



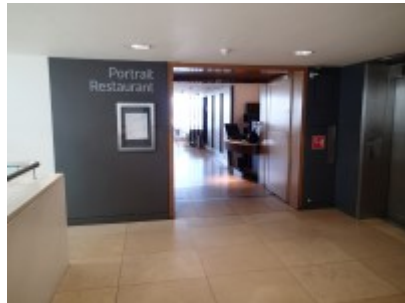
National Portrait Gallery - Portrait Restaurant

2 St Martin's Place, London, WC2H 0HE

020 7306 0055 (tel:020 7306 0055)

Send email (mailto:<https://www.npg.org.uk/about/contactus>)

Visit website (<https://www.npg.org.uk>)



Access Guide

Introduction

- The National Portrait Gallery is an art gallery in London housing a collection of portraits of historically important and famous British people.
- It was the first portrait gallery in the world when it opened in 1856.
- The gallery is located to the south-east corner of Leicester Square, off St Martin's Place.
- [For more information on Leicester Square please click here \(https://www.accessable.co.uk/leicester-square/access-guides/leicester-square\)](https://www.accessable.co.uk/leicester-square/access-guides/leicester-square)
- Please note that the venue is closed until 2023 due to refurbishment.

Getting Here (Leicester Square)

By Bus

- There are 2 bus stops located along Charing Cross Road between Cranbourn Street and Irving Street (Stops L and K).
Bus routes 24, 29 and 176 travel along Charing Cross Road.
It is also served by night bus routes N5, N20, N29, N41 and N279.
All London buses have ramp access and dedicated spaces for wheelchair users.
- [For more information on London buses \(Transport for London\) please click here \(opens new tab\) \(https://tfl.gov.uk/modes/buses/\)](https://tfl.gov.uk/modes/buses/)

By Underground

- Green Park is the nearest accessible step-free station and is served by the Jubilee, Piccadilly and Victoria lines.
The accessible entrance can be accessed via the park at the rear of the station building.
Leicester Square Station is served by the Piccadilly and Northern Line Services.
Piccadilly Circus Station is served by the Piccadilly and Bakerloo Line Services.
Both stations are accessed via steps only.
Leicester Square Underground Station is located on Charing Cross Road at the north-east corner of Leicester Square.
There are a total of 4 access points/exits for the station.
2 of the access points/exits are located on the east side of Charing Cross Road, 1 is located on the west side of Charing Cross Road, and the other is located on the north side of Cranbourn Street.
Access to and from Leicester Square from the access point on the west side of Charing Cross Road does not involve a road

crossing.

Access to and from Leicester Square from the access points/exits on the east side of Charing Cross Road and Cranbourn Street involves a busy road crossing.

- [For more information on London Underground \(Transport for London\) please click here \(opens new tab\)](https://tfl.gov.uk/modes/tube/) (<https://tfl.gov.uk/modes/tube/>).

By Train

- London Euston Station and London Charing Cross Station have step-free access to all platforms and staff available to assist with ramps between the platform and the train.
- [For more information on access and facilities at Euston Station please click here \(opens new tab\)](https://www.nationalrail.co.uk/stations_destinations/eus.aspx) (https://www.nationalrail.co.uk/stations_destinations/eus.aspx).
- [For more information on access and facilities at Charing Cross Station please click here \(opens new tab\)](https://www.nationalrail.co.uk/stations_destinations/CHX.aspx) (https://www.nationalrail.co.uk/stations_destinations/CHX.aspx).

By Road

- Leicester Square is pedestrianised.
Charing Cross Road (A400) is located parallel to Leicester Square between Cranbourn Street and Irving Street.
Charing Cross Road (A400) connects with Tottenham Court Road which leads to Euston Road (A501) at its north end.
At its south end, it connects with Strand (A4).
Leicester Square is in the Central London Congestion Charge Zone (charges apply Monday - Friday 07:00 -18:00).
It is also in the Ultra Low Emission Zone (charges apply at all times for non-compliant vehicles).
- [For more information on driving in London please click here \(opens new tab\)](https://www.londontraffic.org/) (<https://www.londontraffic.org/>).
- Parking in the area is very limited and visitors are encouraged to use public transport.
The nearest underground car park (Q-Park Leicester Square) is located off Whitcomb Street, south west of Leicester Square.
There are 3 Blue Badge bays within this car park.
There is an additional underground car park with lift access (Q-Park Chinatown) located off Newport Place.
There are 3 Blue Badge bays within this car park.
- [For more information on the Blue Badge Scheme and parking in London please click here \(opens new tab\)](https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england/the-blue-badge-scheme-rights-and-responsibilities-in-england#travelling-in-london) (<https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england/the-blue-badge-scheme-rights-and-responsibilities-in-england#travelling-in-london>).
- London taxis can be hailed in any location or summoned by phone.
There is a taxi rank on the west side of Charing Cross Road, between The Bear and Staff Pub and Barclays.

By River

- 6 TFL River Bus routes run from 22 piers between Putney and Woolwich.
The nearest pier is Westminster.
This is close to Westminster Underground Station on the Jubilee Line which connects to Bond Street Station.
There is step-free access onto the river buses, except at 3 piers.
Please see the TFL website for details.
- [For more information on London River Bus services please click here \(opens new tab\)](https://tfl.gov.uk/modes/river/about-river-bus) (<https://tfl.gov.uk/modes/river/about-river-bus>).

By Air

- The nearest airports to central London are London City, London Gatwick and London Heathrow.
London City Airport is connected to the centre by the Docklands Light Railway (DLR) to Bank or Tower Gateway, with interchanges to the rail and underground network at Canning Town and Stratford.
From Gatwick Airport there are fast trains connecting to London Bridge Station.
Heathrow Airport is connected by fast trains to Paddington Station and is also on the Piccadilly underground line.
- [For more information on travelling to London by air please click here \(opens new tab\)](https://www.visitlondon.com/traveller-information/travel-to-london/airport) (<https://www.visitlondon.com/traveller-information/travel-to-london/airport>).

Useful Links

- Please use the TfL journey planner for details of the most suitable routes.
The planner can be filtered by options such as step-free routes or maximum walking distances.
- [To view the web page described above click here \(opens in new tab\)](https://tfl.gov.uk/plan-a-journey/) (https://tfl.gov.uk/plan-a-journey/).
- The TfL website has links to the TfL accessibility guides, including large print maps and audio guides to order or download.
- [To view the web page described above click here \(opens in new tab\)](https://tfl.gov.uk/forms/12387.aspx) (https://tfl.gov.uk/forms/12387.aspx).

Getting Help and Assistance

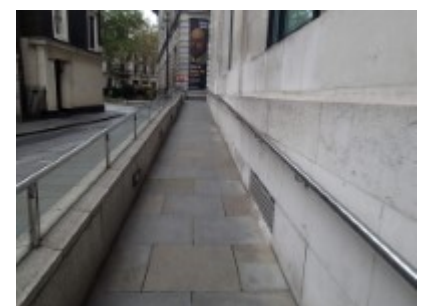
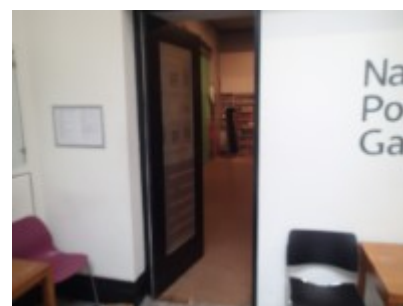
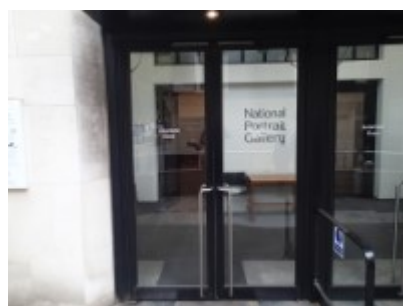
- There is a member of staff available for help and assistance.
- There is not a member of staff trained in British Sign Language.
- British Sign Language interpreters cannot be provided on request.
- The alternative formats documents can be provided in include: large print, audio and Braille.
- There is not an assistance dog toilet or toileting area at the venue/nearby.
- Water bowls for assistance dogs are available.
- There are mobility aids available.
- The mobility aids available include wheelchairs.
- To obtain mobility aids please contact a member of staff.

Opening Times

- [For information on opening times for the Portrait Restaurant please click here \(opens in new tab\)](https://www.npg.org.uk/visit/shop-eat-drink/restaurant) (https://www.npg.org.uk/visit/shop-eat-drink/restaurant).

Outside Access (Orange Street Entrance)

Photos



Entrance

- This information is for the entrance located on Orange Street.
- The entrance area/door is clearly signed.
- This entrance is signed with 'National Portrait Gallery'.
- There is ramped/sloped access at this entrance.
- There is a canopy or recess which provides weather protection at this entrance.
- The entrance door(s) does/do contrast visually with its immediate surroundings.
- The main door(s) open(s) automatically (towards you).
- The main automatic door(s) is/are push pad or push button activated.
- The door(s) is/are double width.
- The width of the door opening is 150cm.

- There is a second set of doors.
- The door(s) open(s) away from you (push).
- The door(s) is/are single width.
- The door(s) is/are permanently held open.
- The width of the door opening is 83cm.

Ramp/Slope

- The ramp/slope is located to the right as you face the entrance.
- The gradient of the ramp/slope is slight.
- The ramp/slope is permanent.
- There is a level landing at the top of the ramp/slope.
- There is a/are handrail(s) at the ramp.
- The handrail(s) is/are on both sides of the ramp.
- The width of the ramp/slope is 130cm (4ft 3in).

Comments

- This entrance is only open Thursday and Saturday Evenings. Please contact the Gallery for information.

Outside Access (Main Entrance - Revolving Door Stepped Access)

Photos



Entrance

- This information is for the entrance located on St Martin's Place.
- The entrance area/door is clearly signed.
- This entrance is signed with 'National Portrait Gallery'.
- There is stepped access at this entrance.
- There is a canopy or recess which provides weather protection at this entrance.
- There is a dark mat or floor marking at this entrance that might be perceived as a hole.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) by revolving.
- The door(s) is/are single width.
- The width of the door opening is 112cm.
- There is a member of staff available for assistance at this entrance.

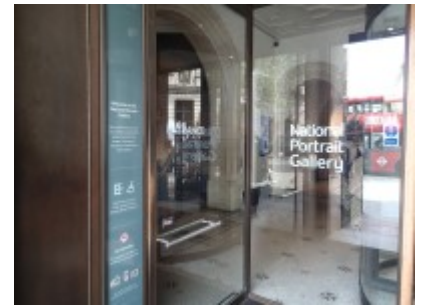
Step(s)

- The step(s) is/are located in front of the entrance.
- There is/are 2 step(s).

- The step(s) is/are not clearly marked.
- The height of the step(s) is/are between 15cm and 18cm.
- The going of the step(s) is/are not between 30cm and 45cm.
- There is not a/are not handrail(s) at the step(s).

Outside Access (Main Entrance - Manual Doors Stepped Access)

Photos



Entrance

- This information is for the entrance located on St Martin's Place.
- The entrance area/door is clearly signed.
- This entrance is signed with 'National Portrait Gallery'.
- There is stepped access at this entrance.
- There is a canopy or recess which provides weather protection at this entrance.
- There is a dark mat or floor marking at this entrance that might be perceived as a hole.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) towards you (pull).
- The door(s) is/are single width.
- The door(s) may be difficult to open.
- The width of the door opening is 120cm.
- There is a small lip on the threshold of the entrance, with a height of 2cm or below.
- There is a member of staff available for assistance at this entrance.

Step(s)

- The step(s) is/are located in front of the entrance.
- There is/are 2 step(s).
- The step(s) is/are not clearly marked.
- The height of the step(s) is/are between 15cm and 18cm.
- The going of the step(s) is/are not between 30cm and 45cm.
- There is not a/are not handrail(s) at the step(s).

Comments

- There are 2 identical doors, one either side of the revolving door entrance.

Outside Access (Accessible Entrance)

Photos



Entrance

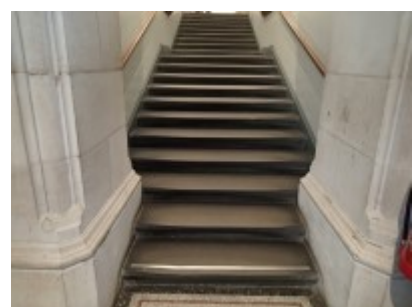
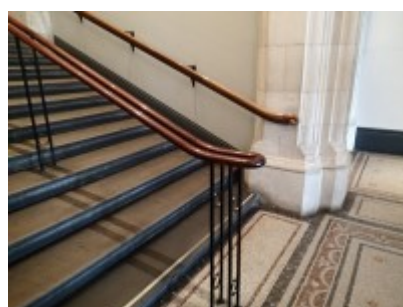
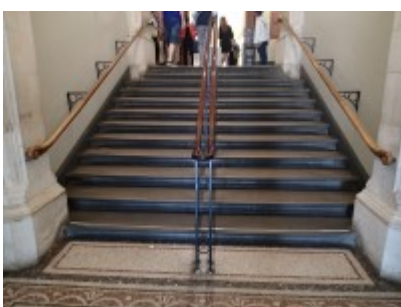
- This information is for the entrance located on St Martin's Place.
- The entrance area/door is not clearly signed.
- There is step-free access at this entrance.
- There is not a canopy or recess which provides weather protection at this entrance.
- There is a dark mat or floor marking at this entrance that might be perceived as a hole.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) towards you (pull).
- The door(s) is/are single width.
- The door(s) may be difficult to open.
- The width of the door opening is 103cm.
- There is a member of staff available for assistance at this entrance.
- There are gates on the approach to the accessible entrance. The gates are held open and have an opening width of 176cm. There is a small lip on the floor to the left as you face the gates.
- There is a slope with a very easy incline.

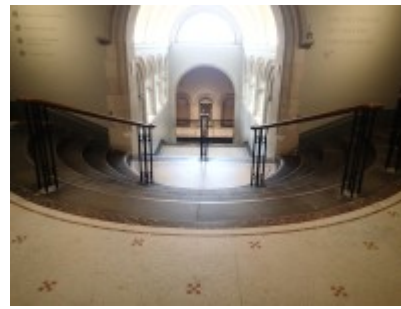
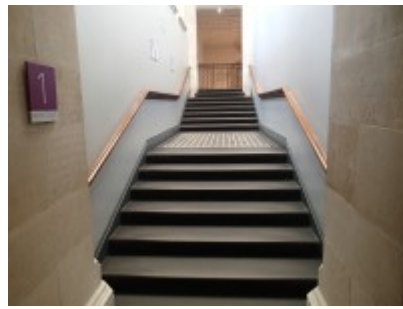
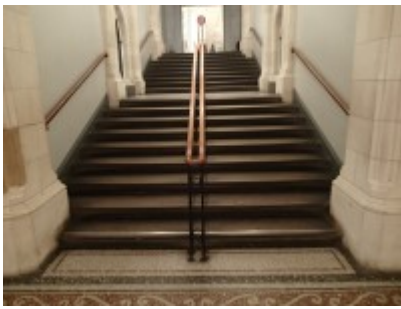
Ramp/Slope

- The ramp/slope is located on the approach to the entrance.

Other Floors (Main Stairs)

Photos



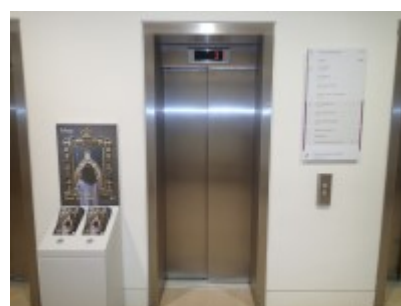
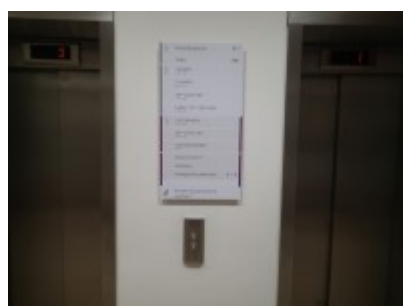
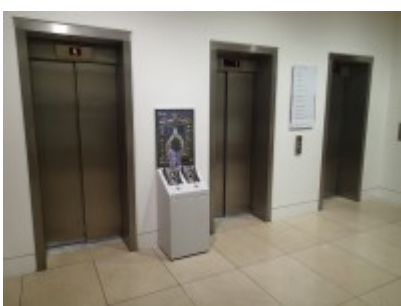


Stairs

- Stairs can be used to access other floors.
- The stairs are for public use.
- The stairs are located ahead as you enter from the main entrance.
- The stairs are approximately 6m from the main entrance.
- The stairs are clearly visible from the entrance.
- The floors which are accessible by stairs are -1, 0, 1 and 2.
- There are 15+ steps between floors.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are between the recommended 30cm and 45cm.
- The steps are not clearly marked.
- There is a/are handrail(s) at the step(s).
- The steps have a handrail on both sides.
- Handrails are not at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do extend horizontally beyond the first and last steps.
- There is a landing.
- Clear signs indicating the facilities on each floor are not provided on landings.
- The lighting levels at the steps are low to moderate.

Lift (Levels 1, 2 and 3)

Photos

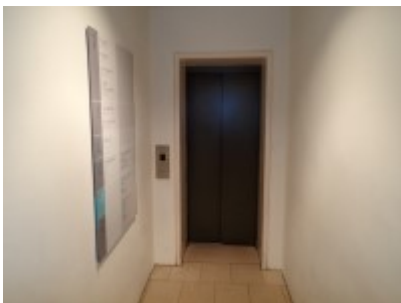


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- There is a lift for public use.
 - The lift is located at the rear of the gallery.
 - Signs indicating the location of the lift are not available from the entrance.
 - The lift is a standard lift.
 - A member of staff does not need to be notified for use of the lift.
 - The floors which are accessible by this lift are 1, 2 and 3.
 - Clear signs indicating the facilities on each floor are provided on lift lobby landings.

- There is a clear level manoeuvring space of 150cm × 150cm in front of the lift.
- Lift doors do contrast visually with lift lobby walls.
- The external controls for the lift are within 90cm - 110cm from the floor.
- The colour contrast between the external lift controls and the control plate is low.
- The colour contrast between the external lift control plate and the wall is High.
- The clear door width is 80cm (2ft 7in).
- The dimensions of the lift are 110cm x 140cm (3ft 7in x 4ft 7in).
- There are not separate entry and exit doors in the lift.
- There is a mirror to aid reversing out of the lift.
- There is a list of floor services available within the lift.
- The lift does have a visual floor indicator.
- The lift does have an audible announcer.
- The internal controls for the lift are within 90cm - 120cm from the floor.
- There is not a hearing loop system.
- The lift does not have Braille markings.
- The lift does have tactile markings.
- The lighting levels in the lift are moderate to good.

Lift (Levels -2, -1, L, 0, 1 and 2)

Photos



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- The lift is located in the corridor on the left as you enter the main entrance.
 - Signs indicating the location of the lift are not available from the entrance.
 - The lift is approximately 15m (16yd 1ft) from the main entrance.
 - The lift is a standard lift.
 - A member of staff does not need to be notified for use of the lift.
 - The floors which are accessible by this lift are -2, -1, L, 0, 1 and 2.
 - Clear signs indicating the facilities on each floor are provided on lift lobby landings.
 - There is not a clear level manoeuvring space of 150cm × 150cm in front of the lift.
 - Lift doors do contrast visually with lift lobby walls.
 - The external controls for the lift are within 90cm - 110cm from the floor.
 - The colour contrast between the external lift controls and the control plate is low.
 - The colour contrast between the external lift control plate and the wall is High.
 - The clear door width is 100cm (3ft 3in).
 - The dimensions of the lift are 175cm x 175cm (5ft 9in x 5ft 9in).
 - There are separate entry and exit doors in the lift.
 - There is not a mirror to aid reversing out of the lift.
 - There is a list of floor services available within the lift.

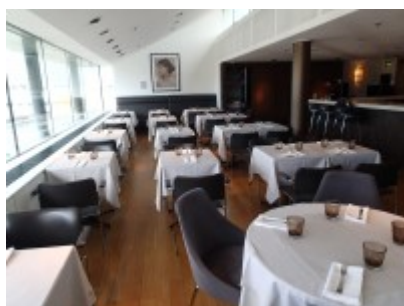
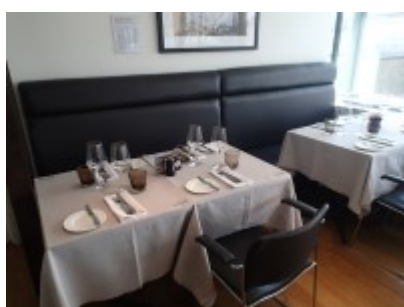
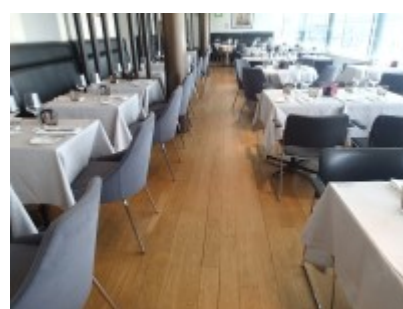
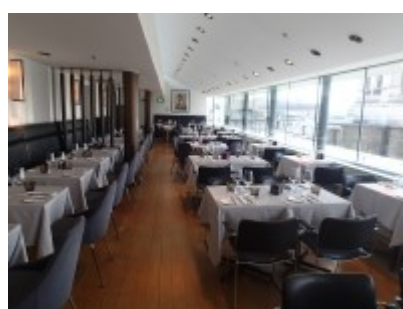
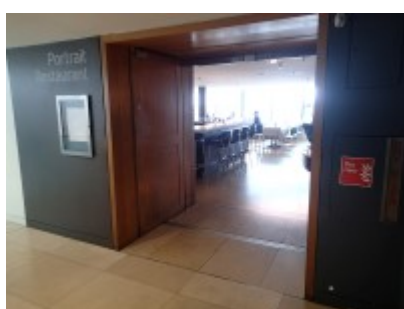
- The lift does have a visual floor indicator.
- The lift does have an audible announcer.
- The internal controls for the lift are within 90cm - 120cm from the floor.
- There is not a hearing loop system.
- The lift does have Braille markings.
- The lift does have tactile markings.
- The lighting levels in the lift are low to moderate.

Comments

- The lift is 35m from the lift at the accessible entrance which takes you through the Bookshop into the main entrance.

Eating and Drinking (Portrait Restaurant)

Photos



Location and Access

- The following information is for the restaurant.
- The restaurant is located on Level 3 of the National Portrait Gallery.
- There is step-free access, via lift, to the restaurant.

Service and Menus

- Tables can be booked in advance.
- There is full table service.
- Staff can bring food and/or drinks to tables.
- Menu types include: handheld menus.
- Menus are clearly written.
- Menus are presented in contrasting colours.
- Staff can read menus to customers if requested.

- The type of food served here is an a la carté menu.
- Takeaway cups are not available.
- Adapted cups are not available.
- Adapted cutlery is not available.
- Drinking straws are available.
- This area does not play background music.
- There is not a hearing assistance system .

Tables and Seating

- There is not ample room for a wheelchair user to manoeuvre.
- There are some tables which are accessible to wheelchair users.
- The standard height for the underside of dining tables is 72cm.
- No tables are permanently fixed.
- Some chairs are permanently fixed.
- Some chairs have armrests on both sides.
- There are also bench seats and high stools.
- The type of flooring in this area is wood.
- There is some flooring which is shiny and could cause issues with glare or look slippery to some people.
- The lighting levels are moderate to good.

Toilet with Adaptations (Right Hand Transfer)

Photos



Location and Access

- This accessible toilet is located just off the lift lobby on Level 3.
- This accessible toilet is approximately 5m (5yd 1ft) from the lift.
- There is step-free access into the accessible toilet.
- This is a shared toilet.
- A key is not required for the accessible toilet.
- There is pictorial and written text signage on or near the toilet door.
- The contrast between the external door and wall is low.
- The door opens outwards.
- The door may be difficult to open.
- The door is locked by a twist lock.
- The width of the accessible toilet opening is 98cm (3ft 3in).
- The contrast between the internal door and wall is low.
- The door has a horizontal grab rail.

- The contrast between the horizontal grab rail and internal door is medium.

Dimensions and Features

- The dimensions of the accessible toilet are 150cm x 205cm (4ft 11in x 6ft 9in).
- The accessible toilet does not have an unobstructed minimum turning space of 150cm x 150cm.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the right.
- The lateral transfer space is 84cm (2ft 9in).
- The transfer space is obstructed by a sanitary bin and a waste disposal bin.
- There is a flush on the transfer side.
- There is not spatula type lever flush.
- There is a lever flush.
- There is a dropdown rail on the transfer side.
- The contrast between the dropdown rail(s) and wall is high.
- There is a/are wall-mounted grab rail(s) available.
- As you face the toilet the wall-mounted grab rail(s) is/are on both sides.
- There is a vertical wall-mounted grab rail on the transfer side.
- There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space.
- The contrast between the wall-mounted grab rail(s) and wall is high.
- The height of the toilet seat above floor level is 44cm (1ft 5in).
- The toilet has a backrest and a cistern.
- There is a lid attached to the toilet seat.
- The toilet seat colour contrast is low.
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is not placed higher than 100cm (3ft 3in).
- The contrast between the toilet roll holder and the wall is high.
- The lighting levels are moderate to good.
- The contrast between the walls and floor is high.

Additional Fixtures and Fittings

- There is an emergency alarm.
- The emergency pull cord alarm is fully functional.
- There is not a red flashing fire alarm beacon within the toilet.
- Disposal facilities are available in the toilet.
- There is a/are sanitary, general waste (with no lid) and nappy/incontinence items bin disposal units.
- There is not a/are not coat hook(s).
- There is a mirror.
- The mirror is not placed at a lower level or at an angle for ease of use.
- There is a wash basin.
- The wash basin and tap(s) can be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).
- There is a vertical wall-mounted grab rail on the right hand side of the wash basin.

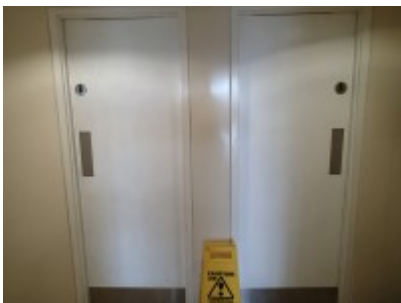
- The contrast between the wash basin wall-mounted grab rail(s) and wall is high.
- The wash basin tap type is lever mixer.
- There is a wall fixed soap dispenser.
- The soap dispenser can be reached from seated on the toilet.
- The height of the soap dispenser is 93cm.
- There is a towel dispenser.
- The towel dispenser cannot be reached from seated on the toilet.
- The towel dispenser is placed higher than 100cm (3ft 3in).
- The height of the towel dispenser is 110cm (3ft 7in).
- The contrast between the towel dispenser and the wall is high.
- There is a hand dryer.
- The hand dryer is not placed higher than 100cm (3ft 3in).
- The contrast between the hand dryer and the wall is high.

Baby Changing Facilities

- Baby changing facilities are located within the accessible toilet.
- There is a flip down baby change table available.
- The height of the baby change table is 88cm.

Standard Toilet(s)

Photos



Toilet Facilities

- The female and male toilets are located next to the lifts on Level 3.
- There is step-free access into the toilet(s).
- The standard toilet(s) is/are approximately 3m from the lift.
- The colour contrast between the external toilet door(s) and wall(s) is low.
- There is pictorial signage on or near the toilet door.
- It was not possible to access the female toilet.
- An ambulant toilet cubicle is not available.
- The height of the wash basin(s) is 85cm.
- The wash basin(s) tap type is lever mixer.
- Lighting levels are moderate to good.

Related Access Guides

- To view other AccessAble Detailed Access Guides that are related to this one please use the links below.

- **[National Portrait Gallery - Levels 0 and -1 link \(new tab\) - click here](https://www.accessable.co.uk/leicester-square/access-guides/national-portrait-gallery-levels-0-and-1)** (<https://www.accessable.co.uk/leicester-square/access-guides/national-portrait-gallery-levels-0-and-1>)
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