

Access Statement for Cavendish 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 Cavendish Conference Centre is situated on Duchess Mews in the Borough of Westminster. The conference centre offers 8 meeting rooms varying in capacity from 250 to 8 delegates across 3 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.

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.

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

Pre-Arrival

For details regarding location and directions to the Cavendish 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 the Cavendish is both wall mounted and free standing either side of the main entrance and clearly visible from the street. 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 comfortable and dry, in the event of bad weather.

- The Cavendish Conference Centre does not have designated parking or drop off points on Duchess Mews, prior notification of arrival will enable a member of our team to assist in arrival and entrance to the building.

- The road leading to the entrance of the conference centre is cobbled and very uneven and without a pavement so extra care should be taken when entering the building.
- The building is accessed from street level via recessed double glass security doors which lead into a spacious lobby area. The team member greeting the delegates will ensure these doors are fixed open when required.
- The Lobby has an even grey slate affect tiled floor and a large anti slip short pile matting.
- There is a mirror backed lift accessible from the lobby that provides access to the basement level.
- Clear directional signage in the lobby area guides customers to both the disabled lifts and the wide 3 tiered stairs which give access to the delegate registration area. This signage is both wall mounted with a mixture of fixed signs in large font and a digital wall projection. All signage is accessible from a seated position.
- The main 3 tiered stair case has hand rails on both sides and provides a large landing area in two places.
- Magnifying glasses, pens and paper can be provided at the delegate registration desk if required.
- The foyer often has temporary pop up stands which are erected close to the periphery of the room; therefore not obstructing any access.
- Delegate registrations are in a fixed location approximately 3 meters from the foot of the stair well and lift entrance on the basement level. Delegate registration desks are accessible from a seated position accessible through standard width doorways and seating is available for those who require it.
- The auditorium is situated on the lower level basement level 2(floor below the basement level) and is accessible by a platform stair lift. Fully trained staff will assist in the operation of the lift as and when required.

General Access Information

- We welcome trained assistance dogs and will provide a water bowl upon request.
- All members of the Cavendish Conference Centre team regularly receive training that includes disability awareness training.
- All of Cavendish Conference Centres communal areas and meeting rooms are evenly and well lit with electric light.
- Flooring throughout the building with the exception of all toilets, is short pile carpet with colour contrast bars on all stairs.
- Directional signage throughout the Cavendish 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.
- The Cavendish Conference Centre provides a mixture of seating in all communal areas and meeting rooms with and without arms.
- There is an induction loop fitted in the auditorium, however, induction loops are available in all areas of the Cavendish Conference Centre with prior notification. This service is included in the cost of all bookings and no additional charge will be made.

Toilets

- Male, Female and Disabled toilets are all situated on the basement level accessible directly from all meeting rooms with the exception of the auditorium or by lift or stairs from the lobby.
- 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 an even non slip linoleum flooring.
- The disabled toilet has colour contrast with critical surfaces such as handrails and the toilet seat, a pull cord alarm 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 Cavendish Conference Centre.

References

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

Contact Information

Cavendish Conference Centre

Address: 22 Duchess Mews
London
W1G 9DT
Telephone: 020 7706 7700
Email: enquiries@cavendishconferencevenues.com
Website: <http://www.cavendishconferencevenues.co.uk/>

Grid Reference: TQ28759 81676

Local Equipment Hire:

Direct Mobility Hire
Warren House 201A Bury Street, London, N9 9JE
Telephone: 020 8370 7888
Email: 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](#)