

Accessibility Statement

The University and College regularly support students with disabilities, long-term health conditions, or specific learning difficulties. Students requiring support should contact the Tutorial Office. More information can be obtained by visiting the University of Cambridge [Accessibility and Disability Resource Centre](#).

Location, services and transport:

The College is located on [Herschel Road](#) and is a 15-25 minute journey from the city centre, following paths suitable for pedestrians and cycles. We are two minutes away from the [University Library](#); five minutes to the [Sidgwick Site](#); and 20 minutes to [Downing Site](#) and the [New Museums Site](#).

Traffic

Grange Road is busy, but is traffic-calmed and has a 20mph speed limit. A cycle path runs along each side of the road. Herschel Road is more congested, with vehicles parked along its length on both sides.

Services and shops

The City Centre is the nearest location for shops. Robinson College, across from Clare Hall, has a small selection of groceries available in the [Red Brick Café](#), and residents can receive a student discount in their café and buttery. Newnham College, on Sidgwick Avenue, also offers a food service at the [Iris Café](#) and their [buttery](#) throughout the week.

Large groceries can be delivered to Clare Hall, however they will not be held at the Porters' Lodge and must be collected immediately by residents, or the delivery will be turned away. For more information or assistance, please contact our Head Porter.

More generally, the Porters' Lodge has space for both small and large parcels, with automated emails generated for residents to arrange collection. Mail is also delivered to pigeonholes, which are assigned on arrival.

Parking

Students are not normally permitted access to College parking. The College's underground car park is reserved for staff, named Fellows, and registered guests. The car park features two EV charging points which are available subject to booking. Two above-ground bays are available for users with specific needs (e.g. Blue Badge holders). Further parking is sometimes available at West Court; please enquire via the [Porters' Lodge](#) if you require parking.

Other transport options

The [University bus service](#) runs along Grange Road and stops outside Robinson College (opposite Clare Hall, next to the University Library) in both directions. The service runs between Eddington and Addenbrookes

Biomedical Campus, via the city centre. Buses run at approximately 20-minute intervals throughout the week, except on Sundays. University card holders are offered a reduced fare.

Alternatively, the College recommends [Panther Taxis](#).

General information

The College comprises approximately 200 postgraduate-only students, a mixture of Masters and PhD candidates, and is home to about 120 of them each year. Additional accommodation is available on-site for up to 30 Visiting Fellows and Life Members. Some accommodation has been altered to improve accessibility, and there are means of accessing College without steps (either via ramps, flat paths, or lifts).

Smoking

The College is a no-smoking area in its entirety.

Medical facilities

The College Nurse is available throughout the week, working onsite on Wednesdays during term-time, and can be contacted [here](#). Further details on student wellbeing are available via the [Intranet](#).

Emergencies

The Porters' Lodge is staffed 24/7 with qualified first-aiders. Please advise the [Porters' Lodge](#) if you believe you may have difficulty evacuating a building in an emergency; the College will work with you to prepare a Personal Emergency Evacuation Plan (PEEP).

Accommodation and catering:

Wheelchair-accessible rooms

Please advise the Accommodation Manager when making a booking if you require a wheelchair-accessible room. The supply across college is limited and variable.

Please note that at present the College only has wheelchair-accessible student rooms; we currently do not have any residential or guestrooms that are fully accessible for wheelchair users and have accessible bathrooms.

Live-in assistants and assistance dogs

Our estate has a limited supply of rooms suitable for couples or live-in assistants, especially for students. [Assistance dogs](#) are welcome, and the College is adjacent to fields which may be suitable for walking or exercising them. Please notify the Accommodation Manager on booking if this is a requirement.

Catering arrangements

The College [Dining Hall](#) is located in Main Site, and is the hub for daily meals, and a weekly Formal Hall. It is accessible via steps, or a series of lifts, either from the underground car park or the Porters' Lodge. The College does not accept cash or cards; all College members may pay via their University ID card or Life

Member card, topping up funds via their [Upay](#) account, which will be created on joining. Any guests visiting the College can attend the Porters' Lodge to buy a meal card.

Special diets

Catering services are currently provided by [Wilson Vale](#), who ensure high-quality meals are available for almost all diets including vegan, vegetarian, nut-and-shellfish allergies, coeliacs and Halal (Fridays). Regrettably at this time it is not possible to routinely provide Kosher meals, but specific requests are handled on a case-by-case basis, via [our Kitchen Manager](#).

Physical access details:

College grounds in general

Ramped entrance and lift access is available from Herschel Road.

College buildings in general

Wheelchair-accessible lifts from the underground car park, Porters' Lodge, and in student bar; walkways wide enough for wheelchair access through most of college including dining areas, common room, and student bar. (Notable exception: the Ashby Library and the offices in Main Site).

College bar (Common Room)

Flat and level, accessible via Porters' Lodge and underground car park through a series of lifts.

Student bar (ALB)

Flat and level, accessible via lift from ground floor of Anthony Low Building.

Dining Hall

Upper floor, accessible via lifts. Flat and level inside, with moveable furniture and sufficient space for wheelchairs to turn. Staff are available to assist.

College offices

Ground floor, flat and level but with narrow doorways, arranged in a hollow square around a small courtyard, accessible via Porters' Lodge. Courtyard is step access only, unsuitable for wheelchairs.

Common Room

Mid-level between Porters' Lodge and Dining Hall, accessible via lifts. Flat and level with moveable furniture.

Computer facilities

Ground floor of Anthony Low Building, accessible by wheelchair but with some assistance required to exit Main Site offices (pull door, high handle). Staff available to assist.

Gardens

Access to Scholars' Garden from roadside along flat and level paths, wide enough for wheelchair access. Access to Fellows' Garden via Main Site Offices (assistance required for door) or from Herschel Road via side gate (some assistance may be required to open and close gate properly). Pathway around large, grassed area is wheelchair accessible; crossing the grass is permitted.

Laundry

Main Site laundry is located in the underground car park; wheelchair access may be difficult, and machines are stacked making transfer from washer (lower) to drier (upper) challenging. West Court laundry is located on the ground floor, behind a combination-lock door with a tight corridor which may be difficult for wheelchair access.

Library

Ground floor but stepped and with tight entry, limited space for turning inside. Not accessible to wheelchairs at this time.

Porters' Lodge

Ground floor, flat and level, via flat wide pathways and automatically opening doors. Fully wheelchair accessible and staffed 24/7.

Sports facilities

Paid-for members-only pool and gym facilities with male and female shower-and-changing rooms, plus easy-access toilet which may double as disabled changing area (temporary). Tight doorways and narrow corridors make wheelchair access difficult. Specific access adjustments may be arranged on request.

Toilets

Male, female, and easy-access (unisex) toilets are located on the basement floor of the Main Site, accessible via lift from other floors, or through the underground car park. Easy-access toilet available behind proximity-card reader leading into library (but library itself is not accessible). Other accessible toilets located in the ALB Bar, at Gillian Beer House, and the pool / gym.

Visual impairments

Assistance dogs

[Assistance dogs](#) are welcome. Limited availability to dispose of dog mess; nearest public bins are approximately 500m away, along Burrell's Walk.

Computer facilities

University Information Services (UIS) provides a range of facilities and services for staff and students of the University and colleges. [This page](#) describes accessibility software and solutions available and other services that may be of help to those with disabilities who might require assistance using computing facilities.

The University's Disability Resource Centre offers an [Assistive Technology Service](#).

Library and magnification equipment

No special facilities for text enlargement.

Signs and wayfinding

Signposting available throughout College including large maps on roadsides. Porters' Lodge available 24/7 for directions and assistance.

Other

Generally, lighting in College is quite good but during winter months outdoor lights are limited to pathways.

Hearing impairments

College is generally quiet and most rooms softly furnished. Acoustics sometimes problematic in Dining Hall and Richard Eden Suite, with long reverberation times making conversation in crowded environment more challenging.

Specific Learning Difficulties and Mental Health Issues

Arrangements for students with Specific Learning Difficulties should be discussed with the Tutorial Office. Mental Health assistance is available in various forms: the Porters' Lodge, which is staffed 27/4; certain members of staff are Mental Health First Aid trained and some office staff also act as Wellbeing Advocates; the Tutorial Office, the College Nurse, and the provision of a counselling service. The Graduate Student Body Committee (GSB) also run welfare events throughout term.

Digital accessibility

Accessibility Statement for www.clarehall.cam.ac.uk

Clare Hall is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

Measures to support accessibility

Clare Hall takes the following measures to ensure the accessibility of www.clarehall.cam.ac.uk:

- Include accessibility as part of our mission statement.
- Include accessibility throughout our internal policies.
- Integrate accessibility into our procurement practices.

Conformance status

The Web Content Accessibility Guidelines (WCAG) define requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. www.clarehall.cam.ac.uk is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

Feedback

We welcome your feedback on the accessibility of www.clarehall.cam.ac.uk. Please let us know if you encounter accessibility barriers by emailing website@clarehall.cam.ac.uk

Compatibility with browsers and assistive technology

www.clarehall.cam.ac.uk is designed to be compatible with the following assistive technologies:

- Modern popular browsers with assistive technology on major operating systems (MacOS, Windows, Linux)

www.clarehall.cam.ac.uk is not compatible with:

- Browsers older than 3 major versions
- Mobile operating systems older than 3 years

Technical specifications

Accessibility of www.clarehall.cam.ac.uk relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts to ensure accessibility of www.clarehall.cam.ac.uk, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for www.clarehall.cam.ac.uk:

- Some images may not have alternative text provided.
- Keyboard navigation of the main menu is not as accessible in Firefox compared to other browsers.

Assessment approach

Clare Hall assessed the accessibility of www.clarehall.cam.ac.uk by the following approaches:

- Self-evaluation

Formal complaints

Please contact us via email, phone or post to raise any accessibility issues with us.