



VauxWall West Access Statement

Version 1
Last Reviewed: 11/12/2025

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 7160 0248** or send us an email:
vauxwall@londonclimbingcentres.co.uk

Contents

Our Commitment to Accessibility	1
1. About Our Facility	2
2. Building Accessibility	2
3. Checking in at the Centre	3
4. Prices & Discounts.....	3
5. Climbing Area Accessibility	3
6. Facilities.....	4
7. Support for Visitors	5
8. Service Animals.....	5
9. Safety Information	5
10. Feedback and Contact Information	6
11. Ongoing Commitment.....	6



1. About Our Facility

- **Type of climbing offered:** Bouldering only
- **Location:** [Arches 45B-47C, South Lambeth Road, London, SW81SR](#)
- **Public Transport Access:** The nearest tube and train station is Vauxhall. This is a short walk roughly 3-5minutes travelling along pedestrian pavement to the centre. Vauxhall tube and train station both have step free access (ramp and lift access).

Our closest bus stop is Vauxhall bus station. Located next to the tube and train station This is a short walk roughly 3-5minutess travelling along pedestrian pavement to the centre.
- **Parking:** As we are located on a main road there is no parking available. Roughly 10-15metres away from the main entrance is a loading bay with a 20min max stay time limit.
- An indoor map of the Centre can be seen [here](#).

2. Building Accessibility

- **Entrance accessibility:** VauxWall West is located directly along a main road in the middle arch. The entrance is step free.
- **Door widths:** Its main entrance is accessible via a button operated door. This button is 1200mm height from the ground. The width to enter is 2000mm once the doors have opened.
- **Reception accessibility:** We have three reception counters. The height of each counter ranging from 1240mm highest and 900mm lowest. We have an induction loop available online if you wish to plan of your journey.
- **Indoor navigation:** We have clear signage throughout the building. A floor plan is also available at reception. We have standard overhead lighting through the building. The pathway widths around throughout average between 1500mm - 1700mm. VauxWall West is laid out as a long walkway once you are past reception. This walkway cuts through each arch to allow access to all arches. The cafe arch has an entrance slightly thinner entrance width with a doorway measuring 770mm wide followed by a corridor measuring 1050mm wide.
- **Floors and surfaces:** We have even floored surface throughout the building. The centre has smooth lino flooring throughout, apart from the gym area which has rubber crumb. There is a shallow gradient change as you move between the reception and cafe arch, as



well as the cafe arch and gym arch. Once you reach the gym space there is a small change in level (20mm) and the floored surface which is rubber crumb.

3. Checking in at the Centre

- VauxWall West consist of 6 arches, with the main entrance and reception area located in the third arch. Once past reception there is a long walkway going through all the arches. This walkway acts as the main pathway to allow access to all arches.
- 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 2 iPads on site for customer registration on site. These are attached to counters a height of 1300mm. We can detach these iPads upon request to allow lower height access.
- 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:** There is rubber crumb located in the gym area and partially on the walkway through the cave arch. The start of the rubber crumb has a level change of 20mm.
- **Matting:** The matting does not have any walkways or depth changes. Due to the nature and purpose of the matting, there is softness in the matting, and it cannot offer completely stable footing.
- **Route access:** The Cave, Central, Gym, and Comp arch have a step up of 300mm to get onto the matting and into the bouldering area. The cafe arch is slightly lower with a step



up on 60mm to get onto the mats. The Cafe arch has step free access to enter the bouldering area.

- **Lighting and acoustics:** We have standard overhead lighting throughout the centre. The noise levels can be adjusted during off-peak times upon request. Please inform staff ahead of your visit if this something you wish to discuss.
- **Accessible vantage points:** We do not have specifically designated spectator areas. Spectators can view the bouldering areas from the entrance on each arch.

6. Facilities

- **Accessible changing rooms:** Our changing cubicles are 1000mm x 1200mm size with a small bench within that is 1000mm wide and 460mm in height off the ground. We do not have specific accessible changing cubicles and ask customers to use the accessible toilet if needed.
- **Accessible toilets:** We have one accessible toilet located in the gym arch. It has an alarm cord system, wall mounted handles, extended lever tap and a low basin suitable for wheelchair users.
- **Lockers:** Our lockers come stacked onto of one another in towers of 4/5. We have a total of 148 lockers with most located in gym arch and 12 are in the cave arch. All our lockers are accessible at multiple heights from ground level up to 1530mm. Our lockers require padlocks to lock. Customers are advised to bring your own padlock, or we sell padlocks at reception.
- **Seating available:** We have seating in our cafe area. This consists of two sofas 370mm in height from the ground. The cafe area has table height of 730mm and seating height of 430mm, it has a capacity of 16 customers.
- The cafe area also has tables and seat
- **Café:** We offer basic hot drinks (tea and coffee) and a range of smaller snacks (energy bars, chocolate etc). These can be ordered/purchased at reception, where we can also provide all dietary information.
- **Showers:** We have 3 showers in the centre; all are located at the end of the cave arch. You must walk across the matting in the cave arch to reach the showers. Due to this there is a 300mm -step up and step down when entering and existing the cave arch matting. Once at the showers they are separated into 3 separate cubicles. The doorway to each cubicle is 500mm. The space within the cubicle is 1535mm x 860mm. Our showers trays have a



step up of 140mm and are 750mm x 750mm. The door into the shower is 580mm wide. We do not have handles within our showers.

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:**
 - Our off-peak times of the day tend to be quieter. The noise levels can be adjusted during off-peak times upon request. Please inform staff ahead of your visit if this something you wish to discuss.
 - We do not have specific low sensory spaces.
 - Our high-noise periods tend to be our Peak times and Magic time of the week. These can be found on our website at [here](#).
 - On Mondays we reset a part of our climbing area; this usually takes place from 8am-5pm. During this period, there is an increase in noise levels due to the use of drills.

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:** Fire exits are located at the street side of each arch and lead onto the pavement directly outside the centre. All arches have step free fire exits apart from the Comp arch which requires a step down (20mm) from the matting before reaching the fire exit.
- **Alarms:** Safety signage can be found clearly throughout the centre. In the event of a fire, we have an alarm system which will notify all in the building. Staff are also trained in the appropriate protocols for these situations.
- The alarm inside the accessible toilet when triggered will set off an alarm by reception.



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- **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:** vauxwall@londonclimbingcentres.co.uk
- **Phone:** 020 7160 0248

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.