

Accessibility Statement: Soho House New York

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 New York is a member's hotel and club situated in Manhattan's meatpacking district. It's located on 29-35 9th Avenue, New York NY 10014. The nearest transport link is Subway 1.

There is a hotel loading zone outside the front entrance and there are multiple garages within a 3 block radius of the site but as they do not belong to the site, they charges may apply.

Our front entrance has a wheelchair ramp leading to the lobby with an awning covered vestibule for weather protection. Our accessible reception is located near the front entrance and there you can request information in multiple formats including clear print, large print, telephone and digital.

All elevators are fitted with alarms and intercoms.

Toilets are located on the 4th, 5th, 6th and roof top floors in single gender facilities which are clearly signposted and fitted with handrails.

Our Rooms

Rooms

Soho House New York has 44 rooms across 4 floors with multiple rooms being accessible. We have 1 room that's a designated ADA room (room 14) which is fitted with facilities including a fire alarm and alternate alerters and height appropriate furniture. Aside from the tub, the room comes fitted with all the usual amenities but should you need any furniture removing, please request this prior to arrival.

If you require room service, this is available daily from 7am to 2am

Food & Drink

All of our dining rooms, including Club Bar, the House restaurant, Pantry Bar and the rooftop terrace are accessible and are equipped with ample seating and tables which are height appropriate for wheelchair users.

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

Our facilities

Cowshed Spa

Our spa is located on the 3rd floor and can be accessed via an elevator or staircase. Treatment rooms are fully accessible and disabled toilets are located in the male and female restrooms.

Rooftop Pool

Our rooftop pool can be accessed via an elevator and staircase. The pool is 4 foot 6 inches deep and there are handrails and steps leading to the pool.

Event Spaces

Our event spaces are located on the 4th and 5th floor and can be accessed via an elevator or staircase. Within the spaces, lighting can be altered upon request and audio equipment is available for hire. There are also restrooms closeby with designated disabled toilets.

Service animals are permitted in all areas of the property but therapy or comfort animals are prohibited.

Safety

In the event of an emergency, our staff will assist in leading visitors to a place of safety.

Evacuation protocols and fire safety plans are in place with an FSD on duty. Emergency guides are available in several formats from reception.

Contact Us

Should you need to contact Soho House New York prior to or during your visit please email Memberservices.newyork@sohohouse.com or Frontdesk.newyork@sohohouse.com.

Alternatively you can call on +1 212.627.9800.