

## Policy E10 Visitor infrastructure

- A London's visitor economy and associated employment should be strengthened by enhancing and extending its attractions, inclusive access, legibility, visitor experience and management and supporting infrastructure, particularly to parts of outer London well-connected by public transport, taking into account the needs of business as well as leisure visitors.
- B The special characteristics of major clusters of visitor attractions and heritage assets and the diversity of cultural infrastructure in all parts of London should be conserved, enhanced and promoted.
- C A sufficient supply and range of serviced accommodation should be maintained.
- D The provision of high-quality convention facilities in town centres and in and around the CAZ should be supported.
- E Camping and caravan sites should be supported in appropriate locations.
- F Within the CAZ, strategically-important serviced accommodation should be promoted in Opportunity Areas, with smaller-scale provision in other parts of the CAZ except wholly residential streets or predominantly residential neighbourhoods (see [Policy SD5 Offices, other strategic functions and residential development in the CAZ](#)), and subject to the impact on office space and other strategic functions. Intensification of the provision of serviced accommodation should be resisted where this compromises local amenity or the balance of local land uses.
- G In outer London and those parts of inner London outside the CAZ, serviced accommodation should be promoted in town centres and within Opportunity Areas (in accordance with the sequential test as set out in [Policy SD7 Town centres: development principles and Development Plan Documents](#)) where they are well-connected by public transport, particularly to central London.
- H To ensure sufficient choice for people who require an accessible bedroom, development proposals for serviced accommodation should provide either:

- 1) 10 per cent of new bedrooms to be wheelchair-accessible in accordance with Figure 52<sup>121</sup> incorporating either Figure 30<sup>122</sup> or 33<sup>123</sup> of British Standard BS8300-2:2018 Design of an accessible and inclusive built environment. Buildings. Code of practice; or
- 2) 15 per cent of new bedrooms to be accessible rooms in accordance with the requirements of 19.2.1.2 of British Standard BS8300-2:2018 Design of an accessible and inclusive built environment. Buildings. Code of practice.<sup>124</sup>

<sup>121</sup> Figure 52 illustrates an example of an accessible bedroom with en-suite sanitary facilities

<sup>122</sup> Figure 30 illustrates requirements for a wheelchair accessible en-suite shower room with corner WC for independent use

<sup>123</sup> Figure 33 illustrates requirements for a bathroom for independent use incorporating a corner WC layout

<sup>124</sup> 19.2.1.2 of BS8300-2:2018 specifies design and percentage requirements for accessible bedrooms including wheelchair accessible rooms with an en-suite shower room for independent use, rooms with a tracked hoist system and a connecting door to an adjoining (standard) bedroom for use by an assistant or companion, rooms with an en-suite shower room to meet the requirements of people with ambulant mobility impairments, and rooms large enough for easy adaptation to wheelchair accessible bedroom standards that are structurally capable of having grab rails installed quickly and easily.

- 6.10.1 London is the second most visited city in the world and the Mayor wants to spread economic and regeneration benefits by working with London & Partners to **promote tourism across the whole of the city**, including outside central London. This Plan supports the enhancement and extension of London's attractions particularly to town centres and well-connected parts of outer London, complemented by supporting infrastructure including visitor accommodation, a high-quality public realm, public toilets and measures to promote access by walking, cycling and public transport.
- 6.10.2 Given the importance of tourism to London's economy, London needs to ensure that it is able to **meet the accommodation demands of tourists** who want to visit the capital. It is estimated that London will need to build an additional 58,000 bedrooms of serviced accommodation by 2041, which is an average

of 2,230 bedrooms per annum.<sup>125</sup> In addition to leisure visitors the needs of business visitors require consideration, including provision of suitable facilities for meetings, conferences and exhibitions in both hotels and purpose-built convention and exhibition centres.

- 6.10.3 **Boroughs in the CAZ** are encouraged to direct strategically-significant serviced accommodation (defined as more than 20,000 sq.m. in the CAZ) towards the CAZ Opportunity Areas. Concentrations of serviced accommodation within parts of the CAZ that might constrain other important strategic activities and land uses (for example offices and other commercial, cultural and leisure uses) or erode the mixed-use character of an area should be avoided. **Boroughs in outer and inner London beyond the CAZ** are encouraged to plan proactively for new serviced accommodation in town centres to help spread the benefits of tourism to the whole of the capital.
- 6.10.4 Improving the availability of **accessible serviced accommodation**<sup>126</sup> is vital to ensuring that as many visitors as possible can stay in London and experience its visitor attractions and business offer. To help achieve this, serviced accommodation developments should achieve the highest standards of accessible and inclusive design (see also [Policy D5 Inclusive design](#)). The policy requirement provides two options and developers can choose the option which best fits the scale of development proposed. These requirements aim to recognise the need not only for standard wheelchair accessible rooms, but also rooms suitable for people with ambulant mobility impairments or older people who could benefit from additional access features, as well as rooms suitable for people who require assistance or need to be near to a carer.

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<sup>125</sup> Working Paper 88, Projections of demand and supply for visitor accommodation in London to 2050, GLA Economics, 2017, [https://www.london.gov.uk/sites/default/files/visitor\\_accommodation\\_-\\_working\\_paper\\_88.pdf](https://www.london.gov.uk/sites/default/files/visitor_accommodation_-_working_paper_88.pdf)

<sup>126</sup> Working Paper 90, Projections of demand and supply for accessible hotel bedrooms in London, GLA Economics, 2017, <https://www.london.gov.uk/sites/default/files/accessible-hotel-rooms-wp90.pdf>

