NYU London is accessible and so is the city. This guide is an attempt to help students with disabilities understand what access looks like in London. This approach is intended to be intersectional in the sense of providing a variety of resources.
# TABLE OF CONTENTS

**INTRODUCTION** .......................................................................................................................... 3  
**GUIDE GOAL** .................................................................................................................................
  *Limitations* ....................................................................................................................................
  *A living Document* .........................................................................................................................

**PART 1: NYU LONDON** .............................................................................................................. 4-7  
  **ACADEMIC CENTER** .....................................................................................................................
  *Elevators.lift* .................................................................................................................................
  *Restrooms* .........................................................................................................................................
  *Classrooms* ....................................................................................................................................
  *NYU London DORMS* .....................................................................................................................

**PART 2: TRANSPORTATION** ...................................................................................................... 8-11  
  **London Buses** .............................................................................................................................
  **Taxi/Uber** .....................................................................................................................................
  **Tube** ............................................................................................................................................

**PART 3: THEATERS AND LONDON ATTRACTIONS** ................................................................. 12-14  
  **Theaters** .....................................................................................................................................
  *Tower of London* ............................................................................................................................
  *River Thames Boat Cruise* ..............................................................................................................
  *The Buckingham Palace* ..................................................................................................................

**PART 5: LONDON IN GENERAL** ............................................................................................. 15-17  
  **Access Culture** ...........................................................................................................................
  **Information/Structure** ..................................................................................................................

**PART 6: TRAVEL** ...................................................................................................................... 18-19  
  **Airports** ......................................................................................................................................

**BOOK RECOMMENDATION: Access in London by Gordon Couch, Alan Kerr & William Forrester**
Introduction

NYU prides itself on its global resources and the global network of having 14 study away sites all over the world. The Moses Center is a great resource for students with disabilities considering studying abroad but it shouldn't be the only reference point to getting information. One cannot expect the university to ensure the same accessibility in a foreign country. However, adding general information about accessibility culture in the different sites can make a difference for a student who is unsure of what the experience would be like.

Guide Goal

There is a need to understand what accessibility looks like in other countries.

Provide context to London’s accommodations: The way accommodations are provided and the kind of accommodations to expect from different venues and local places. The use of temporary ramps to provide access is a general expectation.

To incorporate an intersectional approach to recommendations: Disability is an intersectional identity and as such, this guide will include recommendations and resources across culture, race, LGBTQIA+ identity, religious affiliation and more.

Limitations

This guide is intended to provide an understanding of what access looks like for students with disabilities studying at NYU London. This guide is limited to providing resources from the perspective of a manual wheelchair-user. Therefore, the sort of access information that is provided here is that of physically accessible routes and spaces for a wheelchair-user.

A living Document

This guide is limited because it can only provide access information based on student perspective. In other words, this guide is only as good and useful when students with disabilities and other students studying in London can provide their perspective based on their access needs or what they enjoy doing in London. This is an open invitation for any student to contribute to the guide and expand the students that it can help.
Access into

At first look the academic center front entrance has 3 steps to get in. To provide wheelchair access into the academic center the guards provide assistance.

1. The first photo is a doorbell located at the (fence?) that one pushes to let the guards know someone is outside needing assistance to get in.
2. The top right photo is the front entrance of steps that one sees when first arriving.
3. The bottom right photo shows the way the temporary ramps are set out over the steps to provide access into the academic center.
Access Within the Academic Center

Elevators/Lifts

There are two elevators/lifts located within the academic center. One is located in 6 Bedford Square to access 3 classrooms and a number of offices of administrative support staff, including NYU London Wellness Counselors. And the other is located in 4/5 Bedford Square where most classrooms are located as well as the offices of administrative support staff, including the Academic support team. There are ramps to allow for access between 6 and 4/5 Bedford Square; these are located in the student lounge (room G06, on the ground floor) and also on the Lower Ground Floor, opposite the Technical Services team office.

Restrooms/Toilets

Most restrooms/toilets in the academic center are single-use, all-gender spaces. There are accessible options throughout the academic center. The fully accessible options are located in 4/5 Bedford Square at the Ground, 1\textsuperscript{st}, and 2\textsuperscript{nd} floors.
Classrooms

There are two types of classrooms in the academic center.

**Seminar Style:** Several tables put together to form a rectangular shape. Accompanied with four wheeled arm chairs.

**Lecture Style:** Is composed by a row of desk laid out.

**Lecture Style Desk:** Illustrated by the second image. The desk has a flat surface to write on that closes from chair arm to arm. It opens to one side of the chair. It may be important to discuss the accessibility of classroom desk with NYU London staff and Moses Center to ensure that there is a plan about being comfortable in the classroom.

Picture 1: The left photo shows a seminar style room. The right top and bottom photos show a lecture style room.

Picture 2: The top photo shows a desk with the writing surface, turned to the side to allow student to sit. The bottom photo is the form the desk takes in a lecture style room with flat surface down across the chair from arm to arm.
NYU London Housing Options: Byron Court, Guilford, and Urbanest.

Access in Dorms

Byron Court is one of the accessible dorm options available. It is a 20-minute walk from the academic center. The front entrance has steps and a ramp.

Access inside is provided by lifts/elevators. One lift provides access to the 1st floor (reception), 0 ground (street level, entrance/exit), -1 lower ground (resources and flats), -2 Basement (TV Lounge and Laundry Room). The second lift provides access it located at the 1st-floor (reception) of the first lift and provides access up to level 3 of 4 of rooms.

Emergency Exit

The NYU Residential Life team and Byron Court Facilities team work together on a Personal Emergency and Evacuation Plan (PEEP) with students with disabilities that may require assistance during an emergency. Yet there is an emergency exit, that can be access from the lower ground where the accessible dorm room is located.

Picture 1: Top photo is of front entrance ramp, bottom two photos of lift located inside.

Picture 2: Left photo of -2 Basement door way to the Laundry room. Right Photo of the access button to open the door to laundry room.
Accessible Transportation Options

London is a city that has many public transportation options. It can be useful to understand the ways in which public transportation is accessible to people with disabilities. In this section of the guide you will get some visual examples and brief explanation of how different transportation options are accessible. This part of the guide can be expanded to include other forms of accessibility needs.
London Buses are wheelchair accessible via ramp. The ramp is often located in the middle or back door.

1. Once the driver is notified that the ramp is needed, they put out the ramp automatically.
2. The doors must be closed in order for the ramp to be put out. Once it is out, the doors open.
3. It is recommended that wheelchair-users be facing rearwards resting against the support or backrest with the breaks on.
4. The space is available for baby carriages/buggies, but disabled passengers have priority.

Picture 1: Top photo of a London double decker bus with big ben in the background. The bottom is a photo of a bus ramp set out with the doors closed.

Picture 2: Left photo is from the point of the seats behind the bus of the wheelchair space. Right photo of the wheelchair space from the entrance point of ramp access door.
1. London’s Black Cabs are accessible via a pullout ramp.
   - It can either be automatic or manually pulled out.

2. Uber Access Option: Wheelchair accessible vehicles
   - For more information visit: https://accessibility.uber.com/ and https://www.uber.com/en-GB/ride/uberwav/

3. Uber Assist Option
   - UberASSIST is an UberX option that is designed to provide additional assistance to seniors and people with disabilities. Partner-drivers are specifically trained by a third-party organization to assist riders into vehicles.
   - To learn more about the Uber Assist option visit: https://www.uber.com/en-GB/drive/resources/accessibility-options-uberassist/

Picture 1: The top photo is of a London black cab. The bottom photo shows a black cab ramp pulled out.

Picture 2: Top photo shows a screenshot of the access option with a brief description. The bottom photo with a brief description.
The London tube and rail system may not be the best way to travel because not all stations have step free access.

There are a couple of things to keep in mind when traveling on the tube:

1. There is an accessible entrance to use
   - When entering a station, there is a designated point of access for wheelchair users that is wide enough to tap your oyster card to get access.

2. Keep an eye out for signs
   - There are clear signs (with wheelchair/buggy symbols) that provide directions, of where to find the lifts/elevators.

3. Be mindful of train platform gap
   - The gap between the train and the platform is significant and can be dangerous if not given careful attention.
   - There are labeled access points where the platform is significantly raised to provide a safer option to getting on/off.

Part 3: Theaters and London Attractions

Access to London Attractions and Theaters

There are a variety of tourist attractions in London that are recommended to visit during the study away time. Access to these attractions can differ and may not always be straightforward. It can be important to understand what kind of access to expect at certain spaces. In this section of the guide you will get some visual examples of access at some theaters and famous London sites. Since everything can’t be put in this guide, you will also get additional tips and suggestions for how to obtain access information at different spaces.
Access in Theaters differ and can be a combination of access forms. These two images are meant to be an example of access options at two theaters.

1. The Shakespeare Globe Theater
   - The Globe Theater has a Yard section: They have a wheelchair ramp in the Yard section that raises the wheelchair to standing height, allowing better visibility from the wheelchair.

2. The Apollo Victoria Theater
   - The wheelchair accessible entrance is located in the back of the theater. Where they have a small ramp/lift style that takes the wheelchair-user up the steps.
   - Similarly, to the ramp/lift located in the entrance, there is one to get access to the theater seat space because there are steps to access them.

Picture 1: Top photo Globe Theater. Bottom photo ramp section of the theater yard.
Picture 2: Top photo is of the front entrance of the Apollo Victoria Theater. Bottom photo of the ramp/lift of the back entrance of the theater.

- Learn more about theater access in London and gain addition access resources: https://officallondontheatre.com/access/
Tower of London

This is one of London's historical sites and as such presents some accessibility difficulties. The entire tower paths are of coble stone, with a few narrow side walks in some areas. The only part of the tower that is fully accessible to wheelchair users is the Jewel House and the gift shop. However, there is an access guide that indicates different levels of accessibility within the tower exhibitions. For more information visit: 
https://www.hrp.org.uk/tower-of-london/visit/accessibility/#qs.KxB7kow

River Thames Boat Cruise

The Boat Cruise is accessible via the use of a temporary ramp, the type of temporary ramp may vary.

Buckingham Palace

Palace tours and rooms are accessible, but it must be pre-booked as step-free access. The Gardens are not accessible. For More Information visit: https://www.rct.uk/visit/the-state-rooms-buckingham-palace/mobility-access#/

Picture 1: Top right photo of the tower of London. Top left, a wheelchair on the tower paths. Bottom photo of front of Buckingham palace at night.

Picture 2: Top photo of a River Thames Boat Cruise. The bottom three photos of the ramp.
Accessible Culture in London

As demonstrated throughout this guide, London is an accessible City, but how access is provided in may differ to procedures in the US. It can be useful to understand the ways in which access to people with disabilities is provided. In this section of the guide you will get some visual examples and brief explanation of terms and information to now while making your way around the city.
Access into Local Business

Similarly, to how access is provided into the NYU London academic center some of the local spaces do the same. This means that one cannot assume that a place is inaccessible by its appearance. Some places have a sign with a bell, to request assistance but others don’t. The best way to be sure is to ask.

Accessible Bathrooms in London

In London accessible bathrooms/toilets are often a separate, single-use, gender-neutral option. They are spacious and have a series of grab bars, for assistive use.

**Radar National Key Scheme:** This is a large, old-fashioned silver key that opens more than 9,000 accessible toilets in the UK. These toilets are in public spaces, bars/pubs, restaurants or office blocks.

**Red Emergency Cord:** Can be found hanging from the ceiling to the floor in most accessible toilets in London. It is intended to allow a person with a disability to request help if fallen on the floor.
Streets

Many London streets have curve cuts to allow for easy access on/off the sidewalks. These include a tactile paving or braille sidewalks. However, these can be harder to find in some London neighborhoods.

Ramp Structure

The pictures above on the right-side show access to the Brunswick Centre near NYU Byron Court. It shows a ramp access combined with stair access. This same combined structure of ramp and stairs can be found all over London. In public areas they also include tactile paving to indicate when a flat ramp surface becomes steps. However, they may not be included in some private owned spaces.

*Lift*- A term used to describe an elevator, or an electric lift plate like in the theater example.

Picture 1: Top image of a white sign with blue letters and symbols reads 'lift' with an access and buggy symbol. Bottom image of a curve cut tactile paving.

Picture 2: 2 images from different angles of a concrete ramp combined with steps.
Part 5: Travel

Traveling While in London

As mentioned previously this guide is intended to provide students with disability some insight into what life studying at NYU London may look like. Traveling around Europe and to other parts of the world from London is very much part of the student culture. It can be useful to understand the accessibility options available to engage in traveling. In this section of the guide you will get some information on accessibility of travel options and brief guidance on how to obtain further information.
Traveling to/from the Airport via National Rail/Express trains

The fastest and cheapest way to get to the airport from central London where the NYU London site is located is by using public transportation. As mentioned in the transportation section the tube is limited in terms of accessibility but transportation to the Airports is mostly accessible. Needing assistance while traveling is all about advance, careful preparation, and looking up information prior to your trip.

For Example: The Thameslink National Rail from Kings Cross St. Pancreas

- This provides service to a number of London Airport (Southend, Gatwick, Luton). It is accessible via the raised platform and you can let someone know you need assistance upon arrival.

Airport Assistance

Most airports have a special assistance area. It is recommended to report to special assistance desk at least 2 hours before you flight. When booking a flight request special assistance online so that it is record with you plane ticket.
As part of her Global Equity Fellowship, Johileny was tasked with coming up with a project relating to her site that would help improve diversity, equity, and inclusion resources for NYU students studying in London, as part of their abroad experience. Informed by and reflecting on her own experience studying abroad as a student with a disability, Johileny choose to create this NYU London Access Culture Guide in an effort to improve the resources students with disabilities receive when considering studying abroad and once they have decided to do so.

**Collaborative Project**

This guide was a collaborative effort that NYU London students, NYU Staff and Faculty all contributed feedback and suggestions for. The goal and intention of the creation of this guide is for it to improve and change over the years to expand the kinds of students with disabilities that it can help/inform.

**About the Author**

Johileny Meran, studied at NYU London as a senior, Fall 2018.

Majoring in Global Public Health/Sociology and minoring in Disability Studies. Studying away was part of her major requirements.

She was also the first NYU London Global Equity Fellow.