**Visitor Welcome Pack**

Welcome to the House of Sport! We are really looking forward to welcoming you!

Until then, we would appreciate it if you would take 5 minutes to review this guide.

It explains what to expect when you arrive at House of Sport, and what you need to know to keep you safe.

**How do I get to House of Sport?**

**Address:** House of Sport, 190 Great Dover Street, SE1 4YB

Getting here from Borough station:

Borough Station is on the Bank branch of the Northern Line and in Travelcard Zone 1. House of Sport is approximately a 2 minute walk from the station.

Borough Station (Stop E) is right outside House of Sport. It is served by buses: 21, 47, 381, N21, N381

Getting here from London Bridge Station:

London Bridge has an Underground and a National Rail station and is Travelcard Zone 1. The Underground station is served by the Jubilee Line and the Bank branch of the Northern Line.

The National Rail station is served by Southern, Thameslink and Southeastern railways.

House of Sport is approximately a 10 minute walk from the station. It is one stop on the Northern line to Borough station.

There are regular buses from London Bridge that go direct to Borough Station (Stop E), right outside House of Sport:

21, 47.

**How do I get into the building?**

Our building is opposite SELVIS in the CAN Mezzanine building in Borough. Our building has a black exterior.

There are two doors into Marathon House, and access to House of Sport is through the right-hand door. The window in the door has brightly coloured geometric shapes and a large blue cube in the centre. We will be expecting your arrival, but we do not have a traditional reception desk, so to let us know you’re here:

* Press the three cubes as they appear in sequence on the intercom to the right of the door.
* A list will display the organisations within House of Sport. Please select the relevant organisation and this will call them directly. They will be able to answer your call and open the door for you remotely.
* Please wait in the Ground Floor Lobby for your contact to greet you. Make sure you use this time to add your details into our Visitors Log located on the windowsill. We will use this information to ensure you are safe in the event of an evacuation of the building.

If an LED screen will be difficult for you to read, please ask your contact to meet you at the front door.

If the organisation you need isn’t listed, please select ***London Sport***, who will ask for your name, and contact the person you are meeting on your behalf.

**What should I do in an emergency?**

Fire Evacuation

If the fire alarm sounds and the beacons flash while you are in House of Sport, please adhere to the following process;

* Make your way to the nearest available Fire Exit. Fire Exits are located at the ends of each floor clearly signposted by green signs hanging from the ceiling pointing in the direction of the exit.
* Do not use the lifts, and do not stop to collect your personal belongings.
* If you are a wheelchair user your host will escort you to the Refuge Point whilst an Evacuation Chair is collected to assist you out of the building.
* Once you have left the building, please make your way immediately to the Fire Assembly Point which is on the corner of Great Dover Street and Silvester Street.
* If you were separated from your host please find them and make yourself known. If you cannot locate them, please make yourself known to a Fire Marshal.
* If you know of a colleague who was in the building at the time of the alarm who has not yet joined you, please let the Fire Marshal know immediately so they can notify the Fire Brigade.

Do not enter the building at any point, under any circumstances, until you have been informed by the lead Fire Marshal that it is safe to do so.

The Fire Assembly Point is located on the corner of Great Dover Street and Silvester Street.

**What if I have any questions?**

If you have any questions regarding your visit to House of Sport it would be best to get in touch with your House of Sport contact direct because they will be best placed to answer you, already having full details regarding the reason for your visit.

If you are registered blind or visually impaired, deaf or hard of hearing we would suggest you let your contact know in advance of your arrival so that we can arrange a meet and greet at one of the closest Transport Hubs, or outside the building, to assist you into House of Sport.

If you are a wheelchair user we would suggest you let your contact know in advance of your visit so that they can ensure that the lift to Level 5 is ready for your use to avoid any unnecessary delay. You can email us at admin@houseofsport.org.uk to make the arrangements.

Thank you for taking the time to read this guide, we appreciate your cooperation.

We are really looking forward to welcoming you to House of Sport!

If you have any feedback about your experience, please feel free to email us at the address above.