

Access Statement for 1 Basinghall Avenue

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 focusing on our customers' needs at all times.

Introduction

1 Basinghall Avenue is situated in the City of London. The conference centre offers three meeting rooms — Forum 1, Forum 2 and Forum 3 — which can be used separately or opened into one space with a combined capacity of up to 450 delegates, all on one floor. 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.

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@cavendishvenues.com.

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

Pre-Arrival

For details regarding location and directions to 1 Basinghall Avenue we have collated travel information with links to relevant public services websites, approximate distance and walking times and interactive maps for your use at [1 Basinghall Avenue - 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 conference centre is located within the One Basinghall Avenue building, which has signage clearly visible from street level. The entrance to the conference centre is via the lifts or stairs directly opposite the main entrance. There is a reception desk directly in front of the entrance doors where there is always a member of our team ready to greet all delegates upon arrival. We welcome additional requests for information once you have reviewed this document.

The conference centre does not have designated vehicle parking but does have a drop-off point at a single-yellow marked area 20 m from the main building entrance; prior notification of arrival will enable a member of our team to assist in arrival and entrance to the building.

- Disabled parking bays are located on Coleman Street and Basinghall Street, less than 100 m from the main entrance.
- There are no dropped kerbs directly outside the building; however the pavements are over 2 m wide to allow ample passing, and dropped kerbs are located at appropriate crossing points on route to the various bus stops and tube stations.
- The building is accessed from street level via either of two tall glass revolving doors or either of two push-button automated doors offering disabled access.
- Access control pads are positioned at an accessible height suitable for wheelchair users.
- The lobby has fully level access via terrazzo tiled flooring and anti-slip matting.
- There are fully accessible lifts from the lobby that provide access to the lower ground floor. These are situated beyond security gates; any person wishing to use them must be signed in at reception, where they will be provided with a dedicated access card for the duration of their visit.
- There is a fully accessible WC located adjacent to the main WC area on the ground floor.
- Free-standing directional signage and a digital sign board guiding guests into the conference centre are in large black font on a white background, visible from a seated position.
- The reception desk directly inside the building entrance has both high and low levels, and a member of our team will be able to provide any assistance required.
- The reception of 1 Basinghall Avenue is a large and very spacious high-ceilinged area, lit very well with natural light and additional overhead electric 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 the conference facility.
- 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.
- There is a wide staircase in the reception area leading down to the lower ground floor, with colour-contrast bars and handrails on both sides.

- All corridors are at least 2 m wide, allowing two wheelchairs to pass.
- Delegate registration is not a fixed location and can often be found to the rear of the reception area or at the foot of the main stairs, depending on which conference is being attended. All temporary delegate registration desks are accessible from a seated position, reached 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 1 Basinghall Avenue team regularly receive training that includes disability awareness training.
- All communal areas and meeting rooms are evenly and well lit with electric and natural light.
- Flooring throughout the building is either hard flooring or short-pile carpet, with colour-contrast bars on all stairs.
- Directional signage throughout the conference centre is clear and varies in format between wall-mounted plaques with large, clearly identifiable font and several large-font digital screen displays guiding visitors to the relevant meeting rooms and auditorium. All signage is visible from a seated position.
- There is a state-of-the-art induction loop system in the conference centre. This is included in the cost of all bookings; no additional charge will be made.

Toilets

- The male and female toilets are on the lower ground floor, reached via a single corridor from the main auditorium. Both include ambulant-accessible WCs.
- The fully accessible WC is on the ground floor, adjacent to the main WC area, and is reached from the lower ground floor by the lifts in the corridor between the auditorium and the male and female WCs.
- Universal gender-neutral WCs are available on the ground floor.
- All taps are sensor-controlled and accessible from a seated position, as are the soap dispensers and hand dryers.
- Flooring throughout all toilets is non-slip tiling.
- The accessible WC 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

Refreshments and meals are served in varying areas of the venue depending 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.

Where available, ingredient lists of dishes can be provided to support guest communication and assist with on-the-day service.

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

Emergency Evacuation

1 Basinghall Avenue operates a managed emergency evacuation procedure designed to ensure the safe evacuation of all delegates, visitors, staff and contractors, including those who may require additional assistance. All procedures are overseen by trained members of the venue team, who act as Fire Marshals and evacuation assistants.

- In the event of an alarm activation, all occupants are instructed to leave the building immediately using the nearest safe exit route.
- Evacuation routes are clearly signed, evenly lit and kept free of obstruction at all times.
- Staff are trained to guide visitors to the nearest exit or refuge point, depending on individual needs.
- Lifts are not used during an evacuation unless designated as evacuation lifts. There is one evacuation lift for use by disabled visitors, so refuge points on the lower ground floor are not required.
- Communication between the Fire Marshal team is maintained throughout the evacuation.
- Evacuation chairs are available where required, and staff are trained in their safe operation.
- Once outside, all occupants proceed to the designated assembly point as directed by staff.

Support for visitors requiring assistance

Visitors who may require additional support during an evacuation are encouraged to notify the venue team in advance or upon arrival. Where required, a Personal Emergency Evacuation Plan (PEEP) or a Temporary PEEP (T-PEEP) will be completed to ensure appropriate arrangements are in place for the duration of their visit. A PEEP sets out the individual's specific needs, the method of alert, the evacuation route to be used, the location of refuge points (if applicable) and the assistance to be provided by trained

members of staff, who will remain with the individual until they have reached a place of safety. Temporary PEEPs are available for visitors with short-term or situational needs, such as injury, pregnancy or anxiety.

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.

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 – [City of London on-street parking](#)
- For the Blue Badge Parking Scheme – www.bluebadge.direct.gov.uk
- City of London Blue and Red Badge parking scheme – cityoflondon.gov.uk/services/parking/disabled-badge-holders
- For Shopmobility – www.shopmobilityuk.org

Contact Information

1 Basinghall Avenue

Address: Conference Centre
1 Basinghall Avenue
City of London, EC2V 5DD

Telephone: 020 7706 7700

Email: enquiries@cavendishvenues.com

Web: www.cavendishvenues.co.uk

Grid reference: TQ 32564 81477

Local equipment hire

Direct Mobility Hire, Warren House, 201A Bury Street, London N9 9JE · 020 8370 7888 · hire@directmobility.co.uk

Local Accessible Taxi

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

- Call-A-Cab: 020 8901 4444
- Computer Cab: 020 7908 0207
- DataCab: 020 7432 1540
- Dial-A-Cab: 020 7253 5000
- London Black Taxis: 07779 336 612
- Radio Taxis: 020 7272 0272

Transport for London accessibility information: tfl.gov.uk/transport-accessibility