

Accessibility Statement: High Road House

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. High Road House is a member's hotel and club in West London. It's located at 162 Chiswick High Road W4 1PR. The nearest public transport link is Turnham Green tube station (District Line) and bus routes 237, 267, 391, 91, which stop close by to the site.

There is a car park opposite the front entrance to the hotel with 7 bays, 1 of which is for disabled users. The main front entrance to the site is accessible.

Once inside High Road House, please visit our reception desk, which is at a height accessible for wheelchair users, for information about getting around the site.

We provide lifts that allow access to each floor of the building and they are fitted with alarms, intercom and there is audible indication of lift movement.

Bathrooms are located on each floor of the House and disabled toilets in single gender bathrooms are clearly signposted. These are fitted with handrails and assistance alarms.

Should you need any assistance during your visit, we have trained staff on hand who can be found in the reception area. Guide dogs are also permitted on site.

Rooms

There are 14 rooms inside the Georgian townhouse, one of which is accessible. The room is fitted with a grab rail in the shower and beside the toilet. The room also comes equipped with a fire alarm and a vibrating pillow as an alternative alerter in the event of an emergency.

Room service is available 24 hours daily.

Food & Drink

Club Room, Club Bar, Dining Room and the outdoor terrace are all accessible spaces which are fitted with wheelchair accessible furnishings such as low tables and bars. The areas are spacious and well-lit and there is ample seating.

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

Events

Spaces on the ground floor can be privately hired. They are accessible via a lift and bathrooms are close by. Lighting can be altered upon request and audio equipment can be hired for those who have hearing difficulties.

Safety

In the event of an emergency, a member of staff will assist guests with evacuating the building and those who are unable to leave will be taken to a place of safety.

Contact Us

For more information or if you have any questions, please contact the site on **+44 (0)20 8742 1717**