

Access Statement – Thistle Aberdeen Airport (15.2.10)

Property:

Thistle Aberdeen Airport
Argyll Road
Aberdeen, AB21 0AF

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9001 / +44 845 305 8301

Fax: 0871 376 9101 / +44 845 305 8340

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 Station (in the centre of Aberdeen) at:

www.nationalrail.co.uk/stations/sjp/ABD/stationAccessibility.xhtml.

Dyce is the closest railway station: www.nationalrail.co.uk/stations/sjp/DYC/stationAccessibility.xhtml.

Aberdeen Airport has wheelchair accessible taxis. More information is available from ComCab taxis:

www.comcab-aberdeen.co.uk/. Telephone number: 01244 35 35 35.

There are 2 x courtesy vehicles at this hotel, neither is 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 147 bedrooms at this hotel; 73 of these are on the ground floor, one room is designated for wheelchair users. Details of the accessible room 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.

Please be aware that the area between the hotel car park and the airport service road is on a gradient.

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. All guests must pay to use this car park. The designated bays are up to 3.6m wide and open to one side.

The designated parking bays are about 17 - 35m from the hotel entrance.

There is a gradient in the car park of about 1:17 beside the first 2 bays.



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 9m from the entrance.

There is a ramp leading up to the doors of 1:12 – 7.4m long and 1500mm wide with a handrail to one side.

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

Staff would be pleased to offer assistance.



Alternatively there are 3 x steps (1 x 120mm and 2 x 160mm) with a handrail to one side.



There are 2 x door sets at the entrance.

The 1st set has sliding automatic doors 1750mm clear opening.

There is a 20mm threshold at the doorway.



The 2nd set of doors has side hung manual doors 660mm each door clear opening. There is 1850mm clear space between the door sets.

Assistance may be required by some guests to gain access.

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 1060mm high and is on the left 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 is situated beside reception, with a variety of seating and tables.



There is a choice of seating elsewhere in the area (with and without armrests), and tables have clear space beneath them of up to 730mm.



There is a double door set, 760mm each clear opening leading to the Osprey Bar and Restaurant.

The height of the bar is 1150mm.

Staff will provide assistance to those who need it.

Although there is an induction loop for hearing aid users in the bar area, a sign may not be on display.



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

There is seating with and without armrests.



The Osprey Restaurant: Tables have clear space beneath them of at least 720mm.

There is seating with and without armrests.

Staff will provide assistance to those who need it.

Public WCs



There is a designated accessible public WC on the ground floor opposite reception.

The room is approached from across the reception lobby.

The door is 850mm clear opening.

The door opens inwards into the room.



There is clear floorspace in the room of 1300x1470mm minimum.

There is a vertical rail beside the hand basin.

There is a vertical and a fold down rail to one side of the WC and a horizontal rail on the other.

There is lateral (sideways) transfer of 760mm to the right. The height of the WC seat is 450mm.

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

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

Conference & Meeting Rooms



The Ballroom (including the Houston and Grampian Rooms), Premier and Ptarmigan Rooms are all on the ground floor.



The Bydand, Chieftain and Syndicate room are situated on the 1st floor and can only be accessed via a staircase which has 2 x flights of 7 steps with a handrail to one side only.

Just Gym



The door to Just Gym is 700mm clear opening with 1720mm clear space opposite the door.



The security keypad on the door is up to 1370mm high. **Some guests may need assistance to gain access.**



There is clear floor space in the room of 3000 x 2000mm. There are weights and upper body exercise machines as well as a treadmill, step machine and a bike.



There is a double door set leading to the terrace and courtyard garden in the centre of the hotel. The doors are 800mm each clear opening.

There are 2 x ramps. The first is to the left and is 2350mm long with a gradient of 1:9. The second ramp is straight ahead, is 3500mm long with a gradient of 1:11.

Both ramps have a handrail to the open side.

Accessible Bedroom



There are 147 bedrooms at this hotel; 73 of these are on the ground floor, one room is designated for wheelchair users. **Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.**

Room 59 (a twin bedded room) has a door which is 1050mm clear opening, with 1750mm clear space opposite the door.

The door handle and keyway are 980 – 1020mm high.

There are door viewers 1000mm and 1840mm high.

This is a large bedroom with a wooden floor surface.



There is a lowered hanging rail in the wardrobe.

There is clear floorspace in the bedroom of at least 1500 x 1150mm and 4500 x 1700mm, with clear space of at least 1400mm beside the beds.

The beds are 520mm high to the top of the mattress

There is clear space beneath the beds of 180mm for the use of a hoist.



There are emergency buttons beside the bed.

There is clear space under the desk of 755mm.

Assistance may be required to open and close the curtains.



There is a lowered hanging rail in the wardrobe.

There is a fridge in the room which could be used for storing medication.

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

Assistive Equipment:

There are 4 x text channels on TV.

There are 2 x Big Button telephones available.

Please also see sensory equipment below.

Ensuite shower room & WC



Room 59 shower room: The door to the room is 870mm clear opening outwards into the bedroom, with 1460mm clear space opposite the door.

There is a door bar to aid closure from inside the room.

There is clear floorspace of 2100 x 1400mm within this room.



Currently the hand basin does not have lever operated taps, or clear space beneath it. This may make access difficult for some guests.

Care should be taken when using water from the hot water tap.

There is currently no vertical rail beside the hand basin.

There is a 2nd smaller hand basin beside the WC which has a lever operated mixer tap.



There is lateral (angled) transfer to the WC of up to 930mm to the right. There is a fold down rail on one side of the WC, and a horizontal and vertical rail on the wall.

The WC is 440mm 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 2000mm deep x 1160mm wide.

There is a free standing shower seat 450mm high. The seat size is 400 x 400mm.

There is 1 x horizontal handrail in the shower area.

The shower controls are 1150mm high.



Sensory Equipment



Guests can be offered the following assistive devices:

Large print or Braille menus.

2 x Big Button telephones.



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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