

Accessibility Statement: Mumbai

We are committed to improving access to our sites and services for people who use wheelchairs, those with ambulant disabilities, people who are deaf, hard of hearing and those with partial sight so everyone can enjoy them. Staff are required to undergo an induction training session that informs them on basic access awareness, encouraging the use of the social model of disability.

Here are the facilities we provide and in the instances where we cannot ensure accessibility, we will endeavour to provide an alternative.

If you have any suggestions, comments or feedback about our accessibility services please email membership@sohohouse.com or ring your local House.

The Site

Founded in London in 1995, Soho House Group is a private member's club for the creative industries. Soho House Mumbai is a member's hotel and club situated near the Arabian Sea. It is located at 16, Juhu Tara Road, Chandrabai Nagar, Santacruz West, Mumbai, Maharashtra 400049, India. The nearest transport link is a bus stop directly outside the site or private cab services.

There is a well-lit car park opposite the Ramada hotel but it is not free to use. Within the carpark there are 100 bays however there are no designated disabled spaces. Please speak to a member of staff at the car park if you need assistance.

There are dropped kerbs, ramps and handrails at all entrances with a dedicated entrance for disabled visitors.

Once inside the property, lifts are accessible and are fitted with alarms and intercom.

Information about the site and its services can be found at the reception desk and can be provided in both clear print and large print.

There are toilets located on each floor of the site which are clearly signposted. Disabled toilets are within the single gender bathrooms and are fitted with handrails and assistance alarms.

Certified service animals only are permitted on site.

Rooms

In Soho House Mumbai, there are 38 rooms across 5 floors. They are Small Sea Room, Mid Sea Room, Big Sea Room and Play Room. All of our rooms are accessible but only one of our rooms comes fitted with a grab rail in the bathroom. Each comes equipped with the following facilities:

Minibar, tea/coffee making facilities, Marshall Bluetooth speaker, Roberts Radio, Cowshed bath range, vanity set, bathroom slippers, towels, bathrobes, hairdryer, flat iron, adapters, charging cables, hot water bag, electronic safe, lint roller, iron and ironing board on request and complimentary movie library.

Room service is not 24 hours, however, we have a late night menu available upon request.

Food & Drink

There are three main restaurants and bars at Soho House Mumbai. The House Kitchen is for private members only and The Allis Mumbai and Cecconi's Mumbai is open to the public. Each of the restaurants are spacious and have plenty of seating. They are all well-lit during the daytime and in the evening when lighting is dimmed, candles are put out onto the tables.

Please speak to a member of staff if you have any dietary requirements which our kitchen will be happy to cater for.

There is also a small accessible balcony- please speak to a member of staff at reception for directions.

Facilities

Gym

The House Gym is located on the 2nd floor which can be accessed via a lift or the stairs. Within the male and female changing rooms are the disabled changing rooms and also a sauna and steam room.

Inside the gym, the floor is made from non-slip rubber mats. The following equipment is available in the gym studio:

Cross trainer, treadmills, stairmaster, free workout area, multi-workout station, rowing machine, skill-mill, power cage, smith machine.

Towels and water is provided for all guests and staff are on hand to assist.

Pool

The House pool is located on the terrace floor. It measures at 1.2 meters deep and is fitted with steps and handrails that lead into the pool.

Events

Spaces on the 1st floor of the site can be hired for private events. Lighting and audio levels can be altered within these spaces so please speak to a member of staff if you require this.

Safety

In the event of an emergency, all guests are required to exit the building and staff will be on hand to assist disabled guests. For further information, please speak to a member of staff or see the evacuation maps which are in each room.

Contact Us

For information about our site and services, available in various formats including clear print, large print, telephone and digital, please visit the reception desk. If you need to speak to a member of staff prior to your visit, please call reception on +91 22 6213 333 or email info.mumbao@sohohouse.com