

Accessibility Statement: White City 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. White City House is a member's Hotel and Club in the former BBC headquarters in West London. It's located at 2 TVC, 101 Wood Lane, W12 7FW. The nearest public transport links are the London Underground at White City (Central line) and Wood Lane (Circle or Hammersmith and City lines).

You can also reach the site via bus routes 72, 95,148, 220 and 272 at Ariel Way/ White City Bus Station (stop WD).

There are plenty of parking spaces available at the Westfield Centre but there are 3 disabled bays on site.

Access to the site is via The Allis restaurant on the ground floor where there are dropped pavements and ramps available or via the car park. Weather protection is provided in both of these entrances.

Once inside the site, lifts give access to each floor and have audible indication of movement, alarms and intercom.

Bathrooms are located on each floor of the building and there are disabled toilets in all of the single-gendered bathrooms. These accessible toilets are clearly signposted and come fitted with handrails and assistance alarms.

Assistance animals are permitted in the building but emotional support dogs are not.

Rooms

There are 2 rooms in White City House and both are accessible. There are grab rails in the shower and the basins are at an accessible height. Rooms are equipped with the standard Soho House amenities which includes moisturisers, lotions and razors.

There are alarms in the rooms but in those rooms which are accessible, there are vibrating pillows as alternative alerters for those who have difficulty hearing. We do also offer a room service but please ask at reception for the daily times when it is available.

Food & Drink

All dining and bar spaces within White City House are accessible. The House Canteen serves an all day and late menu, as does The Allis, which is located on the ground floor. There is ample seating within both spaces ranging from low-level dining chairs to high-level bar stools.

The spaces are both well-lit during the day and when lighting is dimmed during the evening, candles are put out onto the tables. Crockery is also colour contrasted with the tables.

Low-level background music is played in the dining and bar spaces.

There are outdoor dining and bar spaces located on the 9th and 10th floors which are all accessible spaces.

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

Facilities

Spa

The Spa is located in the gym which is situated in the basement and accessed via the lift. There are no treatment rooms in the spa. Disabled toilets are located within the gym.

Gym

The House gym is located in the basement which can be accessed via the lift. The equipment in the gym ranges from cardio to weight training and there are staff on hand to help assist disabled guests. The saunas are also accessible and are located on the same level as the gym.

The flooring is non-slip and water and towels are provided. Disabled changing rooms are available as are disabled bathrooms and all are clearly signposted.

Pools

The pool is located on the same level as the gym and also on the roof. There is lift access to both. The pools measure at 1.2m deep and there are steps and handrails leading into both.

Events

Several of the rooms and dining spaces can be privately hired for events. Within these spaces, the flooring is non-slip and bathrooms are in close vicinity. Lighting can be altered upon request in these spaces and music levels can be altered for those who have difficulty hearing.

Safety

In the event of an emergency, there are refuge points on all floors of the building. Disabled guests are asked to wait for assistance in the disabled refuge points. Guests can use intercom or the TVC security control centre to alert staff of any emergencies.

Contact Us

For more information or if you have any questions, please contact the site on 020 7870 0000 or email reservations.whitecityhouse@sohohouse.com.