

ACCESSIBILITY

ENTRY & ACCESS

Entry to Ate O'Clock is level, with a permanent ramp leading from our reception area to our main dining areas.

Please note that our original dining room has a single step at the entrance.

Accessible ground-floor facilities are located to the rear of our bar area and adjacent to one of our dining rooms. If you would benefit from being seated in this area, please let us know when booking or speak to a member of our team.

This area can also be accessed via the front entrance of Social 8 Lounge, providing level access through a single doorway into the restaurant.

INCLUSIVITY

DIETARY & ALLERGEN REQUIREMENTS

Our allergen information and matrix are available on request. We have strict allergen-handling procedures in place and provide separate Gluten-Free, Vegan and Vegetarian menus. Our team is always on hand to answer any questions or queries you may have regarding allergies or dietary requirements.

LGBTQ+

We are proud to support the LGBTQ+ community and are committed to creating a welcoming, respectful and inclusive environment for everyone.

We proudly welcome guests and staff of all sexual orientations, gender identities and gender expressions.

Guests may use the restroom facilities that align with their gender identity.

Please speak to a member of our team if you require any support or assistance.

COMMUNICATION

Our team speaks a range of languages, including, but not limited to, Czech, Serbian, Polish, Dutch, Greek and Hungarian.

Clear, large-print copies of our Set, À la Carte and Dessert menus are available for guests who may benefit from them.

SENSORY & COMMUNICATION NEEDS

We aim to make our restaurant experience as comfortable and accessible as possible for all guests, including those with sensory, communication, hearing, visual or neurodivergent needs. Where possible, we can arrange quieter tables outside of busy periods and adjust lighting or music to help create a more comfortable dining experience.

STAFF ASSISTANCE

All members of our team have received Ask for Angela and sexual harassment awareness training. If you feel unsafe or require advice or assistance in any situation, discreet support is available.

PLANNING YOUR VISIT

We understand that every guest's needs are different. If you have any specific accessibility, sensory, communication or dietary requirements, please contact us before your visit or let us know when booking. Our team will always do their best to accommodate your needs.

For assistance, please contact us on 01904 644080 or complete our contact form.