist where possible.

There are mixtures of table and chair heights provided for eating, however, all catering is provided for at a level accessible from a seated position.

Table coverings are white and there is limited colour contrast between the table and crockery.

## Future plans

We are continually planning and reviewing our access information provision to ensure interaction, experience and usability is suitable for people with disabilities, customer feedback is critical to our accessibility planning and we welcome comments and thoughts from all our customers and guests.

There are currently no plans for development or expansion to America Square Conference Centre.

## References

- For walking directions - [www.walkit.com](http://www.walkit.com)
- For buses and general route planning - [www.tfl.gov.uk](http://www.tfl.gov.uk)
- For journeys by road - [www.theaa.com](http://www.theaa.com)
- For car parking - [www.westminster.gov.uk/transportandstreets/parking](http://www.westminster.gov.uk/transportandstreets/parking)
- For Blue Badge Parking Scheme - [www.bluebadge.direct.gov.uk](http://www.bluebadge.direct.gov.uk)
- For shop mobility - [www.shopmobilityuk.org](http://www.shopmobilityuk.org)

## Contact Information

### America Square Conference Centre

Address: 1 America Square  
17 Crosswell  
London  
EC3N 2LB

Telephone: 020 7706 7700

Email: [enquiries@cavendishconferencevenues.com](mailto:enquiries@cavendishconferencevenues.com)

Website: <http://www.cavendishconferencevenues.co.uk/>

**Grid Reference:** TQ 33605 80876

**Local Equipment Hire:**

Direct Mobility Hire

Warren House 201A Bury Street, London, N9 9JE

Telephone: 020 8370 7888

Email: [hire@directmobility.co.uk](mailto:hire@directmobility.co.uk)

Web: <http://transact.westminster.gov.uk/weldis/organisationdetails.cfm?contactid=7016>

**Local Accessible Taxi:**

<http://www.tfl.gov.uk/gettingaround/transportaccessibility/1179.aspx>

Licensed Taxis (Black Cabs) can be hailed on the street or booked in advance on the following numbers or websites:

- Call-A-Cab: 020 8901 4444 [Call-A-Cab](#)
- Computer Cab: 020 7908 0207 [Computer Cab](#)
- DataCab: 020 7432 1540 [DataCab](#)
- Dial-A-Cab: 020 7253 5000 [Dial-A-Cab](#)
- London Black Taxis: 07779 336 612 [London Black Taxis](#)
- Radio Taxis: 020 7272 0272 [Radio Taxis](#)
- Taxi Call Wimbledon 0208 099 7711 [Taxi Call Wimbledon](#)
- Xeta: 0845 108 3000 [Xeta](#)