



EustonWall Access Statement

Version 1.0

Last Reviewed: 6th January 2026

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 4911 or send us an email:
eustonwall@londonclimbingcentres.co.uk

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1. About Our Facility

- **Type of climbing offered:** Bouldering only
- **Location:** [EustonWall Climbing Centre, 350 Euston Road, London NW1 3AX](#). More info on our website [here](#).
- Google Maps here - [map](#) & our [website](#)
- **Public Transport Access:** The nearest step-free Underground & railways stations are Kings Cross St Pancras (11 minutes' walk) and Euston Square (7 minutes' walk). The closest bus stops which provide level access to the climbing centre are the Euston Tower stops on Euston Road and Hampstead Road (5 minutes' walk).
- **Parking:** The closest drop-off point with a dropped kerb is located on the junction of Triton Street and Osnaburg Street. The pedestrian route to the climbing centre from this point is level and takes approximately 3 minutes

2. Building Accessibility

EustonWall is spread across two buildings that face one another across a 10m level pedestrian only street. The buildings are designated Building 350 & the 338 Annexe. Having checked in at the Reception in Building 350, users may also use the facilities in the 338 Annexe building.

- **Entrance accessibility:** Step-free, staff monitored manual doors. An intercom adjacent to the 338 Annexe door alerts staff to unlock the door for customers. Staff are more than happy to assist with the opening of doors; please ask if needed.
- **Door widths:** Double doors to Building 350; 1m wide single door to the 338 Annexe Wide single door to the 338 Annexe
- **Reception accessibility:** Standard reception counter with 0.7m low-height section Standard & low-height reception counter sections.
- **Indoor navigation:** Pathways are a minimum of 1.2m wide, routes within the buildings are door-free.
- **Floors and surfaces:** Building 350 has level flooring outside of the climbing areas; the 338 Annexe has rubber crumb matting on entering the building giving directly onto the gym area. There is a double step up to the Kilter Board area; step-free access to the hangboards in the 338 Annexe is via the rear door.
- We have an indoor map of the Centre available [here](#).



3. Checking in at the Centre

- All users will initially enter Building 350 to report to the reception counter, immediately adjacent to the front entrance doors.
- 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 a fixed iPad for standing users opposite the reception counter, and one mobile iPad on request from staff.
- 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 and hangboard areas
- **Matting:** In Building 350, the safety matting is a 5cm step down from the adjacent hard flooring; In the 338 Annexe, the top of the matting is a 30cm step up above the adjacent rubber crumb flooring of the gym
- **Route access:** Access routes to the climbing areas in Building 350 are level throughout. Wall sections towards the far end of the centre are accessible only across the safety matting; In the 338 Annexe access to the climbing area is via the gym area. Access to the Kilter board is a double step up.
- **Lighting and acoustics:** Lights in the climbing areas throughout the centre are uniformly bright but are dimmable in in both buildings; Music volume is adjustable across the different wall sections by staff on request during off peak hours.



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- **Accessible vantage points:** The catwalk (café) seating area across from the reception provides a designated area to observe climbing

6. Facilities

- **Accessible changing rooms:** A folding seat, hooks and grabrails are provided in the 338 Annexe WC. This is a single person space.
- **Accessible toilets:** Grabrails are provided in the 338 Annexe WC. Partial accessible toilet in the 338 Annexe.
- **Lockers:** Cage lockers available in both buildings, accessible from seated to standing positions, suitable for large rucksacks – customers are advised to bring your own padlock, or we sell padlocks at reception.
- **Seating available:** Sofas and lounge chairs in the catwalk (café) area
- **Café:** Hot & cold drinks and prepackaged snacks are available from the reception area.
- **Showers:** There are four shower cubicles with step up shower trays in Building 350.
- **Baby Changing:** A Baby changing station is available in the 338 Annexe 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: No quiet hours, but music can be turned down by request at off-peak times.
 - Low-sensory spaces: None
 - High-noise periods: In addition to the busier periods of the day (see [here](#) for Peak-hours & Magic Time), high-noise levels are likely during Route-sets (Mondays until 5pm) and Set-preps (Sundays from 3pm) due to the use of impact drivers.

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:** All emergency exits are via level access in the 350 Building and front of the 338 Annexe
- **Alarms:** Sounders are located throughout both buildings; Visual alert lights are installed in toilet cubicles and shower areas; Staff have been trained to check the buildings and alert all occupants in the event of an evacuation.
- **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:** eustonwall@londonclimbingcentres.co.uk
- **Phone:** 0203 236 4911

We aim to respond to all accessibility enquiries within **3-5 business days**.

11. Ongoing Commitment

The 338 Annexe WC is undergoing works to improve accessibility. Planned works include upgrading the handbasin taps, alarm, and additional grabrails.

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.