



HarroWall Access Statement

Version 1.0

Last Reviewed: 10/12/2025

Our Commitment to Accessibility

At London Climbing Centres, we are committed to making our climbing facilities, services, and environment accessible and welcoming to all. We aim to provide inclusive experiences and continuously improve the accessibility of our centres.

If you wish to discuss further specific requirements or have any questions about the information here, please give us a call on 020 3026 4960 or send us an email:

harrowall@londonclimbingcentres.co.uk

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1. About Our Facility

- **Type of climbing offered:** Bouldering & Autobelays
- **Location:** HarroWall Climbing Centre, Unit 2a & 3a Neptune Trading Estate, Neptune Rd, Harrow, London, HA1 4HX
<https://londonclimbingcentres.co.uk/centre/harrowall/>
- **Public Transport Access:** Our nearest step-free tube station is Harrow on the Hill which is around a 10-minute pedestrian access walk; step-free routes are available. The nearest bus stop is the Neptune Rd stop which is around a 2-minute walk away from our entrance – on bus routes: 183, H18 & H19.
- **Parking:** we have limited parking – around 13 bays which are filled during peak hours & we recommend travelling by public transport where possible. If you require us to reserve a parking space to facilitate your access, please drop us an email with at least 24 hours' notice so we can accommodate.

2. Building Accessibility

- **Entrance accessibility:** Step free single door that can be opened to a double door if required. Single measuring 78cm wide and the double door is 154cm wide.
- **Door widths:** Throughout the centre, there are various doorways to pass through, with the narrowest being 94cm wide.
- **Reception accessibility:** We have various counters available for use at our reception. The main counters are 122cm high, to the right (as you enter) we have a lower counter at 78cm high. At the rear, the café counter is 92cm high. We can process any transactions/ requests at any reception workstation, so please choose whichever suits you best.
- **Indoor navigation:** There are various signs throughout the centre to aid navigation, with ramped walkways throughout. Everything on the ground floor is step-free. We have 3 mezzanines which are only accessible via stairs. The café mezzanine stairway has 16 steps, the Islands mezzanine stairway has 23 steps, and the Gym mezzanine stairway has 21 steps. There's also a small social space on top of the Rhino which is only stairway accessible with 17 steps.
- **Floors and surfaces:** Ground floor is a mixture of ramped rubber crumb (around 10cm), hard flooring or climbing matting which requires a 30cm step up onto. Our gym area & Gym/Island mezzanines have a thinner rubber flooring – around 2cm thick, but they're firmer than rubber crumb.



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- We have a map of the Centre available [here](#).

3. Checking in at the Centre

- Reception is located directly in front of you as you enter the Centre.
- All users of the Centre will need to check in at reception upon arrival. If it's your first visit, you'll need to fill out a registration form. This can be done in advance on our website [here](#), in person using your mobile device, or on one of our iPads. We have 3 iPads attached to the wall at 135cm height on site – of which we can remove from their casing so they can be used handheld.
- We'll ask all climbers a few safety questions, and supervisors will need to go through a more extensive assessment. Information for those under 18 can be found [here](#).
- We'll then be happy to give you a quick tour of the centre and answer any questions you have. If you need further assistance, please don't hesitate to ask – we'll be more than happy to help you however we can.

4. Prices & Discounts

- Our full pricing information can be found on our website [here](#).
- We offer concession pricing for students, apprentices, juniors, those aged 65+, claimants of Universal Credit, carers and people with disabilities. Full information [here](#).
- We offer Peak & Off-Peak pricing; those timings can be found [here](#).
- We also run Magic Time once a week per site, which is a heavily discounted entry fee. Those timings and pricing can be found on the pricing page linked above.

5. Climbing Area Accessibility

- **Rubber Crumb:** at the base of the traverse wall and our Autobelays – ramped wherever it meets hard flooring.
- **Impact/Climbing Matting:** All climbing matting requires a 30cm step up onto. There's a hard-floor walkway between the Rhino and Comp Wall. The Islands area and Font area are both entirely covered with climbing matting, meaning there isn't access to the stairs up to the Island mezzanine via a hard floor.
- **Route access:** walkways throughout the centre are wide enough for a wheelchair, with the narrowest point measuring 85cm wide
- **Lighting and acoustics:** Bright, overhead lighting throughout which can't be dimmed. Dimmer lighting in the café that we can turn off & supplement with other lighting. Music can be turned down or off, in certain areas at request – only during off-peak hours.



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- **Accessible vantage points:** Spectators can view from any of the hard-floored areas or mezzanines. Anyone wishing to step onto the climbing matting will need to be registered with us and signed off as a competent boulderer.

6. Facilities

- **Changing rooms:** Yes – individual cubicles with a lockable door; the doorway is 73cm wide, with the resultant space measuring 111 x 176cm and a shelf/seat across the back wall measuring 111 x 35cm, and 54cm high off the ground.
- **Accessible toilets:** there is one accessible toilet with an alarm cord, an extended lever tap and assistance rails around the toilet.
- **Lockers:** they're situated underneath our café, opposite the cave entrance and on the gym mezzanine. All are ground height to head height - Customers are advised to bring your own padlock, or we sell padlocks at reception.
- **Seating available:** there are seating options available – we have stools dotted around the centre, sofa's long the dividing wall, on the islands side, a sofa next to our ping-pong table, a dedicated seating area in the café including tables, chairs and sofas and another seating area in the kid's area including tables, chairs and a sofa.
- **Café:** there is an onsite café that provides hot food including, but not limited to, pizzas, wraps, toasties, smoothies and milkshakes. We have a large range of snacks, hot & cold drinks, including some alcoholic options. All allergen information is available on-site. Ordering takes place at our designated reception café workstation & food is typically delivered to the upstairs seating area. However, we are happy to deliver the food to elsewhere in the centre if the stairs present an access issue.
- **Showers:** there are two showers within the centre. Both are single cubicles with an enclosed shower tray which is an 25cm step up into. Sealed with a sliding door which leaves an opening 38cm wide when open.
- **Baby Changing:** Baby changing facility is available in the disabled toilet. Visitors are welcome to breastfeed anywhere in the centre.



7. Support for Visitors

- **Staff assistance:** They have all been trained with a focus on customer service and will be happy to make reasonable accommodations, so please do ask.
- **Sensory considerations:**
 - Quiet hours? We expect to be quieter during our off-peak times, but typically Mon – Fri, 10:00 – 17:00
 - Low-sensory spaces? Not typically available, but we can offer access to quieter spaces if they're not being used at the time.
 - High-noise periods? Peak times; Mon – Fri, 17:00 – 21:00 and weekends, mornings especially. Otherwise, we have setting work taking place typically on Tuesdays & Wednesdays, and occasionally Thursdays when it's a two-day set. There will likely also be setting on Fridays prior to weekends with events running.

8. Service Animals

- Service dogs are welcome in all our centres but are not permitted in the climbing areas. Our official dog policy (including pets and non-service dogs) can be found [here](#).

9. Safety Information

- **Emergency exits:** all step free, 4 total, 3 are double door width and 1 is a single door width.
- **Alarms:** Fire alarms will sound. Visual alerts are located outside the toilets.
- **Evacuation support procedures:** The manager on duty will ensure that any customers with additional support needs are given assistance as necessary to leave the premises during an evacuation.

10. Feedback and Contact Information

We welcome feedback on the accessibility of our centre and our website. You can contact us at:

- **Email:** harrowall@londonclimbingcentres.co.uk
- **Phone:** 02030 264 960

We aim to respond to all accessibility enquiries within **3-5 business days**.



11. Ongoing Commitment

We are committed to reviewing this statement annually at a minimum to ensure our climbing centre remains as accessible and inclusive as possible.

Please do get in touch if you have any suggestions or recommendations.