

ACCESS STATEMENT FOR ABC LANGUAGES

This statement is available in large print. Please ask at reception or email us at office@abclanguages.com

Introduction

Welcome to ABC Languages Cambridge – language services plain and simple.

We've been here for over 30 years, helping our clients communicate, whatever the language, whatever their need.

We teach English as a Foreign Language. ABC is family owned and managed, and professionally accredited: You'll get personal attention from people who care, with the assurance of quality and accountability.

ABC Languages is situated in the historic city centre of Cambridge in a multi-storey building that is easily reached by foot, by bus, bike or car. We have access to 5 classrooms, one of which is an accessible classroom located on the ground floor with step-free access once inside the building. The reception is available at ground floor level, with step-free access.

This information is available in different formats. Details of our products and services can be found on our website www.abclanguages.com.

We look forward to welcoming you. If you have any queries or require any assistance please phone +44 (0)1223 417143 or email office@abclanguages.com.

Pre Arrival

- For a map of how to reach us please see the location section of our website. Alternatively, you can plan your journey by car or public transport www.google.co.uk/maps; simply enter your UK postcode and ours, which is CB2 1UB to get directions.
- The nearest railway station is Cambridge, which is 2 miles away (20 minutes by bus, 10 minutes by car). Taxis are available at the station. If you require an accessible taxi, you can book this in advance, see contact information for details.
- The nearest bus stops are in Emmanuel Street and St Andrew's Street which is 0.4 miles from our entrance - ask the driver for the stop 'City Centre.' There is a shelter and seating. The route is normally operated by a wheelchair-accessible bus. The Citi 1, 3 and 7 run to/from the city centre every 10 minutes Monday – Saturday and every 30 minutes on Sundays.
- The main road outside ABC Languages has a wide paved path. This may be slippery in wet weather.
- We can provide information on local services for disabled people such as Shopmobility and RADR toilets.
- We have information about accessible accommodation, attractions, tours and places to eat out in the city and surrounding area.

Car Parking and Arrival

- There is no on-site parking, but Park Street multi-storey car park is situated nearby. The car park provides 390 spaces, 7 of which are designated for blue badge holders.
- The parking surface is tarmac with a level path leading out of the car park to the main street.
- Wheelchair access is via Bridge Street, next to Catherine Jones Jewellery.
- There is an inward-opening manual door at the entrance which is 1030mm wide. This can be held open with the doorstop provided. There is a threshold of 35mm. There is a call button to alert a member to assist those requiring assistance in opening the door.

Main Entrance / Reception

- Reception is on the ground floor and has level access throughout.
- The floor surface throughout the lobby is heavy-duty carpet with ribbed pile.
- There is room for a wheelchair/pushchair to manoeuvre and turn.
- The area is evenly and well lit with overhead lighting.
- The position of the reception desk is 120cm high.
- A portable hearing loop system is available at reception for use throughout the building and staff have been trained in its use.
- A magnifying glass, pen and paper are available at reception.
- The Cambridge Union Society provides an accessible toilet for the use of ABC Languages staff, students and visitors.
- A familiarisation tour is available on request.

Public Toilets

- The Cambridge Union Society provides an accessible toilet for the use of ABC Languages staff, students and visitors.
- There is a unisex accessible toilet, open to all and described below:
 - A light, easy open door 900mm wide.
 - 1200mm transfer space to the right of the toilet, when facing the toilet.
 - Toilet height is 400mm.
 - Horizontal rail on the side wall adjacent to the toilet
 - Colour contrast with critical surfaces; handrails are blue and toilet and washbasin are white.
 - An emergency alarm pull cord
 - Well lit with automatic fluorescent tube overhead lighting.
 - Non-slip linoleum flooring
 - Lever taps on the sink

Classroom

- Our accessible ground floor classroom has level access with an easy-open door 800mm wide.
- There is room for a wheelchair/pushchair to manoeuvre and turn.
- The room has natural lighting and individually switched overhead lighting is available.

- A mobile hearing loop is available on request.
- Upright chairs without arms are provided. Chairs with arms are available on request.
- Tables have clear space of 700mm from the floor.
- The flooring is heavy-duty carpet with ribbed pile.
- The Cambridge Union Society provides an accessible toilet for the use of ABC Languages staff, students and visitors.
- Please contact us on +44 (0)1223 417143 to discuss any specific requirements you may have.

Additional Information

- All of our staff receive regular training that includes disability awareness training.
- We welcome trained assistance dogs. A water bowl is available at the main entrance for assistance dogs (on request).
- Arrangements can be made to charge a mobility scooter or battery powered wheelchair.

Future Plans

- We regularly review of our access information provision; your comments are welcome to assist us with this.
- We regularly review our website to make it more accessible; your comments are welcome to assist us with this.

Contact Information

Address	ABC Languages The Cambridge Union Society Round Church House 9a Bridge Street Cambridge CB2 1UB
Telephone	+44 (0)1223 417143
Email	office@abclanguages.com
Website	http://www.abclanguages.com
Grid Reference	Ordnance Survey grid reference TL 44892 58823
Hours of Operation	We are open all year except during the Christmas and New Year holiday period. Reception opening times are: Mon-Thu 09.00 to 17.00, Fri 09.00 to 13.00, Sat & Sun closed.
Local Taxi	Panther +44 (0)1223 715715
Local Bus	Stagecoach +44 (0)1223 433250

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our students/visitors.