

Access Statement – Thistle Aberdeen Altens (17.2.10)

Property:

Thistle Aberdeen Altens
Souterhead Road
Aberdeen, AB12 3LF

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9002 / +44 845 305 8302

Fax: 0871 376 9102 / +44 845 305 8341

E-mail: from the Contact us page on the hotel website

Alternative format information (available at the hotel)

- Large print
- Braille

Website accessibility (eg: font can be enlarged)

An Access Statement is available on-line.

Information about accessible public transport:

Aberdeen Airport has specific information for disabled travellers at the following link:
www.aberdeenaairport.com/.

Accessibility of UK railway stations can be found at the following link:
www.nationalrail.co.uk/passenger_services/disabled_passengers/.

An example can be seen for Aberdeen railway station (in the centre of Aberdeen) at:
www.nationalrail.co.uk/stations/sjp/ABD/stationAccessibility.xhtml.

Aberdeen has wheelchair accessible taxis. More information is available from Rainbow taxis:
www.rainbow87.com/. Telephone number: 01244 87 87 87.

There is a courtesy vehicle at this hotel, but it is not currently wheelchair accessible.

Shopmobility is a scheme whereby users can hire a wheelchair or scooter to enable them to shop in comfort. For information about the Shopmobility service in Aberdeen please visit: www.shopmobilityaberdeen.org.uk/.

There are 216 bedrooms at this hotel; 49 of these are on the ground floor, one room is designated for wheelchair users, and one room for guests with a sensory requirement. Details of the accessible rooms are provided further on.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.

Arrival, Car Parking & Entrance



The car park is to the front of the hotel, and there are 4 x designated spaces for Blue Badge holders. Parking for all guests is free of charge in this car park. The designated bays are 3.6m wide.

The designated parking bays are up to 53m from the hotel entrance.



There is no height restriction for adapted cars and vans.

It is possible to find out about designated on-street accessible parking spaces in the Aberdeen area by visiting: <http://bluebadge.direct.gov.uk>.

There is a set down point about 20m from the entrance.



There is a 16m long gradient leading to the doors of up to 1:12.

Assistance may be required by some guests to gain access from the parking bays to the hotel entrance.

Staff would be pleased to offer assistance.



There is an assistance button at the top of the gradient on the wall to the right of the entrance doors.

This button is 980mm high, with a tactile and Braille sign.



There are 2 x door sets at the entrance.

The 1st set has sliding automatic doors 1540mm clear opening.

There is a 25mm threshold at the doorway.



The 2nd set has side hung automatic doors 1600mm clear opening. There is 2300mm clear space between the door sets.

Please be aware that these doors open towards the visitor.

Staff would be pleased to offer assistance.

The doors are supervised 24 hours per day.

Reception



There is a large, open space within the lobby in front of the reception desk.

The reception desk is 1070mm high and is on the right within the entrance.

Additional room keys are available on request.

There is seating available nearby.



On check-in, disabled guests will be asked to complete a Personal Evacuation Plan Questionnaire in consultation with the Guest Relations Manager. All information provided will be treated in the strictest confidence. If you are likely to require assistance in the unlikely event of an evacuation please do notify us on arrival. We would also ask guests with a hearing loss to let us know so that we can provide assistive equipment during your stay.

There is an induction loop for hearing aid users at reception, but there may not be a sign on display to indicate this.

Public Areas



There are generally wide and level routes to public areas on the ground floor. The lounge area (pictured above) is situated beside reception, with a variety of seating and tables.

There is also a restaurant with an open plan route beside the lounge.

Currently there is no seating with armrests. Tables have clear space beneath them of 650-700mm.



There is a double door set, 700mm each clear opening leading to the Cairngorm Bar and Brasserie.

The height of the bar is 1150mm.

There are 3 x steps (90-100mm high each) up to about 40% of the bar seating area (currently without handrails).



Tables in the bar area have clear space beneath them of up to 730mm.

There is seating with armrests in the bar.

The height of the bar is 1180mm.

Staff will provide assistance to those who need it.



The Cairngorm Brasserie: There is a 2nd double door set leading to the area. Each door is 820mm clear opening.

Tables have clear space beneath them of at least 740mm.

There is currently no seating with armrests.

Staff will provide assistance to those who need it.



Lifts: There are 2 x lifts beside reception and the lounge area in an open lobby, giving access to some meeting rooms and to bedrooms above the ground floor.

The doors are 1060mm clear opening and are fitted with sensors, with clear floorspace of 1650mm deep x 1950mm wide.

There is a handrail and a mirror at the rear of the lift.



Lift controls are up to 1150mm high and have tactile buttons.

There is both visual and audible floor announcement in the lifts.

A symbol suggests that the emergency communication point is fitted with an inductive coupler for hearing aid users.

Public WCs



There is a designated accessible public WC on the ground floor opposite reception. The door is 730mm clear opening, with 1180mm clear space opposite the door. **This may not be sufficient space for some users.**

There is clear floorspace in the room of 1200x1200mm.

There is a vertical rail beside the hand basin.

There is a fold down rail to one side of the WC and a short horizontal and a vertical rail on the other, and an additional horizontal rail behind the WC.

There is lateral (angled) transfer of 750mm to the right. The height of the WC seat is 480mm.



The paper towel dispenser may be too high for some.

There is an emergency cord in the room linked to reception, and a strobe light linked to the fire alarm system.

There are also standard men's and women's WCs nearby on the ground floor.

Conference & Meeting Rooms

The Rubislaw (Kemnay / Craigenlow) and Albyn Suites are all on the ground floor. The Craigton, Loriston, Grandholm and Syndicate Rooms are on the 2nd floor and accessible by lift. The narrowest door is to the Syndicate Rooms at 760mm clear opening.

A designated accessible WC is available on the ground floor near reception, beside standard men's and women's WCs.

Otium Heath and Leisure Club



There is level access to the Otium Health and Leisure Club on the ground floor via a double door set each leaf 820mm clear opening on route.

There is a further double door set 1450mm clear opening.

There is a double door set to the gym - each door is 780mm clear opening. There is a 760mm clear opening door to the Studio. There is a 770mm clear opening door to the hairdresser.

There is an 840mm clear opening door to the designated accessible changing room fitted with a door bar to aid closure.



The door from the designated changing room to the swimming pool area is also 840mm clear opening.

There is a WC with 900mm lateral (sideways) transfer to the left. The height of the WC is 480mm.

There is a vertical and a fold down rail on one side of the WC and a horizontal on the other. **The horizontal rail may be too far from the WC for some users.**

There is an emergency cord linked to reception, **but currently no strobe light linked to the fire alarm system.**



There is a level access shower with a horizontal and vertical rail.

There is 900mm transfer to the right to the shower seat.

The seat size is 280mm deep x 320mm wide, and is 420mm high. **Currently, the seat size may be too small for some users, and slightly low for others.**

There is a 25mm high threshold beside the shower.



There are 2 x steps up (200 + 220mm high) with handrails to both sides in order to reach the steps into the pool, or access the Spa bath and children's pool.



There are 11 x steps into the swimming pool with a handrail to one side.

The pool is level with the deck.

There are 3 x steps down into the spa bath with a handrail and 4 x steps into the children's pool with handrails to both sides.



The Steam Room has a 650mm clear opening door with a 40mm threshold.



The Sauna has a 600mm clear opening door with a 45mm threshold.

Accessible Bedroom



There are 216 bedrooms at this hotel; 49 of these are on the ground floor, one room is designated for wheelchair users, and one room for guests with a sensory requirement. **Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.** There is a side hung door set on route to the bedrooms 780mm clear opening each leaf.

Room 149 (a twin bedded room – adjoins room 148 with a 750mm clear opening door) has a door which is 930mm clear opening, with 1800mm clear space opposite the door.

The door handle and keyway are 1000 – 1050mm high.

There are door viewers 1030mm and 1620mm high.



There are lowered hanging rail fittings in the wardrobe.

There is clear floorspace in the bedroom of at least 1500 x 1500mm and 4500 x 1700mm, with clear space of at least 1500mm beside the beds.

The beds are 560mm high to the top of the mattress

There is clear space beneath the beds of 190mm for the use of a hoist.



There are emergency buttons beside the beds.

There is also a strobe light linked to the fire alarm in the bedroom.

There is clear space under the desk of 710mm.

Assistance may be required to open and close the windows and curtains.



Assistive Equipment:

There are 4 x text channels on TV.

A task light is available.

Please also see sensory equipment below.

Ensuite shower room & WC



Room 149 shower room: The door to the room is 870mm clear opening outwards into the bedroom, with 4500mm clear space opposite the door.

There is a door bar to aid closure from inside the room and a small threshold of about 10mm at the doorway.

There is clear floorspace of 1800 x 1700mm within this room.



There is clear space of 570mm beneath the hand basin.

There is a lever operated tap.

There is currently no vertical rail beside the hand basin.



There is lateral (sideways) transfer to the WC of up to 820mm to the left. There is a fold down rail on both sides of the WC, and a further horizontal rail on the wall.

The WC is 480mm high.

There is an emergency cord linked to reception, and a strobe light linked to the fire alarm system.



There is a level access shower, with lateral (sideways) transfer of up to 1750mm to the left.

The shower seat size is 400 x 400mm and is adjustable in height.

There 3 x vertical rails and 2 x horizontal handrails in the shower area, plus integral armrests on the seat.

The shower controls are 1250mm high.

Sensory Room



There is a sensory room on the ground floor. This room is not designed for wheelchair use, but to try to meet the needs of those with a hearing or sight loss. The room has narrower doors to a smaller bathroom and no rails beside the WC or basin. Room 146 (pictured) adjoins room 147, with a 750mm clear opening interconnecting door. This is a twin bedded room.

The door to the room is 760mm clear opening, with 1800mm clear space opposite the door.

There is clear floorspace of 1500x870mm and 4500x4500mm.

There is a door viewer at standing height only (1620mm high).



There is space beside the beds of up to 900mm.

The beds are 600mm high to the top of the mattress, and **may be too high for some users**. The beds are divan (no space beneath for a hoist).

There hanging rails in the wardrobe are not at wheelchair height.

Assistance may be required by some to open and close the curtains (which are behind furniture) or to access the hanging rails in the wardrobe.



There is clear space below the desk of 700mm.

A task light is available at the desk.

There are emergency call buttons beside the beds.

There is also a strobe light linked to the fire alarm.



A Big Button telephone is available in room 147.



Room 146: The doors to the bathroom are 690mm and 630mm clear opening with 880mm and 1500mm clear space opposite the doors.

There are no rails associated with the WC or basin.

There is an emergency cord and a strobe light linked to the fire alarm in the bathroom.



The door to the bathroom opens inwards leaving 700x450mm clear floor space.



There is clear space under the basin of 665mm.



The WC is 410mm high.

There is a bath with a shower above.

The height of the bath rim is 540mm.

There is a 290mm angled rail above the bath beside the shower.

Sensory Equipment



Guests can be offered the following assistive devices:

Large print or Braille menus.

A Big Button telephone.

Task lights are available.



Additional Information

Your health, comfort and safety are of the utmost importance to us, therefore hotel staff have received disability awareness training. Please do contact our Guest Relations Manager if there is something that needs our attention. We will endeavour to ensure that your individual needs are met wherever reasonably possible.

However, as with all hotels, some services and equipment are subject to operational constraints (eg: lifts and other access equipment requiring service at short notice).

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