



VauxWall East Access Statement

Version 1
Last Reviewed: 11/12/2025

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 4958** or send us an email:
vauxwall@londonclimbingcentres.co.uk

Contents

Our Commitment to Accessibility	1
1. About Our Facility	2
2. Building Accessibility	2
3. Checking in at the Centre	3
4. Prices & Discounts.....	3
5. Climbing Area Accessibility	4
6. Facilities.....	4
7. Support for Visitors	5
8. Service Animals.....	6
9. Safety Information	6
10. Feedback and Contact Information	6
11. Ongoing Commitment.....	6



1. About Our Facility

- **Type of climbing offered:** Bouldering only
- **Location:** [1 Cabanel Place, Lollard Street, London, SE11 6BD](#)
- **Public Transport Access:** The nearest tube stations are Lambeth North, Kennington and Vauxhall. All are roughly 13-17mins away travelling along pedestrian pavement to the centre. Vauxhall has step free access (ramp and lift access) while Lambeth North and Kennington do not. Vauxhall also has a connecting train station which has step free access (ramp and lift access).

Our closest bus stops: Bus stop KG and KF on Kennington Rd. Bus stop Prat Walk on Lambeth RD. Bus stop SH and SJ on Black Prince Road. All stops drop you roughly 10-15mins away travelling along pedestrian pavements to the centre.

- **Parking:** We do not have customer parking on site. The surrounding area is a mix of private and permit holder parking only.
- An indoor map of the Centre can be found [here](#).

2. Building Accessibility

- **Entrance accessibility:** VauxWall East is located within a private residency. To gain access there is an intercom point at the right-side gate. This can be used to reach reception. Once given access customers can walk along the short pathway to reach the main entrance. There are a couple of small steps directly after entering the main entrance. We have a portable ramp which can be set up to allow step free access. If possible, please notify us ahead of your visit if you would like this to be set up.
- **Door widths:** We have standard single door widths throughout the building. The main entrance is a double door with one door being locked. We can unlock the second door to create a wider pathway if needed.
- **Reception accessibility:** We have three reception counters. The height of each counter ranging from 1280mm highest and 870mm lowest. We have an induction loop available online if you wish to plan your journey.
- **Indoor navigation:** We have clear signage throughout the building. A floor plan is also available at reception. We have standard overhead lighting through the building, apart from our cafe space which has LED lighting around the perimeter on the floor. This can be switched off upon request. The pathway widths around reception range between 800mm – 1060mm.



- **Floors and surfaces:** We have even floored surface throughout the ground floor. The main reception area is a mix of smooth tiles and lino flooring. There is a shallow gradient change as you exit reception and go towards the toilets/changing area and gym space. Once you reach the gym space there is a small change in level (20mm) and the floored surface in this space is smooth rubber matting.

3. Checking in at the Centre

- VauxWall East can be divided into two main areas. To first enter the building, you must go up 3 steps 150mm high and 270mm long. On the ground floor you have the reception area, changing facilities/lockers, toilets, cafe area and gym space. The second area is located upstairs and has much of our bouldering, lockers and additional seating.
- The reception area is in the middle of these two areas directly after entering the building. When in reception you can either take the pathway on the right to find the changing facilities/lockers, toilets, cafe area and gym space. If you take either of the staircases, you will be taken to a large open plan space which has our bouldering, lockers and additional seating. The individual steps on these staircases are 150mm high and 270mm wide.
- 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 on site for customer registration on site. These are attached to counters a height of 1060mm. We can detach these iPads upon request to allow lower height access.
- 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

- **Main Bouldering area:** The main bouldering area does not have step free access. It is located on the floor above reception and is only accessible via the stairs described above.

The main bouldering area is a large open plan space separated into two levels with a level change of 980mm. To gain access to the bouldering areas customers must step onto the bouldering mats which has a level change of 310mm.

The flooring in the main area is a mix of rubber crumb and varnished wooden floor.

- **Rubber Crumb:** There is rubber crumb located upstairs in the main bouldering area.
- **Matting:** The matting does not have any walkways or depth changes. There is a large level change in the main bouldering area which separates the space into two levels. Due to the nature and purpose of the matting, there is softness in the matting, and it cannot offer completely stable footing.
- **Route access:** We have a small portable access ramp which can be used to access the centre. This ramp can also be used to access the circuit/Moonboard in our gym space. There is a shallow gradient change as you exit reception and go towards the toilets/changing area and gym space. This pathway is accessible to mobility aids (wheelchairs etc.) and has a pathway width ranging between 800mm – 1060mm.
- **Lighting and acoustics:** We have standard overhead lighting throughout the centre. The noise levels can be adjusted during off-peak times upon request. Please inform staff ahead of your visit if this something you wish to discuss.
- **Accessible vantage points:** We have a spectator's space in the main area; this has stools and a countertop overlooking the main bouldering area. This is accessible via stairs and a walkway.

6. Facilities

- **Accessible changing rooms:** Our changing cubicles are 1080mm x 1200mm size with a small bench within that is 1200mm wide and 520mm in height off the ground. We do not have specific accessible changing cubicles and ask customers to use the accessible toilet if needed.
- **Accessible toilets:** We have one accessible toilet located next to reception. It has an alarm cord system, wall mounted handles, an extended lever tap and a low basin suitable for wheelchair users.



-
- **Lockers:** Our lockers come stacked on top of one another in towers of 4/5. We have a total of 164 lockers with 60 located in the changing room and 104 located upstairs in the main bouldering area. All our lockers are accessible at multiple heights ground level up to 1530mm. Our lockers use padlocks to lock. Customers are advised to bring your own padlock, or we sell padlocks at reception.
 - **Seating available:** We have two seating areas (Cafe and spectator area). Our cafe is next to reception and can seat up to 6 people. The cafe area has table height of 730mm and seating height of 400mm. We have additional seating upstairs. This second seating area has 4 seats along a long countertop. The height of the countertop is 1200mm and the seat height is 760mm.
 - **Café:** We offer basic hot drinks (tea and coffee) and a range of smaller snacks (energy bars, chocolate etc). These can be ordered/purchased at reception, where we can also provide all dietary information.
 - **Showers:** We have two showers in the centre; both located in separate rooms. One shower cubicle has a doorway width of 740mm. The cubicle is 890mm x 1740mm with the shower measuring at 800mm x 1100mm. There is a step up to the shower tray of 130mm. The entrance to get inside the shower is 470mm wide. The other shower cubicle has a doorway width of 740mm. The cubicle is 830mm x 3000mm with a shower measuring 770mm x 770mm. There is a step up to the shower tray of 130mm. The entrance to get inside the shower is 560mm. We do not have handles within either of our showers.

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:**
 - Our off-peak times of the day tend to be quieter. The noise levels can be adjusted during off-peak times upon request. Please inform staff ahead of your visit if this something you wish to discuss.
 - We do not have specific low sensory spaces.
 - Our high-noise periods tend to be our Peak times and Magic time of the week. These can be found on our website [here](#).



-
- On Fridays we reset a part of our climbing area; this usually takes place from 8am-5pm. During this period, there is an increase in noise levels due to the use of drills.

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:** The fire exits on the ground floor have a single step down when entering/exiting the building. We have a portable ramp which can be set up to allow step free access in the event of a fire. All fire exists upstairs lead to stairs which then lead to the ground floor fire exits. There are four fire exists through the whole building.
- **Alarms:** Safety signage can be found clearly throughout the centre. In the event of a fire, we have an alarm system which will notify all in the building. Staff are also trained in the appropriate protocols for these situations.

The alarm inside the accessible toilet when triggered will set off an alarm by reception.

- **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: vauxwall@londonclimbingcentres.co.uk
- Phone: 020 3026 4958

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.