



RavensWall Access Statement

Version 1.0
Last Reviewed: 10/12/25

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 4956 or send us an email: ravenswall@londonclimbingcentres.co.uk.

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1. About Our Facility

- **Type of climbing offered:** Bouldering only.
- **Location:** Arch 105, Ravenscourt Road, London, W6 0UQ - <https://londonclimbingcentres.co.uk/centre/ravenswall/>
- **Public Transport Access:** 1minute walk: Ravenscourt Park Station (District) | Internal Cycle Storage. Approx 150 metres to nearest bus stop.
- **Parking:** There is no designated parking.

2. Building Accessibility

- **Entrance accessibility:** Access to the centre is via a level ramp. It is not too steep and there is a banister on the right.
- **Door widths:**
 - Front entrance to the main reception area (Reception arch) – Double Doors – 1700mm.
 - Rear fire exit of the main block (Hammersmith Arch) – Single Door – 850mm.
 - Front entrance changing rooms/Pallenswick arch – Double Doors – 1700mm.
 - Rear fire exit changing rooms/Pallenswick arch – Single door – 850mm.
- **Reception accessibility:** Reception counter heights – Check-in: 1245mm and 720mm plus Café counter height: 1010mm. No induction loop facility.
- **Indoor navigation:** Areas individually named on signage. LED fluorescent lighting in all climbing areas. Diffused lighting in reception and changing areas. Entrance pathway (green synthetic grass): min. width 1060mm, internal pathway (black rubber crumb): min. width 590mm.
- **Floors and surfaces:** Level flooring with gentle access ramps to canopy and changing areas. Ramped rubber crumb on internal pathway. No ramp on external rubber crumb (gym and stretching area) with 35-45mm 'step' surrounding the crumb. All internal matting is level access with exception of 300mm step down to both fire escapes. Outdoor wall matting is 300mm step up with no ramp. Facilities arch matting has 45mm compressible 'step'.
- A map of the Centre can be found [here](#).



3. Checking in at the Centre

- Reception is found up gentle ramp with a handrail, approximately a 25 metre walk to the doors on your right – all step-free.
- 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/ravenswall/#opening-times>
- 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:** Ramped rubber crumb on internal pathway. No ramp on external rubber crumb (gym and stretching area) with 35-45mm 'step' surrounding the crumb.
- **Matting:** Main internal matting is level access with exception of 300mm step down to both fire escapes. Outdoor wall matting is 300mm step up with no ramp. Facilities arch matting has 45mm compressible 'step'.
- **Route access:** Some mobility aids may not be able to access or turn in the internal rubber crumb walkway (590mm width) which provides access to our main climbing area.
- **Lighting and acoustics:** Bright lighting, loud music. Music can be turned down or off by request.
- **Accessible vantage points:** The Outdoor Wall & Circuit Board area, facilities area.



6. Facilities

- **Accessible changing rooms:** No, option to use accessible toilet.
- **Accessible toilets:** Yes, one accessible toilet incl. alarm cord and support rail.
- **Lockers:** Located at the far end of the external canopy walkway and in facilities arch - bring your own padlock or purchase one at reception.
- **Seating available:** Two picnic benches under the outdoor canopy and three chairs by our reception café area. Café seating area is 'bar' style allowing access for wheelchair users.
- **Café:** We offer a range of hot drinks inc. coffee, tea, hot chocolate; snacks & cold drinks. These can be ordered at reception.
- **Showers:** Three showers. Step up & into them. No handrails present.
- **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: no but adaptable on a request basis
 - Low-sensory spaces? No.
 - High-noise periods? We expect our centre to be busy during Peak & Magic Time, timings of which can be found [here](#).

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:** Four:
 - Front entrance to the main reception area (Reception arch) – Double Doors.
 - Rear fire exit of the main block (Hammersmith Arch) – Single Door (alarmed).



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- Front entrance changing rooms/Pallenswick arch – Double Doors.
 - Rear fire exit changing rooms/Pallenswick arch – Single door (alarmed).
 - **Alarms:** There is an appropriate L1 alarm system in place. The accessible toilet is fitted with a smoke detector and a flashing beacon/visual indicator to assist those with hearing impairment. Call points are located by every exit door.
 - **Evacuation support procedures:** Simultaneous Evacuation Strategy. The staff and other occupants will evacuate the building together. It requires a means to alert all the occupants to the need of evacuate, i.e. a fire detector, alarm system and public address message

10. Feedback and Contact Information

We welcome feedback on the accessibility of our centre and our website. You can contact us at:

- **Email:** ravenswall@londonclimbingcentres.co.uk.
- **Phone:** 020 3026 4956.

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.