 Prime Acrobatics	Venue Accessibility Policy – Prime Woking	
	Version Date:	21-July-2025
	Version:	3
	Responsibility:	Chris Bowler

1. Purpose

To detail the venue accessibility policy of Prime Acrobatics' facility in Woking.

If you feel there is information missing from this document that would be helpful, please let us know and we will do our best to provide you with the information and update this document – email contact@primeacrobatics.com or call 01483 755777.

2. Policy Statement

Prime Acrobatics is committed to making a visit to our centre in Woking an enjoyable experience for everyone.

Prime Acrobatics promotes fun, learning and exercise by delivering gymnastics, circus and acrobatics skills to children and adults at its centre in Woking, located at Heather Farm in Horsell Common, Surrey.

We are a not-for-profit organisation, led by a company Director, a team of managers, coaches and office staff.

Car Parking – We have 2 marked accessible parking bays a few metres from the main front entrance. During events or upon request with advance notice we can reserve these and other parking bays.

Venue Description – Our centre is built at ground level with no lifts. All areas are accessible without steps including the main entrance to the gymnasium.

Smoking and vaping are not allowed inside or close to the building; there are benches with ashtrays on the grassy area outside the front of the centre.

CCTV is in use throughout the building.

Entrances/ Exits – There are no steps at the main entrance, just a gentle concrete slope to cover the kerb height. The double doors open outwards; when the main door is open the access width is approx 90cm; when both doors are open the access width is approx 142cm. The doors are not automatic; with prior notice we can arrange for the doors to be kept open and any staff member onsite will be happy to assist at any time.

Mobility scooters can be used in the hard-floor entrance, kitchen area and accessible toilet but not elsewhere in the building.

There are three sets of fire exit doors to the outside from the gymnasium. The set at the (right) side of the building has a step of approx 13.5cm; to the rear of the building, one set has a step of approx 15.5cm and the other is almost flat, approx 1cm.

Internally, doors to the gymnasium, studio, office and treatment room have a keypad for security reasons above the door handles. Any users who require additional assistance in an emergency need to have an individual action plan.


Front Desk/ Office – the reception counter is 105cm high and may be too high for wheelchair users to use comfortably; users are welcome to come into the office for assistance. The office door access width is approx 74cm and opens inwards to a floor with carpet tiles.

Studio – The door access width is approx 79cm and the door opens inwards.

Gymnasium – There are two internal doors to the gym, which both open outwards; the access width to both is approx 77cm.

The first section of the gym is a carpeted sprung floor and is suitable for light wheelchair use.

The second section can be accessed in one of two ways; one route has one step up and the other has two steps up. There are multiple large thick mats which make this area unsuitable for wheelchair users and those with very limited mobility.

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Staff Room – this is currently not suitable for wheelchair users as there is little floor space. The door opens inwards and access width is approx 77cm.

Toilets & Changing Facilities – As well as separate toilet rooms for males and females, there is a unisex dedicated accessible toilet with appropriate signage and non-slip flooring throughout with sufficient turning space for a wheelchair:

- the light turns on automatically (no switch)
- the door opens outwards and access width is approx. 85cm
- there is one turn lock
- there are several coat hooks approx 173cm from the floor, so not in reach of a wheelchair user
- the toilet has a press button flush and a hand support to the right, with a wall to the left (as you sit)
- there is a sanitary disposal bin
- there is a nappy bin and a change station which folds down to a height of approx 86cm
- the hand basin is at a height of approx 73cm, with a hand support on either side and a tall mirror above
- there is a functioning emergency pull cord which is tested regularly
- the large shower cubicle is not suitable for wheelchair users as there is a step of approx 45.5cm and no hand supports

Ancillary Area With Viewing Windows – there is a small kitchen area with limited views of the gymnasium.

Tables and chairs are not permanently fixed. Wheelchairs users will need assistance to make a hot drink as the counter height is approx 95cm.

Those with a legitimate interest (e.g. family members or event attendees) are welcome to watch activities in the gymnasium from outside the large windows and doors, providing they don't distract the gymnasts in any way.

Auditory & Visual Stimulation –

- no background music is played but all classes in the gym and studio have music playing, sometimes loudly, for short periods or throughout, which can be heard throughout the centre
- lighting is used throughout the centre which is fairly bright but with no strobe effects

Hearing Assistance – there is no hearing assistance system currently in place.

Assistance Dogs – Registered guide dogs are welcome at our centre; we ask that they always remain with their owner. A bowl of water can be provided for the dog.

Alternative Information Formats – We are sorry but documents are not available in Braille or large print. We can provide all public documents electronically on request.

Emergency Evacuation Procedures – In case of an evacuation, Prime staff or the fire service will lead all users to safety and provide all possible assistance. Individual Emergency Action Plans are written for all regular users who would need special assistance to evacuate.

Date	Summary of changes	Signed
May 2023	Update to directors and management team	C.Brown
June 2024	Change of venue title to Prime Woking. Addition of 'Any users who require additional assistance in an emergency need to have an individual action plan.' Removal of treatment room.	C.Brown
July 2025	Changed responsibility for document to Chris Bowler.	C.Bowler