

Access Statement for The Minster Building

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 Venues is 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 always focusing on our customers' needs.

Introduction

The Minster Building is situated on Mincing Lane in the City of London. The conference centre offers five meeting rooms and event spaces across two floors — the Minster Forum, Minster Gallery, Fenchurch Suite, Lombard Suite and Monument Suite — from boardroom meetings of 15 to conferences of 350 theatre-style and receptions of 400. Operating hours are flexible and depend on the conference requirements; the venue is available between the hours of 09:00 and 23:00.

We can provide general access information regarding local accommodation and restaurants if required. Further details regarding our venues can be found at www.cavendishvenues.co.uk.

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

Pre-Arrival

For details regarding location and directions to The Minster Building we have collated travel information with links to relevant public services websites, approximate distance and walking times and interactive maps for your use at [The Minster Building – Cavendish Venues](#).

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

The Minster Building has two access entrances: the first via our double doors with our large Cavendish Venues logo, and the second located via the south entrance of the main Minster Building reception, to the left at the top of the stairs with the three gold horse statues, bringing you straight to the events reception desk.

When possible, we do ask that individuals with accessibility needs contact the conference centre prior to arrival to make your welcome as comfortable as possible.

- The Minster Building does not have designated parking or drop-off points on Mincing Lane; prior notification of arrival will enable a member of our team to assist in arrival and entrance to the building.
- There are no dropped kerbs directly outside the first entrance to The Minster Building; there is a dropped kerb at the bottom of the stairs and access ramp by the second entrance.
- The first entrance, by our large Cavendish Venues sign, is not accessibility friendly; for this please use our second entrance.
- Our venue has several different branding screens located around the venue on different floors; it is up to the client to provide their logos, agendas, etc. depending on what they wish to display.
- Pencils and paper will be provided in each meeting space.
- Delegate registration is located via the entrance of the second entrance.
- Our main conference room, the Minster Forum, is located on the lower ground floor; there is lift access but this is operated by a key, so please make us aware so we can have staff on hand for this.

General Access Information

- We welcome trained assistance dogs. A water bowl is available upon request. Please make us aware of their presence, as the main Minster Building requires prior knowledge.
- All members of The Minster Building team regularly receive training that includes disability awareness training.
- All rooms and spaces in The Minster Building are well lit; the only room without natural lighting is the Minster Forum, the main conference room.
- The main flooring in the Gallery and corridor is vinyl tiling, including the stairs. In our lower ground conference rooms it is short-pile carpet.
- Large black directional signage is situated through the venue, on the walls and above room doors.
- The Minster Building provides a mixture of seating in all communal areas and meeting rooms.
- We have inbuilt hearing loop systems in all rooms in the venue.

Toilets

- Both our male and female toilets are located on the ground floor in the Gallery. The accessible toilet is located in the main

building reception area, back through the second entrance.

- All taps are lever taps with colour indicators for hot and cold and are accessible from a seated position, as are the soap dispensers, hand dryers and paper towels.
- Flooring throughout the toilets is even non-slip linoleum flooring.
- The accessible toilet has 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 are on the walls adjacent to the toilet.

Catering

All catering will be served in the Gallery located on the ground floor, unless confirmed with the venue staff prior to the event.

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 at a level accessible from a seated position.

Catering tablecloths are not a standard offer; please speak with venue staff if you wish to have these ordered in. This will incur an additional cost.

Future Plans

We are continually planning and reviewing our access information provision to ensure interaction, experience and usability are 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 of The Minster Building.

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 – London Minories; London Tower Hill
- For the Blue Badge Parking Scheme – www.bluebadge.direct.gov.uk
- For Shopmobility – www.shopmobilityuk.org

Contact Information

The Minster Building

Address: 21 Mincing Lane
London
EC3R 7AG

Telephone: 020 7706 7700

Email: enquiries@cavendishvenues.com

Web: www.cavendishvenues.co.uk

what3words: flight.most.music

Local Accessible Taxi

Licensed taxis (black cabs) can be hailed on the street or booked in advance on the following numbers or websites:

- Dial-A-Cab: 020 7253 5000 – Dial-A-Cab
- London Black Taxis: 07779 336 612 – London Black Taxis