The good loo guide

This chapter brings together the information we have on accessible toilets/loos in central London, which is scattered through the guide, and relates them to a map. There are a few in the list that are not mentioned elsewhere in the text.

To be accessible, there are three major criteria, which are that:

• the toilet can be reached step-free;
• the cubicle is large enough for a chair user, and should have support rails and lever taps etc; and
• it should be open/available, or use the NKS lock, and not in a building where there is an admission charge or restricted admission.

Accessible toilets may be in an area where there is a small fee to pay to get in, usually of 20 to 50p. The majority of accessible toilets are free to access, and use the NKS lock. However, charging a fee is becoming more common, particularly at railway stations, so carrying a small number of 10p, 20p, and 50p coins, is a good defensive strategy.

We strongly recommend that you get an NKS key, as this will open a large percentage of accessible loos in both in London and elsewhere. A key can be obtained from a number of places, see page 23. It costs less than £10, including postage. The Disability Rights UK store will also have the National Key Scheme Guide listing over 4000 NKS toilets around the country.

Tardis toilets

In the text we have referred to Tardis toilets, which may be slightly confusing for some people - so we ought to explain further.

The reference and description is for a public toilet, usually located on a pavement in the street, and often with a wheelchair sign on top. The ones we list are permanent installations, and are all wheelchair accessible.

They are entered by paying a small fee (commonly 20-50p) or by using a RADAR NKS key, in which case they are free. They are usually available 24/7.

The designs vary, and they might be best described as ‘compact’. They have a time limit on use, and when someone leaves and closes the door, there is a preprogrammed cycle for self cleaning.

The Tardis is a time machine and spacecraft, used in a very well known science fiction television series about ‘Doctor Who’. It looks like a 1960s-style London police box, and there’s a similarity with both the shape and location of the accessible pavement toilets.

Hence the (possibly confusing) description!

We have highlighted public accessible toilets that are available 24 hours of the day, such as the ‘Tardis’ toilets found on some pavements by putting them in bold in the listing.
Good Loos - West

There are several loos in these locations.

See text.

* * *
We have also put in bold other toilets that can be accessed for most of the day such as those in shops, museums and rail stations. Those in pubs and hotels are slightly less ‘public’, and you may feel obliged to buy a drink if you want to use one, but if your need is urgent, they can be really useful. Pubs can get extremely crowded at certain times, as can fast food outlets such as Burger King, Costa Coffee and McDonald’s.

The Good loo guide covers the central London area, and is split up according to postal districts. If you don’t happen to know which postal district you are in, then it is normally written on street name signs, for example, Oxford Street W1. There is more information on our website, including a listing of pubs with accessible toilets in some central areas, such as Covent Garden, Whitehall, and on the South Bank.

Changing places

website: www.changing-places.org

The Changing Places Consortium has launched a campaign on behalf of people who cannot use standard accessible toilets. This includes adults needing an incontinence pad change, people with profound and multiple learning disabilities and their carers, and many other disabled people.

There is a need for publicly accessible toilets with enough space and the right equipment, including a height adjustable changing bench and a hoist.

We are fully supportive of this initiative, and have included information in our write-ups, in the listing here, and in a supplementary list at the end of the chapter.

The good loo list

W1

1. Marks & Spencer (Marble Arch), see page 295
2. Selfridges, Oxford Street, see page 297
3. Balderton Street, opposite Selfridges, Tardis toilet (NKS, 24 hrs)
4. Debenhams, 334 Oxford Street, see page 286
5. House of Fraser, 318 Oxford Street, see page 290
6. John Lewis, 300 Oxford Street, see page 291
7. Marks and Spencer (Pantheon), 173 Oxford Street, see page 294
8. Plaza, 120 Oxford Street, see page 297
9. Liberty’s, 210/220 Regent Street, see page 294
10. Hamleys, 188 Regent Street, see page 287
11. Royal Academy, Piccadilly, see page 252
12. Waterstones, 203 Piccadilly, see page 299, together with Hatchards, 187 Piccadilly, see page 290, and Fortnum & Mason, 181 Piccadilly, see page 286
13. Trocadero, Coventry Street and Shaftesbury Avenue, see page 181
14 **Broadwick Street**, 50m west of the junction with Wardour Street.
   **Tardis toilet NKS**
15 **Photographers Gallery**, 16 Ramillies Street, see page 251
16 **Heals**, 196 Tottenham Court Road, see page 290
17 **Wallace Collection**, Manchester Square, see page 264
18 **Paddington Street opposite Luxborough Street**, in a corner of
   Paddington Street Gardens, **wheelchair toilet (D80 ST80)** with separate
   BCF
19 **Thistle Inn Marble Arch**, Bryanston Street, see page 47
20 **Marble Arch**, in the ramped subway which runs from Speakers Corner
   (by the park), under the roundabout to the west side of Edgware Road.
   **Wheelchair cubicles (D85 ST75) in both womens and mens.**

**W2**
21 **Hyde Park and Kensington Gardens** see page 192, with a loos list on
   page 196. Note those at the Serpentine Gallery, Kensington Palace and
   by the restaurants
22 **Whiteleys**, 151 Queensway see page 299
23 **Paddington Station**. There’s a 24-hour **accessible toilet (NKS and
   Changing Places)** by the end of platform 12, see page 135

**W8** *(Both are just off the map)*
24 **Marks and Spencers**, 113 Kensington High Street see page 294
25 **Copthorne Tara Hotel** see page 70

**SW3**
26 **National Army Museum**, Royal Hospital Road see page 244

**SW1**
27 **Saatchi Gallery**, see page 252
28 **Peter Jones**, Sloane Square see page 295
29 **Harrods**, Brompton Road, Knightsbridge see page 288
30 **Harvey Nichols**, 109 Knightsbridge see page 289
31 **Victoria coach station** see page 140
32 **Victoria station** see page 138, and **Victoria Place** see page 298
33 **Bressenden Place**, at the junction with Victoria Street. **Tardis toilet
   NKS**
34 **House of Fraser**, 101 Victoria Street see page 291
35 **St James’s Park**, see page 189
36 **Central Hall Westminster**, Storey’s Gate, see page 273, and there’s
   another
   **outside the QE2 Conference Centre**, opposite Westminster Abbey
37 **The Supreme Court**, see page 190
38 **Tate Britain**, Millbank, see page 258
39 **By Westminster Pier** the **wheelchair toilet (NKS)** by Westminster
   Bridge can be approached step-free from the Embankment, alongside the
Pier OR from the ticket hall level of Westminster station via Exit 1. It is at the bottom of a flight of stairs from the Bridge.

**Banqueting House, Whitehall** see page 182

**SE1**

40. **London Eye**, Jubilee Gardens, see page 166
41. **Royal Festival Hall**, has accessible toilets on most floors, and is open all day. There’s one at riverside level on the same side as the Hayward Gallery by the JCB lift
42. **British Film Institute** has an accessible toilet off the main foyer, accessed by a platform lift. There’s another reached from the riverside, going through the café and turning left
43. **National Theatre**, Extensive development is under way, and the current GF accessible toilet is past the main bar at Lyttleton Stalls level. See the website for updates
44. **The three hotels** near the southern end of Westminster Bridge, numbered 35 on the hotels map, see pages 64/65
45. **Waterloo station** see page 136
46. **Imperial War Museum**, Lambeth Road, see page 240
47. **Holiday Inn Express Southwark**, see page 62
48. **Southwark Cathedral**, Borough High Street, see page 270
49. **London Bridge station**, see page 138
50. **City Hall**, see page 160, with a **Changing places** facility
51. **Design Museum**, Shad Thames see page 236
52. **Gabriel’s Wharf**, next to the **Studio Six** pub see page 161, and the **Oxo Tower**, see page 168
53. **Tate Modern**, Bankside which has a **Changing places** facility see page 258, and the **Founders Arms** pub on the riverside
54. **Shakespeare’s Globe**, 21 New Globe Walk see page 257, and the **Anchor** pub see page 159

**E1**

56. **Tower Hotel**, St Katharine’s Way see page 59
57. **Dickens Inn**, St Katharine’s Way see page 154

**N1**

58. **Kings Cross station**, York Way, with a **Changing places** facility, see page 133

**NW1**

59. **St Pancras station**, see page 134
60. **British Library**, 96 Euston Road, see page 231
61. **Euston Road** by the corner with Chalton Street. **Tardis toilet NKS**
62. **Euston station**, see page 135
63. **Ibis Hotel**, Euston, see page 57
Marylebone Road, 50m west of Madame Tussauds. Tardis toilet NKS
Marylebone station, see page 133

WC1
Russell Square, by the corner of Bernard Street and Southampton Row. Tardis toilet NKS
Double Tree by Hilton, 92 Southampton Row, see page 52
British Museum, Great Russell Street, see page 232
Holiday Inn Bloomsbury, 1 Kings Cross Road, see page 52

WC2
Trafalgar Square. There are two accessible toilets (NKS) in the square, level with the fountains and to the left of the café. See also 71to75, all of which are very close
National Gallery, see page 246; and the National Portrait Gallery see page 245, both reached from the north side upper level of the Square
St Martin-in-the-Fields church, see page 278
Charing Cross station, see page 138
Waterstones, at the end of the Strand, Trafalgar Square. Step-fee entrance from the Strand. Accessible toilet (D80 ST80) with BCF on the 1st floor, reached via the lift.
Charing Cross Hotel, Strand, see page 54
Victoria Embankment, 50m east of Embankment station (D80 ST80 NKS) with a Changing places facility
Covent Garden see page 174
Somerset House, which can be accessed from the Strand or from the Embankment, see page 178
Aldwych, on the south side of the Strand some 50m from the junction with Arundel Street. Tardis toilet NKS.

EC1 and EC2
West Smithfield, near the market, and by the UGCP entrance on the roundabout. Tardis toilet NKS
The Barbican Centre, see page 151
Museum of London, London Wall, see page 243
Guildhall, Gresham Street, see page 151
Bank of England Museum, see page 230
Liverpool Street station, see page 136

EC3 and EC4
Royal Exchange, see page 154
Fenchurch Street station, off the ground level concourse by the lift, approached from Fenchurch Place, NKS, see page 132
Tower Hill, Petty Wales, behind the Visitor Centre, see pages 156/7
All-Hallows-by-the-Tower, Byward Street see page 274
90 Cannon Street station, see page 138
91 Blackfriars station, see page 134
92 Paternoster Square (on the north side of St Paul’s Cathedral).
Paternoster Lodge is a redbrick office building by the archway leading to the cathedral. Two wheelchair toilets (D75 ST 75 NKS) in the basement, reached by lift (D75 W100 L125). Open most days, but not in the evenings

Changing places toilets
There are an increasing number of Changing places, see their website for an updated list. It includes five in the new Queen Elizabeth Olympic Park. Some are included on our map.
When we went to press, there were Changing places at:
• Victoria Embankment Gardens (no 76 on the map)
• the Houses of Parliament, close to the Central Lobby, see page 185
• Great Ormond Street Hospital, WC1N 3JH, on the GF, main site, (off the Southwood to Variety Club Building link corridor)
• Tate Modern (no 54 on the map)
• Kings Cross station, see page 133, (no 58 on the map)
• Barbican Centre, located within the Beech Street cinema complex (Cinemas 2&3) which is separate from the main centre and next to Exhibition Hall 1
• Pancras Square Leisure Centre, 5 Pancras Square, N1C 4AG, on the LGF
• Paddington station, see page 133, (no 23 on the map)
• City Hall, see page 160, (no 51 on the map)
• Arsenal FC Emirates stadium, see page 324
• Westfield London (Shepherds Bush), level −2 off the UGCP and by the Shopmobility office, see page 301
• O2 Arena, on Level 1 by Block 106. Access is by electronic card, obtainable from the customer service desk, see page 172
• Westfield Stratford, on both GF and 1st floor, see page 302
• Wembley stadium, on Level 1, internal concourse, by Block 104, (NKS) see page 316
• Kew Gardens, by the Brentford Gate, see our website
• ExCel London, at the east end on the GF, see page 171

In the Queen Elizabeth Olympic Park, there are Changing places at:
• the Podium (by the Orbit), no 4 on the QE map
• the Aquatics Centre, no 5 on the QE map
• the Copper Box Arena, no 9 on the QE map
• Timber Lodge, no 11 on the QE map
• The Lee Valley Velopark, no 13 on the QE map
See www.queenelizabetholympicpark.co.uk