

Accessible events at Central Hall Westminster

Address: Storey's Gate, Westminster, SW1H 9NH

Phone number: 020 7222 8010

Email: enquiries@c-h-w.com

Website: www.c-h-w.com

Central Hall Westminster (CHW) is one of the most well-respected and forward-thinking event venues in the UK; offering the largest conference venue in central London with over 25 rooms, for over 800 corporate and public events on an annual basis. The events all take place within a unique, prestigious Grade II* listed building, located opposite Westminster Abbey. We want all our visitors to enjoy their time at Central Hall Westminster and feel welcome, so we aim to make facilities available to all.

1.0 Transport and how to get to us

Buses

The following buses stop near CHW:

- Outside Barclays Bank, Victoria Street which is just opposite Central Hall Westminster
Buses: 11, 24, 148, and 211
- Parliament Street (southern end of Whitehall) – 0.3 mile
Buses: 3, 11, 12, 24, 53, 87, 88 159.



Underground



The nearest three underground stations are

- St James' Park station (Circle and District lines) – 0.1 mile
- Westminster station (Jubilee, Circle and District lines) – 0.3 mile
- Victoria station (Victoria, Circle and District lines) – 0.8 mile

You can visit the Transport for London site for additional help on planning your journey on the London Underground network.

tfl.gov.uk/

Westminster Underground station is a step free station. It is located at the corner of Bridge Street and Victoria Embankment opposite the Houses of Parliament. More information can be found at www.directenquiries.com.

Train

The nearest three over ground stations are

- Victoria train station – 0.8 mile
- Charing Cross train station – 0.7 mile
- Waterloo train station – 1 mile

You can also visit the National Rail or the Train Line for additional help on planning your journey using the rail network.

www.nationalrail.co.uk/ www.thetrainline.com/

Car

Our building is located within the central London Congestion Charge zone.

tfl.gov.uk/modes/driving/congestion-charge

We are also in the Ultra-Low Emission Zone which always operates (including holidays). Click here to find out if you will need to pay the charge for your vehicle: <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone>

The nearest Blue Badge disabled parking bay is located on Matthew Parker Street which is the road on the north facing side of the building, there are two blue badge parking bays at this spot. Alternatively, a little further away, there are bays on Old Queen Street and Queen Anne's Gate.

These bays offer free parking for up to 4 hours between 08.30 and 18.30 Mon-Fri and unlimited parking at any other time. Please see City of Westminster website for further information

www.westminster.gov.uk/disabled-parking

There are also public car parks, the two closest are

- Westminster: Great College Street – 0.3 mile
- Victoria: Horseferry Road – 0.5 mile

For more information on public parking in London: www.q-park.co.uk

Bike

Local bicycle stand locations can be found on Tothill Street, the south end of the venue just near the corner of Storey's Gate. Find out more via www.westminster.gov.uk/find-cycle-parking

The nearest TFL bike hire docking station is on Storey's Gate find out more via the tfl website.

fl.gov.uk/modes/cycling/santander-cycles/find-a-docking-station

2.0 Entrance and Reception

The main entrance is located on Storey’s Gate side, the disabled entrance to the left of the main double doors. There is a sign at the entrance to direct you.



Disabled Access – front of building



To the left of the main double doors there is a smaller set of double doors (with no stairs) for easy access, if they are closed there is a bell to alert security. During the summer these doors will most likely be open as directly inside is a street café. This entrance is directly adjacent to the passenger lifts.



Disabled Access – back of building



This entrance can be found on the South West corner of the building between Tothill Street and Matthew Parker street. There is a ramped walkway right up to the door and a bell that will alert security. The small service lift has access all floors and the fire escape lift can be used from this entrance.



3.0 Lift access to other floors



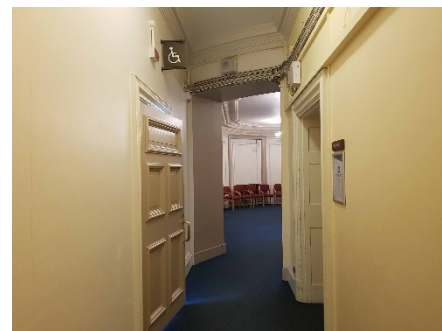
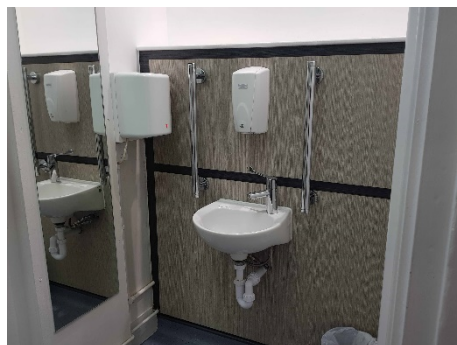
Passenger Lifts

There are two passenger lifts that go to LG, G, Level One, Level Three and Level Four. They can be accessed at the front main entrance to the building. Each lift lobby provides a signed refuge point and a communication system direct to reception/security .

Fire Evacuation Lift

The fire evacuation lift can carry up to four wheelchairs at one time. It can be accessed via the back entrance. There is access to all floors except for the Lower Ground floor.

4.0 Accessible toilet



The recently refurbished toilets are sign posted and can be found on each floor.

5.0 Hearing loop

Permanent induction loops are in place within in the Great Hall. Portable Induction Loops are available for use in other areas of the building. Should you require this you should make the organiser of your event aware in advance or speak to our audio visual production company White Light. Their details can be found here: <https://www.c-h-w.com/venue/audio-visual/>

6.0 Vision impairments

Please could all carers or those with guide dog assistance please register at the reception desk in the main entrance. Assistance dogs can be walked in St James's Park which is very close to the building. Water and dog towels can also be provided for at reception.

7.0 Fire and Evacuation

Key personnel i.e. Event Managers, Security Staff, Service Partners and some Church Stewards have been trained in the use of the lift override to enable designated lifts to be used in the unlikely event of an evacuation. The assembly point for disabled persons is located outside the front of the building across the road adjacent to the public disabled toilet.

8.0 Catering services

Wesley's Café – Lower Ground Floor

Our public café - Wesley's Café, is on the Lower Ground floor and can be accessed via the passenger lift. The café is approx. 20-metres from the lift. There are accessible toilets located directly next to the café on this floor. There are two emergency evacuation routes from the café and access to all food counters can be made from a wheelchair.

Venue/Events Catering

We have a comprehensive event catering menu available via our website, on request we can print large font menus. <https://www.c-h-w.com/files/CHW-Catering.pdf>

9.0 Access to function rooms

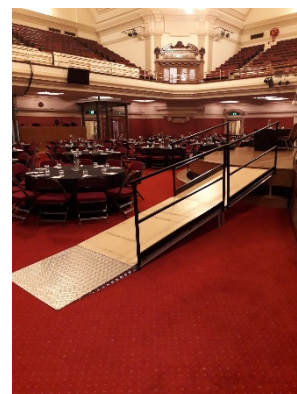
The Broadbent Room

There is a disabled wheelchair platform allowing access to the Broadbent Room. This is located opposite the disabled double doors and assistance will be provided by Security. This wheelchair platform also provides the exit route when leaving the Broadbent Room to travel around the building via the passenger lifts.

The Great Hall

When attending an event in the Great Hall the third floor is the more accessible area vs the fourth-floor balconies. Space for a raised platform may be provided if elevation is required for viewing. This area is also the closest to the fire evacuation lift/ disabled refuge point in the unlikely event of an evacuation. The fourth-floor balcony of the Great Hall has fixed raised seating and so does not offer the same advantage; however, viewing is available.

We can also install a ramp from the floor to the stage to enable full accessibility. The angle of the ramp is better suited to electronic wheelchairs or some assistance maybe required to help these using manual wheelchairs.



North Side First/Second floors

The North side of the first and second floors do not have access to a fire lift, there is however an IBEX evacuation chair at this location.

10.0 Assistance is always available

When the building is open for events and to the public, there are security guards on duty and can be found by the main entrance and in the loading bay. Between Monday – Friday 8am to 5.30pm there is a receptionist present at the front desk.



All conference and event organisers have access to this statement, and it is on our website, so available to everyone. Every effort will be made to accommodate requests, even those at short notice or not known about in advance.

We allocate a dedicated Event Manager to every event. They are happy to assist all visitors / guests including those requiring additional assistance.