



CanaryWall Climbing Centre Access Statement

Version 01
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 4964 or send us an email:
manager.canarywall@londonclimbingcentres.co.uk

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1. About Our Facility

- **Type of climbing offered:** Bouldering only
- **Location:** [21- 23 Trinidad Street, E14 8AA](#)
<https://londonclimbingcentres.co.uk/centre/canarywall/>
- **Public Transport Access:** Under Westferry Station on the DLR. Westferry has step free access.
- **Parking:** There are no designated parking spaces. However, on Trinidad Street you can park all day Saturday and Sunday and after 5.30pm on Weekdays.

2. Building Accessibility

- **Entrance accessibility:** Stepped access to front door. Alternatively use the rear fire exit to enter the building, which is step free.
- **Door widths:** Standard Single
- **Reception accessibility:** Counter height is standing height. There is a small lower counter area.
- **Indoor navigation:** We have signage of the climbing areas, toilets and yoga studio. Map of the centre in reception. All ground floor areas are step free. Yoga studio is only accessible with stairs.
- **Floors and surfaces:** Inside is vinyl and outside is decking. All level. Step up onto the climbing matting. Ramps in the gym area.
- We have a map of the Centre available [here](#).

3. Checking in at 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 two iPad attached to the wall at standing height, on site.
- 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:** in the gym with ramps
- **Impact/Foam Matting:** is in each room of climbing. Step free access around the centre to all climbing areas. Step up onto all climbing area matting.
- **Route access:** Step free access around the whole climbing centre except the yoga studio which is situated upstairs. To get to the two changing rooms and two showers there is a small ramp on the gym matting and small ramp off the gym matting to these areas.
- **Lighting and acoustics:** Bright overhead lights in all climbing areas. Music can be turned down or off by request.
- **Accessible vantage points:** Spectators can view from off the climbing matting at the entrance to each climbing area. Chairs can be provided for off the matting viewers.

6. Facilities

- **Accessible changing rooms:** We have two changing areas step free. Not large enough for a wheelchair user.
- **Accessible toilets:** yes, we have one accessible toilet with an alarm cord and assistance rails around the toilet.
- **Lockers:** We have 120 lockers at all heights in the locker area in the gym area. – Customers are advised to bring your own padlock, or we sell padlocks at reception.
- **Seating available:** We have a low sofa in reception, eight chairs around two tables in reception. Also have a bench in the locker area. Benches in the area outside the Basin climbing area.
- **Café:** We have a coffee machine, fridge of cold drinks and snacks available at reception.



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- **Showers:** We have three showers. All with a step into the shower. One of these shares the room with one of the toilets.

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? Daytime weekdays 10am – 4pm
 - Low-sensory spaces? The yoga studio. Music and lighting can be turned off. Accessibility upstairs via stairs.
 - High-noise periods? The centre will be busy during the following times: [peak hours & Magic Time](#). We'll also have setting preparation & setting (loud drilling) taking place on Mondays & Tuesdays, broadly 08:00 – 17:00.

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:** Front door can be push outwards as well as inwards. Has a step down to the pavement. The rear fire door in the Basin is step free.
- **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:** manager.canarywall@londonclimbingcentres.co.uk
- **Phone:** 020 3026 4964

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.