



Access Statement

At Volume 1 Climbing we believe everyone should have safe access to climbing and climbing walls. If you wish to discuss your specific requirements in advance of your visit, please contact us on 01342 891292 or reception@volume1climbing.co.uk

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1) About us

Accessibility has always been at the heart of Volume 1. Our goal was to open a facility that would enable more people to access the sport and experience the same joy that we feel when climbing. This is shown in our Mission Statement which is 'Providing a premium experience that is accessible and inclusive to everyone.' We know that we still have a long way to go but try our best to have accessibility in mind when making major decisions.

2) How to find us

We have full information on how to find us on our location page that can be found here: <https://www.volume1climbing.co.uk/location>

3) When you get here

When you arrive at the climbing centre the reception is clearly located at the front of the building. We have 2 disabled parking spaces at the front of the building next to the reception entrance. There is step free access from our car parks to the reception.

4) Checking in at Volume 1 Climbing

Our reception is designed to be a wheelchair friendly height for both customers and staff and all resources such as iPads for waivers are at a variety of heights to ensure accessibility.

You can also fill out all forms at home prior to your visit or use your own mobile device if you prefer.

If it is your first visit then our staff will give you a short tour of the centre and will be happy to answer any questions that you may have.

The centre is busiest in the evenings and the weekends, particularly Saturday and Sunday afternoons.

Staff are happy to advise on the normal quietest times to come and we also have a quiet hour on Tuesday and Friday for those who prefer to climb without music.



5) Toilets, Showers, Baby Changing, Changing Rooms & Lockers

Toilets/Changing Areas

We have 4 toilets/changing areas in the centre.

Downstairs

- Gents' toilet with 2 urinals and a cubicle toilet.
- Disabled toilet with nappy bin facility

Upstairs (Accessible via stairlift)

- 2 x Gender Neutral toilets with changing room space

Shower

- Shower available in the gym area

Baby Changing

- Baby changing facility is available in both the upstairs gender neutral toilets
- Visitors are welcome to breastfeed anywhere in the centre

Lockers

- Locks are available in the main climbing hall, these do require your own padlock however we do have some available to borrow. There are also plenty of cubby holes in the centre for non-valuable bags and items.

6) Getting around Volume 1 Climbing

Wheelchair accessible pathway running the full length of the centre through our matting, so that the centre is more easily accessible. Ramped access was built into areas where was a step or change in height.

Stair lift access to upstairs Mezzanine, Gym and Shop

7) Climbing

We also have a unique tag system for our grades which is based on shapes rather than just colours. This helps those that are colour blind to also differentiate the tags. As an additional point, we ensured that the shapes were engraved into the tags, so that it was possible to work out by touch only. The difficulty of the problems is represented by the number of sides to the shape making it intuitive and easy to remember.

Instructed Sessions

If you have any specific accessibility needs then please get in touch with us about your requirements and we will be happy to help.

We welcome any parents or carers to stay with the group at all times or participate with the session should they and the participant wish. Please make our team aware at time of booking so we can ensure the instructor is aware and can give you a briefing before the session begins.

8) Café

The café is located at the front of the building and is kept warm in the winter months. Our café is vegetarian and specialises in providing organic food as much as possible. Menus are changed seasonally and we are more than happy to accommodate allergies and dietary requirements where possible.



9) Shop

Our shop is located on the first floor via a stairway at reception. If step free access is required then we are able to assist via our stair lift and then escort you through our staff only area to the shop via the other entrance, please ask at reception should you require this service.

The shop has a wide range of products and with dedicated staff to help you with your purchase.

As the shop is out of the way of the main centre, it is often a quiet space that helps improve the user experience.

10) Staff

We want all of our staff to be as accommodating as possible to all users of the centre and they have been trained with a focus on customer service. Should you require anything during your visit to us then please do not hesitate to contact a member of staff.

We invest in training with our staff such as First aid training, mental health first aid training, accessibility training and other relevant courses.

11) Future Plans to increase accessibility

- a) Achieve our goal of having at least 50% of our staff holding mental health first aid training qualifications. (currently at 20%)
- b) Continue regular staff training on minority groups and SEN groups.
- c) More diverse marketing and support to reach minority groups and those less financially secure.
- d) Translating customer information into different languages and including brail signs.
- e) Be open to new ideas and ready to adapt when needed.