



# **Accessibility Guide**

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This accessibility guide has been produced by London Clubs International to assist our customers in establishing the suitability of The Casino at The Empire, Leicester Square, for those people who have a disability.

If you think you may need extra help, please let us know in advance or on your arrival at Reception. A member of the management team will be happy to discuss with you what we can do to make the most of your visit.

## **Hours of business**

- We are open 24 hours a day, including the gaming tables
- Food and beverages are served 24 hours a day

## **Car Parking**

- Please note that we have no car parking facilities or valet car parking service.
- The nearest public car park is situated at Whitcombe Street. It has a few disabled parking spaces.

## **Main Entrance and Reception**

We have two entrances:

- The Leicester Street entrance is the preferred entrance for wheelchair users and has door supervisor presence at all times. It leads to Reception via a disabled lift.
- The Leicester Square entrance has a customer lift which travels to the Icon Bar on the 1<sup>st</sup> floor and WSOPE Poker Room in the basement, which in turn has disabled lift to access the main gaming area. This entrance also has a door supervisor present at all times.

## **Internal access**

- A customer lift runs between Icon Bar on the 1<sup>st</sup> floor, Leicester Square entrance lobby and our WSOPE Poker Room situated in the basement.
- Another customer lift runs between the main gaming area on the basement floor and the Restaurant area on the mezzanine floor.
- Please note the disabled lift from Reception to the mezzanine floor requires staff operation. Assistance will be provided by a member of the Reception team. The remaining disabled lifts are all self-operated.
- A valet service operates in all gaming areas, bars and restaurants
- Lowered sections are provided at all bars and cash desks
- The majority of our games have at least one table which is suitable for wheelchair access
- Please note that some games do not have tables suitable for wheelchair access, these are Pai Gow tiles and Three Card Poker
- Please note that the lighting is muted in all areas
- Please note that there is ambient music and background noise in the gaming areas

## **Toilets**

- Signposted and fully fitted disabled toilets are located throughout the premises
- Please note that a key is required to operate the disabled toilets. This is obtainable from Reception or speak to a member of staff

## **Dietary needs**

- We will always try to accommodate special dietary requirements but advance notice is normally required
- Please note that we cannot guarantee food free of allergens even with advance notice

## **Emergency arrangements**

- First aid is available at all times
- The emergency evacuation signal is an audible alarm
- Should an evacuation be necessary, we aim to ensure everyone leaves safely but there are also designated disabled 'refuges' available where this proves impossible
- Please note that some staff areas are not accessible to wheelchair users because we are unable to widen the escape routes