

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.

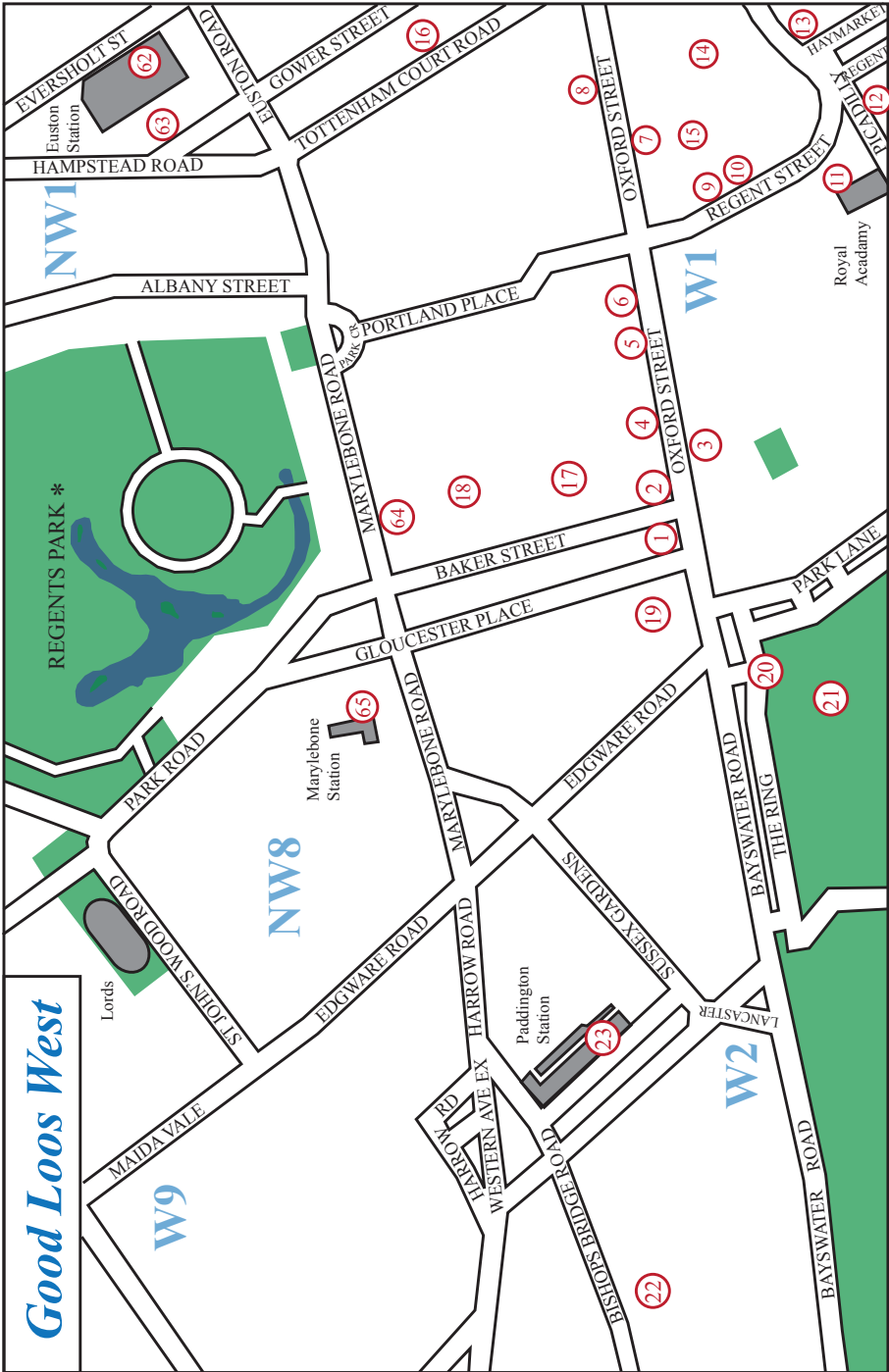
The reference and description is for a public toilet, usually located on a pavement in the street, and often with a wheelchair sign on top. The ones we list are permanent installations, and are all wheelchair accessible.

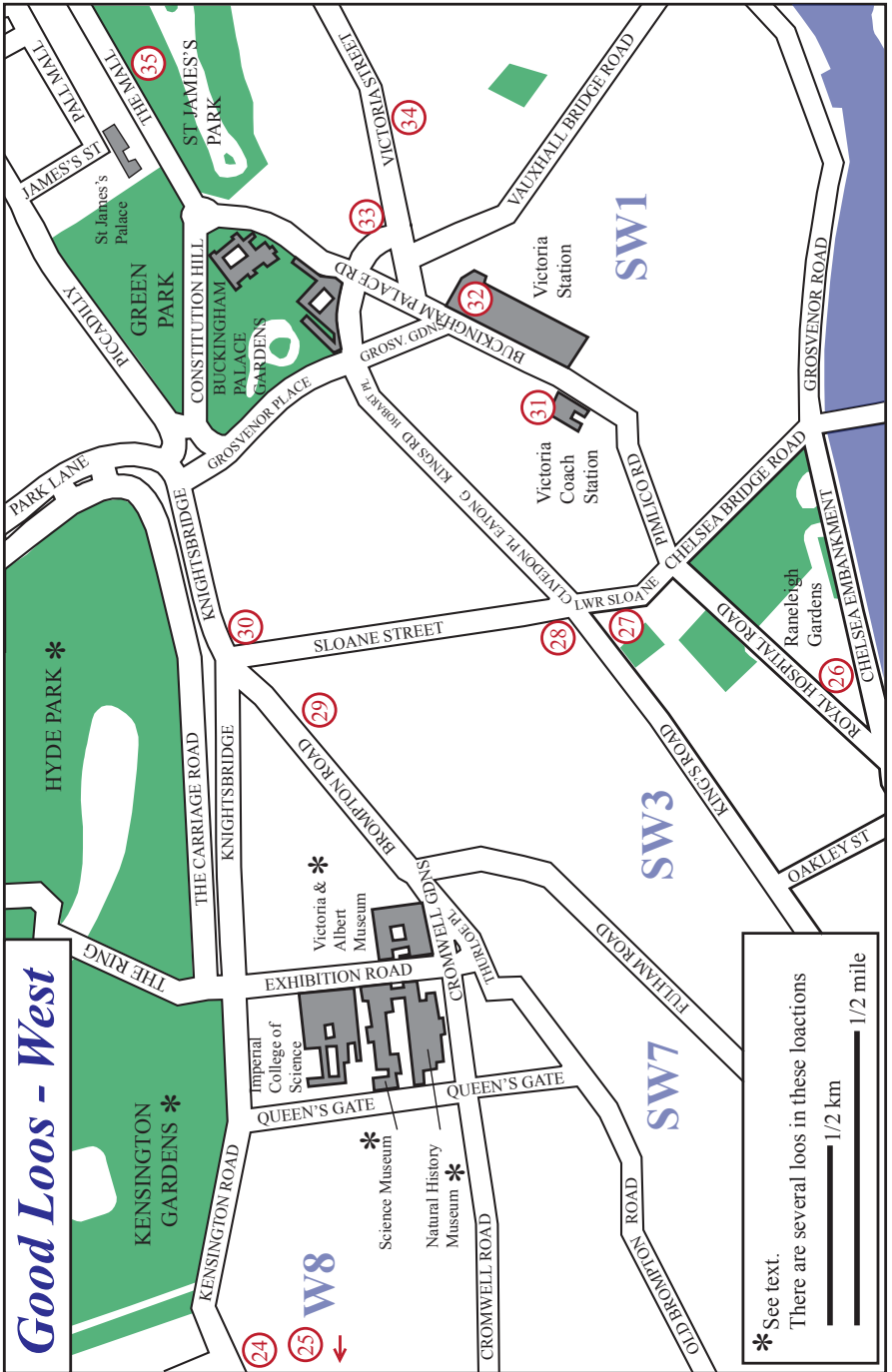
They are entered by paying a small fee (commonly 20-50p) or by using a RADAR NKS key, in which case they are free. They are usually available 24/7. The designs vary, and they might be best described as ‘compact’. They have a time limit on use, and when someone leaves and closes the door, there is a preprogrammed 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.





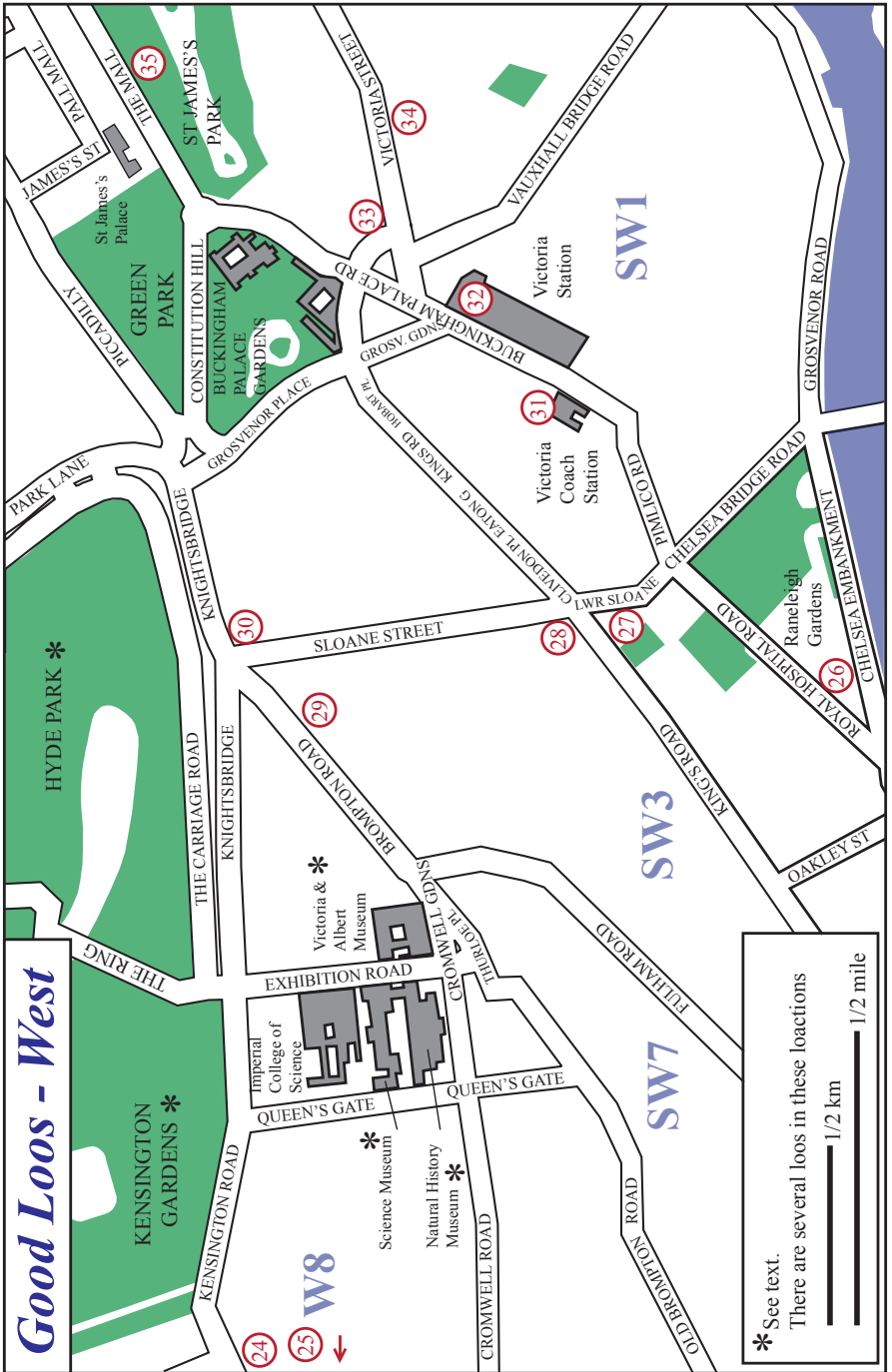
Good Loos - West

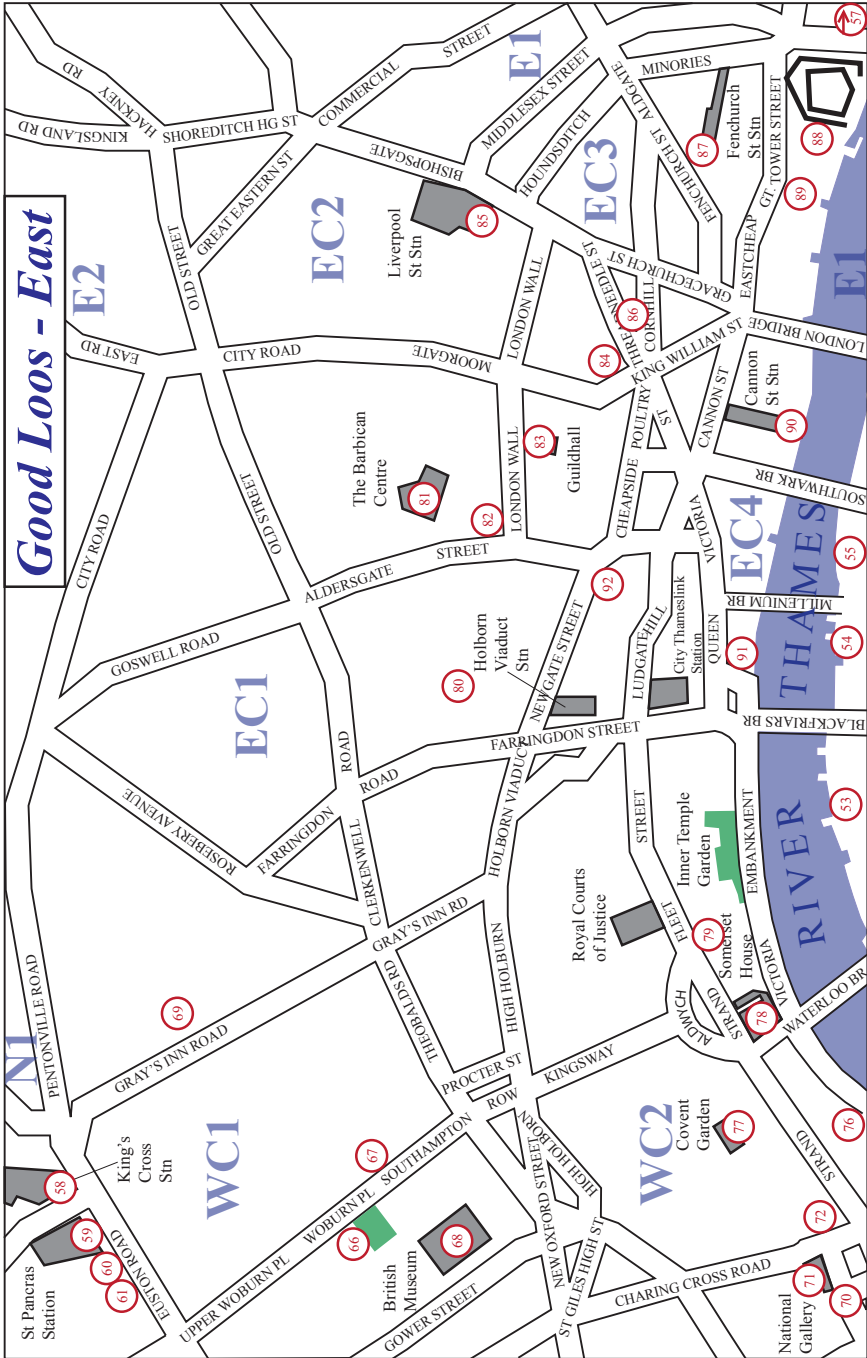
* See text.

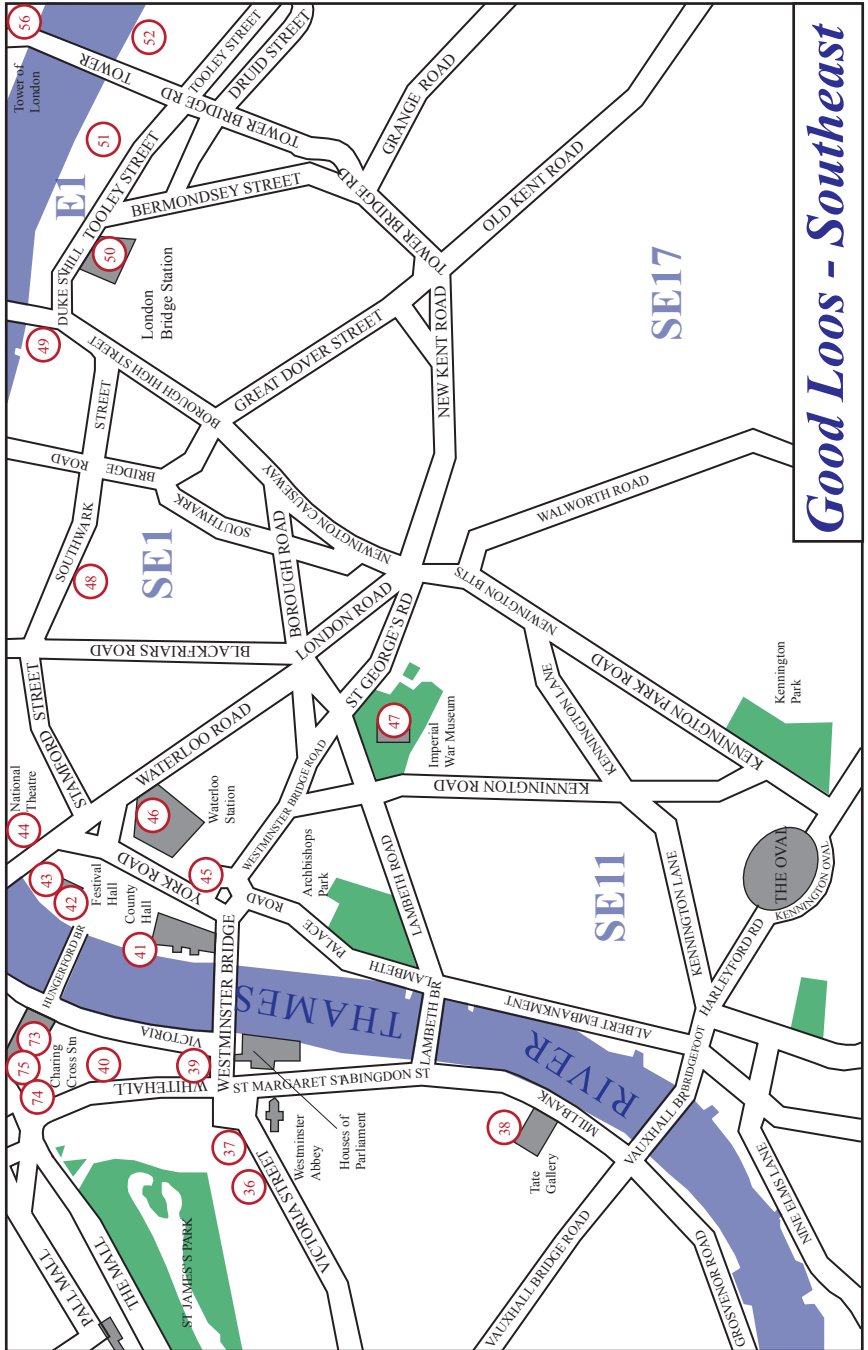
There are several loos in these locations

1/2 km

1/2 mile







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.

40 **Banqueting House**, Whitehall see page 182

SEI

41 **London Eye**, Jubilee Gardens, see page 166

42 **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

43 **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

44 **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

45 **The three hotels** near the southern end of Westminster Bridge, numbered 35 on the hotels map, see pages 64/65

46 **Waterloo station** see page 136

47 **Imperial War Museum**, Lambeth Road, see page 240

48 **Holiday Inn Express Southwark**, see page 62

49 **Southwark Cathedral**, Borough High Street, see page 270

50 **London Bridge station**, see page 138

51 **City Hall**, see page 160, with a *Changing places* facility

52 **Design Museum**, Shad Thames see page 236

53 **Gabriel's Wharf**, next to the *Studio Six* pub see page 161, and the **Oxo Tower**, see page 168

54 **Tate Modern**, Bankside which has a *Changing places* facility see page 258, and the *Founders Arms* pub on the riverside

55 **Shakespeare's Globe**, 21 New Globe Walk see page 257, and the *Anchor* pub see page 159

EI

56 **Tower Hotel**, St Katharine's Way see page 59

57 **Dickens Inn**, St Katharine's Way see page 154

NI

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

NWI

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

- 64 **Marylebone Road**, 50m west of Madame Tussauds. **Tardis toilet NKS**
 65 **Marylebone station**, see page 133

WC1

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

WC2

- 70 **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
 71 **National Gallery**, see page 246; and the **National Portrait Gallery** see page 245, both reached from the north side upper level of the Square
 72 **St Martin-in-the-Fields church**, see page 278
 73 **Charing Cross station**, see page 138
 74 **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.
 75 **Charing Cross Hotel**, Strand, see page 54
 76 **Victoria Embankment**, 50m east of Embankment station (D80 ST80 NKS) with a *Changing places* facility
 77 **Covent Garden** see page 174
 78 **Somerset House**, which can be accessed from the Strand or from the Embankment, see page 178
 79 **Aldwych**, on the south side of the Strand some 50m from the junction with Arundel Street. **Tardis toilet NKS**.

EC1 and EC2

- 80 **West Smithfield**, near the market, and by the UGCP entrance on the roundabout. **Tardis toilet NKS**
 81 **The Barbican Centre**, see page 151
 82 **Museum of London**, London Wall, see page 243
 83 **Guildhall**, Gresham Street, see page 151
 84 **Bank of England Museum**, see page 230
 85 **Liverpool Street station**, see page 136

EC3 and EC4

- 86 **Royal Exchange**, see page 154
 87 **Fenchurch Street station**, off the ground level concourse by the lift, approached from Fenchurch Place, **NKS**, see page 132
 88 **Tower Hill**, Petty Wales, behind the Visitor Centre, see pages 156/7
 89 **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 *Shoptobility* 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