

Access Statement – The Grand, Bristol (28.6.11)

Property:

The Grand, Bristol
Broad Street
Bristol, BS1 2EL

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9042 / +44 845 305 8310

Fax: 0871 376 9142 / +44 845 305 8349

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 Bristol International Airport can be found at:

www.bristolairport.co.uk/at-the-airport/special-assistance.aspx.

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 Bristol Temple Meads Station: www.nationalrail.co.uk/stations/sjp/BRI/stationAccessibility.xhtml

A local taxi company with wheelchair accessible vehicles is Yellow Cab. More information is available at:

www.yellowcabsbristol.co.uk/. Their telephone no is: 01179 23 15 15.

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.

Details of how this scheme operates in Bristol are available from The National Federation of Shopmobility (NFSUK): www.shopmobilityuk.org/ShopmobilityScheme.asp?SchemeId=S00034

There are 182 bedrooms at this hotel; three rooms on the 1st floor are designated accessible. Details of the rooms are provided further on.

Please be aware that a temporary ramp has to be put in place to enable wheelchair access at the hotel front entrance, as the hotel steps lead directly onto the pavement. If you require the ramp please do contact the hotel in advance of arrival to allow for it to be placed in position. An assistance sign and bell push are also available at the entrance. Staff would be pleased to assist guests who need help in gaining access. Alternative assisted access can be provided by the side entrance to the hotel. **Access to some meeting rooms is via steps and stairs only or via steep ramps – where assistance may be required.**

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

Arrival & Car Parking



There is a separate multi-storey car park beside the hotel (next to the Otium Health and Leisure Club); with 3 x designated spaces for disabled guests a minimum of 3.9m wide each on the ground floor. These designated spaces can be reserved in advance. All guests must pay to use this car park, including Blue Badge holders.

Please be aware that the car park has a height restriction of 1.9m / 6' 4".

It is possible to find out about designated on-street accessible parking spaces in the area by visiting: www.bristol.gov.uk/page/disabled-parking-bristol.



There is a 750mm wide space between the parking ticket machine and the barrier.

From the car park, there is a need to cross a service road (Newmarket Avenue) to reach the hotel - about 50m from the car park to the hotel entrance. Although the road is cobbled, there is an area (just to your left as you leave the car park) that has a more even brick block surface, marked as a crossing point.



Doors leading from the car park are a minimum of 760mm clear opening.

A 2nd door leads out to Newmarket Avenue pictured below.

If you require help in gaining access to and from the designated bays in the car park, please do contact the hotel reception where staff would be pleased to offer assistance.



This is the 910mm clear opening door that connects to the Otium Health and Leisure Club and the car park. **Currently some guests may need assistance to insert a key card to open the door or to use the payment machine.** There is a button on the inside of the door to release the lock when leaving the building.

Entrance & Reception



If you require the ramp please do contact the hotel in advance.

There is a dropped kerb at the junction of Broad Street and Newmarket Avenue beside the hotel.

The hotel doors are supervised 24 hours a day.



Assistance is likely to be required to use the ramp as it has a gradient of 1:4. It is 1500mm long and 730mm wide. This is a temporary solution.

Or there are 2 x steps 150 and 170mm high with a handrail.



There is a sign (with tactile and Braille information) and a bell push 1040mm high at pavement level to obtain assistance outside the hotel entrance.



There are 2 x sets of automatic doors at the entrance.

The 1st set is sliding doors that are 1570mm clear opening, with up to 2200mm clear space outside the doors at the top of ramp.



The 2nd set of automatic doors is 1400mm clear opening and are side hinged.

Please be aware that these doors open towards the visitor.

There is up to 2000mm clear space in front of these doors.



Reception is to the left within the entrance.

There is a large, open space within the entrance lobby in front of the reception desk. The counter is 1030mm high.

There is seating available in the area.

Additional room keys are available on request.



There an induction loop at the reception desk for hearing aid users, a sign is in place to indicate this.

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



There are generally wide routes to public areas from reception.

A lounge area with a variety of seating is available beside reception.



Tyrell's Bar and Restaurant: This area is situated beside reception. Access is via a double door set 700mm each leaf clear opening.

Please be aware that there is a threshold of up to 25mm at the doorway.



There is a choice of seating in the restaurant and bar area, with clear space under the tables of 700-720mm.

Staff will provide assistance to those who need it.



There is seating with and without armrests, and clear space beneath tables of at least 700-720mm.

Staff will provide assistance to those who need it.

The designated accessible public toilet is situated on the ground floor beside the Clifton Room, with standard men's and women's WCs available also.



Access to the Clifton Room, the public WCs and Marlow's is via an internal ramped route which is a minimum of 1400mm wide. This series of ramps has gradients of 1:12 – 1:16 and are 2.5m, 2m and 6m long with resting places.

Staff will provide assistance to those who need it.



There is a handrail to the open side and a hand grip to the other.



Lifts: The size of the two lifts from the ground to the meeting and bedroom floors is 1440mm deep x 1050mm wide.

These have automatic sliding doors which are 800mm clear opening that are fitted with sensors.

Lift controls are a maximum of 1200mm high and have tactile buttons.

There is both visual and audible floor announcement in the lifts. There is a mirror at the rear of the lifts.



Additional signage with tactile and Braille information has been placed beside the lifts on the 1st and 2nd floor.



Access to Marlow's is below the ground floor and is currently via steps and stairs only. The only lift currently serving the area is a goods lift which is back of house only. There are 480 / 690mm clear opening doors to the front of the bar from back of house.

There are 3 + 1 steps down (without handrails) from the hotel.



There are a further 16 steps (10 + 6) down with a handrail to one side where there are 10 steps and both sides where there are 6 steps.



The nosings of steps are clearly indicated. There are standard men's and women's WCs in the area, but no designated accessible WC. **Please be aware that there are changes of level in the area which may be difficult to identify at times.**

Public WCs



A designated wheelchair accessible WC is situated near the Clifton Room on the ground floor. Access from the ground floor public areas and the lifts is via a series of ramps with gradients of 1:12 – 1:16.

The door to the designated accessible WC is 840mm clear opening. The door opens inwards with an open lobby opposite the door. There is clear floorspace in the room of 1700x1800mm.

The hand basin is currently not within reach of the WC. There is a vertical rail beside the hand basin and there are lever operated taps.

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

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

There is lateral (sideways) transfer of up to 1100mm to the right. The height of the WC seat is 550mm with a seat raiser.

There is an emergency cord in the room beside the WC that is linked to reception.

At present, there is no strobe light linked to the fire alarm system.

Standard men's and women's WCs are also situated nearby.



Otium Heath & Leisure Club



The Otium Health & Leisure Club has a number of activities to choose from, including a Swimming pool, Gymnasium, Jacuzzi, Sun bed, Sauna and Steam room. The club also offers beauty treatments which are available to book in advance.

Access is across Newmarket Avenue, about 50m external route from the hotel entrance for all guests.

There is lift access to the Club - 1400mm deep x 1100mm wide, with a 800mm clear opening door. There is 1600mm clear space opposite the lift doors.

There are alternatively 7+7+1 steps on a staircase, with a handrail to one side leading down to Otium.



This is the 910mm clear opening door that connects to the Otium Health and Leisure Club and the car park. There is 1250mm clear space opposite the door.

Currently some guests may need assistance to insert a key card to open the door or to use the payment machine. There is a button on the inside of the door to release the lock when leaving the building.

The door to Otium is 840mm clear opening from the lift.

There is a designated accessible changing room, WC and level access shower. The door to the room is 870mm clear opening, with a further door leading to the swimming pool of 880mm clear opening.



There is clear floor space in the room of 1800x1800mm.

The WC has right hand transfer, currently with a vertical rail only opposite the transfer space and a fold down rail on the transfer side. The WC seat is 480mm high.



There is a level access shower with a horizontal rail.

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



There is a free-standing shower seat available (pictured), 450mm high.

The shower controls are 1200mm high.



There are 7 x steps into the swimming pool, accompanied by handrails to both sides. The pool is level with the deck.

There is 1 x step up to the Jacuzzi with a handrail.



The narrowest point on route to the Sauna and Steam rooms is 850mm wide.

The Sauna has a 600mm clear opening door with a 50mm step.



The Steam Room has a 650mm clear opening door with a 50mm step.

There is a 770mm clear opening door to the Gym, Solarium and Treatment Room.

Conference & Meeting Rooms

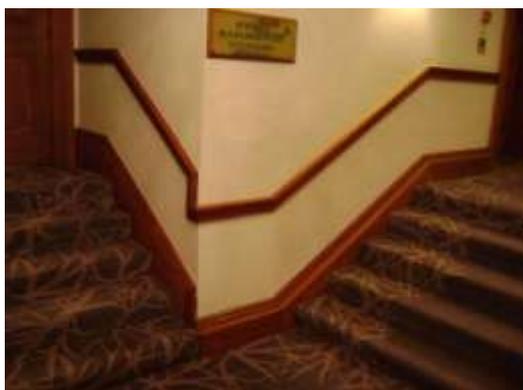


Support services including loop systems can be arranged when booking meeting rooms.

Access to the meeting and function rooms is as follows:

There is ramped access from reception to Clifton Room on the ground floor. The door to this room is 700mm clear opening. The designated accessible WC is situated beside this meeting room.

There are 17 + 5 steps from the ground floor to the Devon & Colston Rooms, or from the lift on the 1st floor - via a short ramp of about 1:3 (or 2 x steps), then down 5 x steps and up 5 x steps.



Pictured are the 5 x steps down from the lift and 5 x steps up to the Devon and Colston Rooms.

There are 2 x steps down from the lift (or a short 1:3 ramp) to the Marlborough Room.

There are 3+5+11 steps (with handrails to both sides) leading up to the Duchess Suite, The Ballroom and the Wessex Suite.



The areas are also accessible by lift, by a short ramp of up to 1:3 (or 2 x steps) from the lift. Access to the Duchess Suite and Ballroom is via a further ramp of 1:5 (or 3 x steps). **Assistance is likely to be required to use these ramps. The use of this route depends on the Wessex Suite being available.**

NB: Alternatively a service lift (1700mm deep x 950mm wide) could be used to avoid these ramps. Staff would be pleased to assist.

A designated wheelchair accessible WC is situated near the Clifton Room on the ground floor. A standard men's and women's WC is on the 1st floor.

The 1:3 ramp pictured on the left (900mm long x 750mm wide) gives access to the Marlborough and Wessex Suites from the lift.



The ramp pictured on the right (2200mm long x 1100mm wide) gives access from the Wessex Suite up to the Duchess Suite and the Ballroom.



Accessible Bedrooms



There are 182 bedrooms at this hotel; three rooms on the 1st floor are designated accessible. **Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.**

There is a lowered hanging rail point in the wardrobes. There is clear space under the desk of 770mm in each room. Door handles and keyways are between 940 – 990mm high. There are door viewers for use at both a seated and standing height.



Room 110: (zip + link twin bedded room):

The door to this room is 790mm clear opening with 2400mm clear space opposite the door. There is clear floor space of 1800x1500mm, with up to 1800mm beside the bed. The height of the beds is 540mm with clear space of 190mm beneath the bed.



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

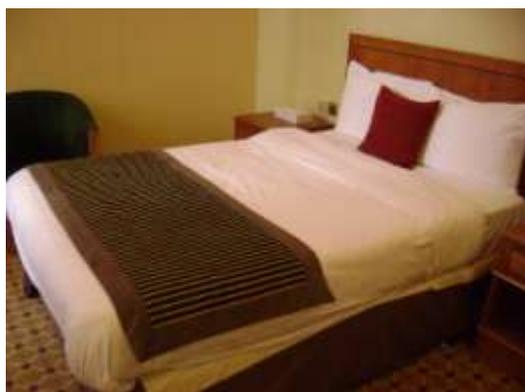


Room 113: (zip + link twin bedded room):

The door to this room is also 790mm clear opening with 2400mm clear space opposite the door. There is clear floorspace in the room of 1500x1500mm, with clear space of at least 1060mm beside the bed. The height of the beds is 540mm with clear space of up to 190mm beneath the bed.



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



Room 139: (double bedded room): The door to this room is 760mm clear opening with 2300mm clear space opposite the door. There is clear floorspace in the room of 2300x1500mm, with clear space of at least 3200mm beside the bed. The height of the bed is 610mm.

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

Assistive Equipment:

A Big Button telephone is available in each room.

There is an emergency button beside the bed.

There is a strobe light linked to the fire alarm.

There are 4 x text channels on TV.

Please also see sensory equipment below.

Ensuite shower rooms & WCs



All 3 rooms have a level access shower. There is an emergency cord and a strobe light linked to the fire alarm in each room. **Care should be exercised beside the heated towel rails.**

Room 110 Shower room: The door to room is 870mm clear opening outwards into the bedroom, with a minimum of 1400mm clear space opposite the door.



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

There is a small threshold of up to 10mm at the doorway.

There is clear floorspace of 1500x1500mm within this room.

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 900mm to the right.

There is a fold down rail on one side but there is currently no horizontal rail on the other.

The WC is 450mm high.



There is lateral transfer to the adjustable height shower seat of 900mm to the right. The seat is fitted with integral fold down armrests.

There are also 2 x angled and 1 x vertical rail in the shower area.

The size of the seat is 400x400mm.

The shower controls are 1200mm high.



Room 113 Shower room:

The door to room is 870mm clear opening outwards into the bedroom, with a minimum of 1400mm clear space opposite the door. There is a door bar to aid closure from inside the room.

There is a small threshold of up to 10mm at the doorway.

There is clear floorspace of 1500x2000mm within this room.



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 1350mm to the left and 750mm to the right.

There is a fold down rail on one side of the WC but there is currently no rail on the other.

The WC is 480mm high.



There is lateral transfer to the adjustable height shower seat of 1260mm to the right. The seat is fitted with integral fold down armrests.

There are also 2 x horizontal and 2 x angled rails in the shower area. The size of the seat is 400x400mm.

The shower controls are 1200mm high – **assistance may be required to reach the shower head** which is 1500mm high at the lowest point on the rail.



Room 139 Shower room:

The door to room is 870mm clear opening outwards into the bedroom, with a minimum of 3300mm clear space opposite the door. There is a door bar to aid closure from inside the room.

There is a small threshold of up to 25mm at the doorway.

There is clear floorspace of 1500x1500mm within this room.



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 1000mm to the right.

There is a fold down rail on one side of the WC but there is currently no rail on the other.

The WC is 480mm high.



There is lateral transfer to the adjustable height shower seat of 1500mm to the left. The seat is fitted with integral fold down armrests.

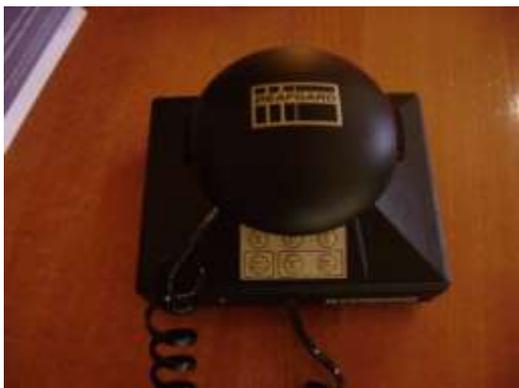
There is also 1 x angled rail plus 1 x vertical rail in the shower area.

The size of the seat is 400x400mm.

The shower controls are 1200mm high.

Sensory Equipment

Guests can be offered the following assistive devices (illustrated):



A Deafgard vibrating pager / alarm clock and pillow pad x 2.

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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