

## Access Statement – The Caledonian, Aberdeen (16.2.10)

### Property:

The Caledonian, Aberdeen  
10-14 Union Terrace  
Aberdeen, AB10 1WE

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9003 / +44 845 305 8303

Fax: 0871 376 9103 / +44 845 305 8342

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.aberdeenairport.com/](http://www.aberdeenairport.com/).

Accessibility of UK railway stations can be found at the following link:

[www.nationalrail.co.uk/passenger\\_services/disabled\\_passengers/](http://www.nationalrail.co.uk/passenger_services/disabled_passengers/). An example can be seen for Aberdeen Station at: [www.nationalrail.co.uk/stations/sjp/ABD/stationAccessibility.xhtml](http://www.nationalrail.co.uk/stations/sjp/ABD/stationAccessibility.xhtml).

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

[www.rainbow87.com/](http://www.rainbow87.com/). Telephone number: 01244 87 87 87.

There is no courtesy vehicle at this hotel.

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/](http://www.shopmobilityaberdeen.org.uk/).

There are 83 bedrooms at this hotel; one on the 1<sup>st</sup> floor is designated for wheelchair users, with two additional rooms for guests with sensory requirements. 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.**

Please be aware that the road leading to and from the car park at the rear entrance to the hotel is cobbled, and the historic pavements are uneven in places.

The best access by wheelchair is via the rear entrance doors. **An assistance button is available outside the rear entrance and staff would be pleased to assist.**

## Arrival, Car Parking & Entrances



The car park is at the rear of the hotel, and there is 1 x designated space for Blue Badge holders. Parking in this car park is free of charge for all guests. The designated bay is up to 3.6m wide and open to one side. **Please note that parking is on a strictly first come first served basis and is not guaranteed, and at times the car park can be very full.**

The designated parking bay is about 38m from the rear hotel entrance.



There is no height restriction for adapted cars and vans.

As can be seen the pavements and street have cobbles and can be uneven in places.

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



The width of the footpath is about 1300mm at the narrowest points, with a crossfall of about 1:20. **Assistance may be required by some to gain access from the parking bay to the hotel entrance.**

Staff would be pleased to offer assistance.



The nearest set down point is at the rear entrance of the hotel about 2m from the door, with a kerb about 80mm high. The pavement is 1600mm wide opposite the doorway.

There is a threshold from the pavement at the doorway of 35mm.

There are 2 x sets of side hung manual doors, 700mm clear opening each leaf. **Assistance is likely to be required by some guests to gain access.**

Staff would be pleased to offer assistance.



There is an assistance button 1000mm high to obtain assistance with a sign to the right of the doors.

The sign also has tactile and Braille information.

The doors are supervised 24 hours per day.



Within the rear entrance is a ramp 1200mm long from the doors with a gradient of about 1:9.



Once inside there are wide routes and level access or lift access to the facilities.



The main entrance on Union Terrace has a sign indicating that the car park is at the rear of the hotel.



There are 10 x steps (140-160mm high each) with handrails to both sides leading up to doors.

There are 2 x side hung double door sets.

The 1<sup>st</sup> set has doors 960mm each clear opening, and the 2<sup>nd</sup> set has doors 700mm each clear opening.

## Reception



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

The reception desk has a lowered section 750mm high and is straight ahead from the main or rear entrance.

Additional room keys are available on request.



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.



Induction loop for hearing aid users is available at reception (pictured) – but there may not be a sign to indicate this.

## Public Areas



There are generally wide and level routes to public areas on the ground floor.

Cafe Bar Caley: There is a double door set from reception with an open lobby opposite the doors. The doors are retained in an open position when the Cafe Bar is open.



There is a choice of seating in the area (with and without armrests), and tables have clear space beneath them of 620 - 700mm.

Part of the area is up 3 x steps (with handrails to both sides).

Staff will provide assistance to those who need it.



There are 9 x steps up from an external entrance to the Cafe Bar Caley, with handrails to each side.

There is a double door set, 720mm each clear opening.



The door to the Diamond Suite is 1020mm clear opening from an open lobby area.

The Diamond Suite is the hotel restaurant. Tables have clear space beneath them of at least 620mm. Currently there are no seats with armrests.

## Public WCs



There is a designated accessible public WC on the ground floor beside the rear entrance.

The corridor on route is 750mm wide at the narrowest point.



**The door to this designated accessible WC has a security key pad which some users may require assistance to use.**

**The door may also be heavy to open**, and is 860mm clear opening – with a door bar to aid closure. The door opens outwards at the end of the corridor.



There is clear floorspace in the room of 1500x1500mm 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 820mm to the left. The height of the WC seat is 480mm.

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 in the same area on the ground floor.



Lift: There is 1 x lift beside the reception area to all bedroom floors with 2700mm clear space opposite the doors.

The lift is up to 1330mm deep x 1080mm wide.

The lift has automatic sliding doors 800mm clear opening that are fitted with sensors.



Lift controls are a maximum of 1230mm high.

There is a handrail and a mirror within the lift.

There are tactile but currently no Braille controls in the lift.

There is audible floor announcement in the lift.



Alternatively there are 8 + 9 + 9 steps on the staircase with a handrail to one side to the 1<sup>st</sup> floor bedrooms and the Fraser Suite.

## **Conference & Meeting Rooms**



The Terrace Suite, Grand Suite and Diamond Suite are all on the ground floor. There is a double door set 950mm clear opening on route to the Terrace Suite and Grand Suite.

The Grand Suite has a 1000mm long 1:8 gradient on approach and there are 860-870mm clear opening doors on route.

The Fraser Suite is on the 1<sup>st</sup> floor and can be accessed by the lift. There is a 700mm clear opening door to the room from an open lobby area.

## Accessible Bedroom



There are 83 bedrooms at this hotel; one on the 1<sup>st</sup> floor is designated for wheelchair users, with two additional rooms for guests with sensory requirements – details are shown further on. **Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.**

Room 119 (a double bedded room with an additional sofa bed) has a door which is 850mm clear opening, with 3700mm clear space opposite the door.

This room adjoins sensory room no 118 with a door 850mm clear opening.

The door handle and keyway are 1020 – 1060mm high.



There are door viewers 1050mm and 1500mm high.

There is a lowered hanging rail in the wardrobe.

There is clear floorspace in the bedroom of at least 2300 x 2300mm (when the sofa bed is not in use), with clear space of at least 1600mm beside the bed.

The bed is 600mm high to the top of the mattress, and **may be too high for some users.**

At present there is no clear space beneath the bed for the use of a hoist.



There is clear space under the desk of 680mm.



There is an emergency button beside the bed.

There is no strobe light linked to the fire alarm in the bedroom but a Deafgard is available.

Assistive Equipment:

There are 4 x text channels on TV.

There is a switch beside the bed to open and close the curtains.

A doorbell linked to a flashing light in the room.

A Deafgard is available.

Please also see sensory equipment below.

## Ensuite bathroom / shower room & WC



Room 119 bathroom / shower room: The door to the room is 940mm clear opening outwards into the bedroom, with 1250mm minimum clear space opposite the door.

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

There is clear floorspace of 1600 x 1600mm and 1500 x 1200mm minimum within this room.



The hand basin has a lever operated tap, with clear space beneath the basin of 600mm.

There is currently no vertical rail beside the hand basin.

**The basin may be too close to the WC for some users.**



There is lateral (sideways) transfer to the WC of up to 1500mm to the left. There is a fold down rail on one side of the WC, and a horizontal rail on the wall. **The horizontal rail may be too high for some users.**

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 1000mm to the left.

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

There is 1 x vertical handrail in the shower area. There are also integral handrails on the shower seat.

The shower controls are 1200mm high.



There is 1180mm clear space beside the bath with right hand transfer.

The bath rim is 550mm high.

There is a horizontal rail above the bath 370mm above the bath rim, plus a short angled rail above this.

The shower controls are 1370mm high.

## Sensory Rooms



There are 2 x sensory rooms on the 1<sup>st</sup> floor (rooms 118 & 110). These rooms are not designed for wheelchair use, but to try to meet the needs of those with a hearing or sight loss. They have narrower doors to smaller bathrooms and no rails beside the WC or basin.

Room 118 (double bedded room) adjoins room 119 with a door 850mm clear opening.

The door to the room is 700mm clear opening, with 1930mm clear space opposite the door.



There is clear floorspace of 1500x1500mm.

There is space beside the bed of up to 1200mm.

The bed is 600mm high to the top of the mattress, and **may be too high for some users.**

There is no lowered hanging rail in the wardrobe.

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



There is clear space below the desk of 680mm.

There is an emergency button beside the bed.

There is no strobe light linked to the fire alarm in the bedroom but a Deafgard is available.



There is a doorbell linked to a flashing light in the room.

There is a door viewer at standing height only.



Room 118: The door to the bathroom is 630mm clear opening with 1030mm clear space opposite the doors.

The door to this rooms open inwards leaving 960x960mm clear floor space.

There are no rails associated with the WC or basin.

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



There is clear space under the basin of 660mm.



The WC is 410mm high.



There is a bath with a shower above.

The height of the bath rim is 550mm.

There is a horizontal rail 600mm long, 600mm above the rim of the bath.

**Assistance may be required by some users to reach the shower controls behind the shower screen.**



Room 110 (double bedded room): The door to the room is 700mm clear opening, with 1630mm clear space opposite the door.

There is clear floorspace of 1750x2600mm.

There is space beside the bed of up to 750mm.

The bed is 600mm high to the top of the mattress, and **may be too high for some users.**

There is no lowered hanging rail in the wardrobe.



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

There is clear space below the desk of 680mm.

There is an emergency button beside the bed.



There is no strobe light linked to the fire alarm in the bedroom but a Deafgard is available.



There is a doorbell linked to a flashing light in the room.

There is a door viewer at standing height only.



Room 110: The door to the bathroom is 630mm clear opening with 1860mm clear space opposite the doors.

The door to this rooms open inwards leaving 750x950mm clear floor space.

There are no rails associated with the WC or basin.

There is a strobe light linked to the fire alarm in the shower room.



There is clear space under the basin of 720mm.



The WC is 410mm high.



There is a shower tray in the room 150mm high.

There is a horizontal rail 600mm long, 990mm above the shower tray.

**Assistance may be required by some users to reach the taps which are 1260mm above the shower tray behind the fixed shower screen.**

## Sensory Equipment



Guests can be offered the following assistive devices:

Large print or Braille menus.

A Deafgard Vibrating alarm clock and emergency pad.



## 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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