

Access Statement – Thistle Birmingham City (28.1.10)

Property:

Thistle Birmingham City
St Chad's, Queensway
Birmingham B4 6HY

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9005 / +44 845 305 8305

Fax: 0871 376 9105 / +44 845 305 8344

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:

Information about access at Birmingham International Airport can be found at: www.birminghamairport.co.uk/

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 Birmingham New Street Station: www.nationalrail.co.uk/stations/sjo/BHM/stationAccessibility.xhtml

Birmingham's TOA Taxis are wheelchair accessible and most have additional features to assist passengers. More information is available at: www.toataxis.net/

There is no courtesy transport for guests at this hotel.

Shopmobility is a scheme whereby users can hire a wheelchair or scooter to enable them to shop in comfort.

Details of how this scheme operates in Birmingham area available at:

www.birminghamshopmobility.org/bullring/.

There are 133 bedrooms at this hotel, 2 of which have been designed to meet the needs of disabled guests on the 2nd floor. Details of rooms are provided further on.

The size of the lifts to the bedroom floors and public areas is 1260mm deep x 1400mm wide.

There are currently no designated accessible public WCs on site, although disabled guests are invited to use the facilities in the accessible bedrooms - when the rooms are not occupied.

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

Arrival & Car Parking



The hotel is connected to an NCP car park beside the hotel, but the car park does have a **height restriction of 6' 3" (1m 91cm)**. There are 2 x parking bays on Level 3A (pictured) beside the walkway leading to the hotel. These can be reserved by the hotel in advance. All users including Blue Badge holders must pay to use this car park.

Blue Badge holders may also reserve a space at the hotel side entrance. Please discuss arrangements with the hotel in advance.

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



Assistance may be required by some guests to gain access to and from the NCP car park. **Please do contact the hotel reception if you are likely to need assistance.**

There is a 20m long walkway that links Level 3A of the NCP car park to the 2nd floor of the hotel.



There are 2 x manual doors on route to the hotel from the car park which are 770mm clear opening.

There is a security keypad with small buttons on the 2nd door at the hotel entrance - up to 1440mm high (pictured).

The assistance button at this point is 1470mm high.



Assistance may also be required to use the platform lift from the NCP car park entrance. The platform lift has a safe working load (SWL) of 225kg. The platform is 760mm deep x 690mm wide.

This lift has proved to be unreliable so please do check it is working before parking in the NCP car park to avoid disappointment.

Alternatively there are 7 x steps with handrail to one side.



There is on street parking at the rear of the hotel between 50-100m from the hotel entrance. Part of this route is on a **20m long gradient of up to 1:8** on Whittall Street (pictured) leading down towards the hotel entrance.



There are 6 x parking spaces under cover at the side entrance to the hotel. These may be reserved in advance for Blue Badge holders. One of these bays is up to 3.6m wide and open to one side. The other bays are 2.2m – 2.4m wide.

These bays are between 10-20m from the side entrance.

The best drop off point is at this side entrance as it is covered and off the main road.

Entrance & Reception



The main entrance to the hotel is wheelchair accessible at street level, on a wide pavement, with sliding automatic doors 1200mm clear opening. The night bell is 1500mm high – **assistance may be required to reach this.**

The hotel doors are supervised 24 hours a day.



There is a 1:20 gradient on a ramp leading up to the side entrance 2.8m long and 2.3m wide (there are currently no handrails).

There are automatic side hung doors at this entrance 1800mm clear opening.



Reception is straight on from the main entrance, and on the right from the side entrance.

There is a large, open space in front of the reception desk. The counter is 1140mm high.

There is seating available in the area.

Additional room keys are available on request.

Although there is an induction loop at the reception desk for hearing aid users, a sign may not be on display.

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.

Public Areas



With the exception of the reception, a lounge area and standard men's and women's WCs, all other public areas are situated above the ground floor.

Lifts: The size of the two lifts from the ground to the bedroom floors and public areas is 1260mm deep x 1400mm wide.

These have automatic sliding doors that are 860mm clear opening that are fitted with sensors.



Lift controls are a maximum of 1180mm high and have tactile buttons. There is both visual and audible floor announcement in the lifts.

There is also a sign to suggest that the emergency communication point is fitted with an induction loop for hearing aid users.



Wheelchair users may be dependent upon the operation of the platform lift or a **temporary set of ramps with a 1:4 gradient** (or 7 + 5 steps from the car park or 5 steps from the hotel lift level) to reach the public areas on the 2nd floor. The platform lift is one that operates between the car park, the hotel lift level and the public areas. **Assistance is likely to be required to use either the platform lift or the ramp.**



The steep ramp (or 5 x steps from the lift) to the public areas is illustrated. The ramp is 3660mm long in two pieces and **would not be suitable for 3 wheeled scooters.**

Assistance is likely to be required to use this ramp. Staff will provide assistance to those who need it.



Once on this level, access to the bar, the restaurant and lounge and meeting rooms is without steps (with the exception of the Conservatory which is up 2 x steps and 1 x step to the outside Terrace area).

Although there are a set of double doors 1400mm clear opening on route to the bar and restaurant, these are retained open on magnets.

There are standard men's and women's WCs in the Rotunda and also beside Monty's Brasserie.



There is seating with armrests in the lounge area.

Staff will provide assistance to those who need it.



Wimseys Bar: The bar is 1150mm high. There is seating with armrests and clear space under tables of 710mm.

Staff will provide assistance to those that need it.



Monty's Brasserie: There is clear space beneath the tables of 700mm. There are currently no chairs with armrests.

Staff will provide assistance to those that need it.



There are 3 x steps without handrails to about 50% of Monty's Brasserie.

There is a set of standard men's and women's WCs in the area.

Public WCs

Public WCs: Standard public toilets are situated on the ground floor and the 2nd floor.

There is currently no designated accessible public WC on site, although disabled delegates are invited to use the facilities in the designated accessible bedrooms which are on the 2nd floor.

Leisure

There is no external contract with any leisure centre, although the Guest Relations Manager may be able to suggest some nearby clubs.

Conference & Meeting Rooms



Wheelchair users may be dependent upon the operation of the platform lift or a **temporary set of ramps with a 1:4 gradient** (or 7 + 5 steps from the car park or 5 steps from the hotel lift level) to reach the public areas on the 2nd floor. The platform lift is one that operates between the car park, the hotel lift level and the public areas. **Assistance is likely to be required to use either the platform lift or the ramp.**

Situated beside the bar area, there are 2 x steps up to the Conservatory Room (currently with no handrail) as illustrated.

All other meeting rooms on the 2nd and 6th floor are accessible via the lift.

Support services including loop systems can be arranged when booking meeting rooms.



There is currently no designated accessible public WC on site, although disabled delegates are invited to use the facilities in the designated accessible bedrooms on the 2nd floor when they are available.

There is a 230mm high step leading out to the Terrace area – currently without a ramp. There is a double door set – each door is 820mm clear opening.



The Terrace has seating without armrests.

Accessible Bedrooms



There are 133 bedrooms at this hotel, 2 of which have been designed to meet the needs of disabled guests on the 2nd floor, beside the lift.

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

Room 201 (2 x double beds): The door to the room is 860mm clear opening from an open lobby area beside the lifts.



The door handle and keyway are 1020 -1060mm high. There are door viewers for use at a seated and a standing height.

There is clear floorspace in the room from 1800 x 1800mm, with clear space of at least 1800mm to the right beside the bed. The beds are **580mm** high to the top of the mattress. There is no space currently under the beds for a mobile hoist.

There is clear space under the desk of 715mm and a lowered hanging rail in the wardrobe.

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



Room 203 (2 x double beds): The dimensions in this room are similar to those in room 201, except that the direction of transfer to the bed is up to 1800mm to the left.

Although there are no fridges in the room staff will hold medication for guests back of house.

Again, there is an emergency cord beside the bed and a strobe light linked to the fire alarm system.



Assistance may be required by some guests in both rooms to gain access to open and close the curtains or to access the ironing board and iron.

Assistive Equipment:

There are 4 x text channels on TV.

Please also see sensory equipment below.

Ensuite shower rooms & WCs



Room 201: The door to shower room is 860mm clear opening outwards into the bedroom (with a door bar to aid closure), with a minimum of 2700mm clear space opposite the door.

There is clear floorspace of 1500 x 1500mm within this room.

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



The basin has a lever operated tap.

There is space beneath the basin of up to 600mm.

There is currently no vertical rail beside the hand basin.



There is lateral (sideways) transfer to the WC of up to 1200mm to the left and 850mm to the right.

There is a fold down rail on either side of the WC.

The height of the WC seat is 460mm.



There is an adjustable height shower seat, with integral armrests.

There is lateral (sideways) transfer to the seat of 1200mm to the right.

The size of the shower seat is 400 x 400mm.

The shower controls are up to 1250mm high.

There are currently no other handrails in the shower area.



Room 203: The door to shower room is 860mm clear opening outwards into the bedroom (with a door bar to aid closure), with a minimum of 2700mm clear space opposite the door.

There is clear floorspace of 1500 x 1500mm within this room.

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



The basin has a lever operated tap.

There is space beneath the basin of up to 600mm.

There is currently no vertical rail beside the hand basin.



There is lateral (sideways) transfer to the WC of up to 1100mm to the left and 1100mm to the right.

There is a fold down rail on either side of the WC.

The height of the WC seat is 460mm.



There is an adjustable height shower seat, with integral armrests.

There is lateral (sideways) transfer to the seat of 1060mm to the right.

The size of the shower seat is 400 x 400mm.

The shower controls are up to 1250mm high.

There are currently no other handrails in the shower area.

Sensory Equipment

Guests occupying these rooms can be offered the following assistive device (illustrated):



Braille and Large Print menus.

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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