

Appendix 1 – Camden Accessibility Pledge

Camden Standard for Accessible Licensed Premises

As a licensed premises operating in the London Borough of Camden, we accept our responsibility to operate in a way that actively supports a safe, inclusive, and welcoming borough, consistent with Camden Council's Statement of Licensing Policy.

By signing this pledge, we make a clear and public commitment to accessibility as a core part of responsible premises management and the customer experience.

Our Commitment

By adopting the Camden Accessibility Pledge, we commit to the following standards:

Accessibility as Standard Practice

Accessibility will be embedded in the way our premises are managed, operated, and reviewed.

We will proactively identify, address, and where reasonable and practicable remove barriers that prevent disabled people and others with access needs from using our premises safely and with dignity.

Transparency and Clarity

We will provide clear, accurate, and up-to-date accessibility information, both online and on-site.

We will be open and honest about what our premises can and cannot provide, enabling customers to make informed decisions with confidence.

Inclusive and Respectful Service

We will ensure staff are trained, supported, and empowered to deliver respectful, inclusive service at all times.

Customers with visible and non-visible disabilities will be treated with dignity, fairness, and understanding, without challenge or prejudice.

Leadership and Accountability

We will treat accessibility as a management responsibility, not an afterthought. We will actively seek feedback, respond constructively to concerns, and use learning to drive continuous improvement.

Our Statement of Intent

By displaying this pledge, we demonstrate leadership within Camden's night-time and hospitality economy and our commitment to playing a positive role in the borough's social and cultural life.

This pledge is voluntary, but it represents a clear standard of good practice.

It complements, and does not replace, our legal duties under the Equality Act 2010.