



CroyWall Access Statement

Version 1

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 0203 026 4967 or send us an email:

croywall@londonclimbingcentres.co.uk

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1. About Our Facility

- **Type of climbing offered:** Bouldering & Autobelays
- **Location:** [Unit 7 New South Quarter, Whitestone Way, Croydon CR0 4WN](#)
- **Public Transport Access:** 3-min walk from Wandle Park Tram stop (step-free access). Nearest bus stops are Purley Way/Waddon Road (SV) and Commerce Way (E) both are a 2-minute walk with others like Waddon Marsh and Rectory Grove nearby, offering various routes (157, 289, 407) for accessing the area
- **Parking:** 3 hours free parking in Sainsbury's or TK Maxx car parks (4-min walk)

2. Building Accessibility

- **Entrance accessibility:** Step-free
- **Door widths:** Standard-sized double doors.
- **Reception accessibility:** Counter height 120cm and lower 70cm section
- **Indoor navigation:** Corridor by traverse area 127cm wide
- **Floors and surfaces:** Even surfaces throughout the ground-floor, reception and café area. Rubber crump with a small ramp in the traverse wall area besides the café area. Upstairs has even floor up to the matted gym space. There are 2 sets of stairs to access the mezzanine, one set by reception (16 steps) leading to the gym area, and one set by the accessible toilets (17 steps) leading to the changing area.

3. Checking in at the Centre

- The reception is located at the front of the centre, as soon as you come through the entrance.
- 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 [describe iPad quantity, locations & heights/ is one free to use not attached to a wall?] 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 <https://londonclimbingcentres.co.uk/centre/croywall/>
- 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:** Located in the traverse wall area, next to the café seating area, with a small ramp.
- **Matting:** Matting height is a 34-cm step up from reception/café area floor. Traverse rubber crumb 9cm height w/ ramp.
- **Route access:** 9cm ramp in traverse area, on to rubber crumb.
- **Lighting and acoustics:** Bright lighting throughout the centre. Music levels are generally quieter in the daytime and louder in the evenings. Music can be turned down or off at request, during off-peak hours.
- **Accessible vantage points:** Spectators can view climbing from the café area or, if signed in as a visitor from the mezzanine.

6. Facilities

- **Accessible changing rooms:** Changing area is located upstairs on the mezzanine floor. No wheel-chair access.
- **Accessible toilets:** Yes – located on ground floor through the corridor by the traverse wall. Has an alarm cord.
- **Lockers:** 9 cages used as lockers at all heights in café seating area, 81 cages in changing area – Customers are advised to bring your own padlock, or we sell padlocks at reception.
- **Seating available:** Chairs available in the café seating area, plus a sofa. Upstairs in the training board area there are 3 sofas.



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- **Café:** Range of hot drinks, cold-drinks, snacks and ice-cream available. Order at reception.
 - **Showers:** Showers are located upstairs on the mezzanine floor. No wheel-chair access.
 - **Baby Changing:** Baby changing facility is available in the accessible toilet. Visitors are welcome to breastfeed anywhere in the centre.

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?** Mornings are usually quieter with music volume and customer noise picking up later in the afternoon. Music volume is adjustable on request where appropriate.
 - **Low-sensory spaces?** No
 - **High-noise periods?** Peak times after 5pm can be much louder as well as ‘magic time’ – those timing can be found [here](#). 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:** 2 emergency exits; front doors and rear fire-escape (located at back of centre).
- **Alarms:** Loud fire alarm. Accessible toilet alarm is a high-pitched beeper. Follow staff instructions on hearing the alarm.
- **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:** croywall@londonclimbingcentres.co.uk
- **Phone:** 0203 026 4967

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.