

Access Statement – Thistle Cheltenham (19.1.10)

Property:

Thistle Cheltenham
Gloucester Road
Cheltenham GL51 0TS

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9013 / +44 845 305 8313

Fax: 0871 376 9113 / +44 845 305 8352

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:

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

www.nationalrail.co.uk/passenger_services/disabled_passengers/. An example can be seen for Cheltenham Spa Station: www.nationalrail.co.uk/stations/sjp/CNM/stationAccessibility.xhtml

Local taxi services: Starline Taxis operate a number of wheelchair accessible taxis.

www.textbookings.co.uk/starline-taxis.php Tel: 01242 250250.

There is also Dial A Cab: www.taxicheltenham.co.uk/ Tel: 01242 224499.

It is also possible to find out about designated on-street accessible parking spaces in the area by visiting:

<http://bluebadge.direct.gov.uk>.

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 are available from The National Federation of Shopmobility (NFSUK) which has a list of members - including Cheltenham: www.cheltenham.gov.uk/shopmobility.

There are 122 bedrooms at this hotel; two on the ground floor are designated for guests who use a wheelchair.

There are a total of 42 rooms on the ground floor including three sensory rooms. 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.

The Otium Health and Leisure Club has no wheelchair accessible changing facilities, WC or level access shower. Access to the standard men's and women's changing areas is narrow in places. The Penthouse meeting rooms 1 & 2 can only be accessed via stairs only from the 2nd floor.

Arrival & Car Parking



There is a car park surrounding the hotel, with up to 6 x bays designated for disabled guests at the front of the hotel. 1 bay is of a standard size 2.4m wide, 5 others are up to 3.6m wide.

All guests including Blue Badge holders must pay to park in this car park.

From the car park, there are dropped kerbs leading to and from a level step-free route to the entrance. These bays are up to 40m from the entrance.



There is a nosing on the initial dropped kerb of up to 25mm. **Assistance may be required by some wheelchair users to overcome this.** Staff would be pleased to offer assistance.



There is a covered drop-off point outside the doors, within 10m of the entrance.

The hotel doors are supervised 24 hours a day.

Entrance & Reception



There are 2 sets of sliding automatic doors a minimum of 1340mm clear opening, with plenty of clear space between the door sets. There is a night bell 1280mm high. Reception is on the left hand side within the entrance.

There is a large entrance lobby in front of the reception desk. The counter is 1040mm high.

There is seating available in the area.

Additional room keys are available on request.



There is an induction loop for hearing aid users at the counter, although 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



There is level access to reception, the lounge, bar, the restaurant and the Stuart, Corinthia and Warwick meeting rooms. There are 2 x platform lifts (or stairs) to reach other areas. **Assistance may be required to use the platform lifts.** There is a platform lift between the reception level down to the Castle Suite, Boardroom and Meeting Base 1 & 2, and to reach the ramped route to the decking area in the garden.

The platform lift is 1020mm deep x 800mm wide, with a safe working load of 225kg. There are alternatively 5 x steps (with a handrail to one side) from reception level.



There is a further platform lift (with similar dimensions) leading down to the bedrooms, the Badgeworth Suite (opposite bedroom no 1) and Otium Health and Leisure Club, or alternatively there are 4 x steps (with a handrail to one side).

There is a passenger lift to areas above the ground floor which would be too small to accommodate most wheelchair users. **The door is 770mm clear opening with clear floorspace of 900mm deep x 1080mm wide.** There are no tactile or Braille lift buttons.



The Burford Restaurant: There is seating with and without armrests, and clear space beneath tables of at least 730mm.

Staff will provide assistance to those who need it.

Standard WCs are nearby and the designated accessible public toilet is on the same level as the restaurant just across the lounge.



Lounge: The lounge and bar facility are situated on the same level as the reception area. There is seating with and without armrests and tables at a range of heights.



There is ramped access from the lounge area out to the patio and decked area. This is via double doors up to 1260mm clear opening **with a threshold of 80mm.**

Wheelchair users may require assistance to overcome the threshold. The ramp is 5.2m long with a gradient of 1:12 and handrails to both sides.



There is seating with armrests, and clear space beneath the tables of at least 700mm.

Public WCs



Standard men's and women's WCs beside the bar and restaurant area are down 7 + 8 steps with a single handrail to the right hand side.



A 2nd set of WCs are situated on the right within the hotel entrance with 5 x steps up to the men's and 9 x steps down to the women's WCs with a single central handrail.



The designated accessible public toilet is situated beside the lounge, restaurant and bar, and is indicated by a wheelchair symbol with tactile and Braille signage.

The door to the designated accessible WC is 870mm clear opening.

The door opens outwards with plenty of clear space opposite the door.

There is an internal lobby to a 2nd door with clear space of 1600mm x 750mm minimum. The 2nd door is also 870mm clear opening.

There is clear floorspace in the room of 1500x1500mm minimum.

There is a vertical rail beside the hand basin.

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

There is lateral (sideways) transfer of 980mm to the left. The height of the WC seat is 480mm.

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

There are also standard WCs nearby.



Otium Health and Leisure Club



At present the Otium Health and Leisure Club has no wheelchair accessible changing facilities, WC or level access shower. Access to the men's and women's changing areas is narrow in places.

There is 1 x 800mm clear opening manual door at the external entrance, with level access outside, up to 15m from 1 x designated parking bay.



Otium is approached from reception via 2 x platform lifts (or 5 + 4 steps). The platform lifts are 1020mm deep x 800mm wide, with a safe working load of 225kg. **Assistance may be required to use the platform lifts.**

There are also 3 x double internal door sets on route to Otium, each leaf 680mm minimum. **Assistance may be required to open doors on route.**



The door to the men's changing room is 760mm clear opening with **1160mm clear space opposite the door**. (It is believed that the women's changing area has similar dimensions although it was not possible check them at the time of the visit).



The door from the men's changing room to the swimming pool is 760mm clear opening, with **910mm and 1000mm clear space opposite the door**.



There is a sauna in the men's changing room with a 740mm clear opening door (no step or threshold).



The showers in the men's changing area have a step up of 130mm. There is no level access shower.



There are 4 x steps up to the equipment for lower body exercise, with a handrail to one side.



There is level access to the upper body exercise equipment, within an open plan area.



The pool is level with the deck.

Conference & Meeting Rooms



There is level access to the Stuart, Corinthia and Warwick meeting rooms beside reception. There are platform lifts (or stairs) to reach other meeting areas.

There is a platform lift between the reception level down to the Castle Suite, Boardroom and Meeting Base 1 & 2.

The platform lift is 1020mm deep x 800mm wide, with a safe working load of 225kg. There are alternatively 5 x steps (with a handrail to one side) from reception level.

There is a further platform lift (with similar dimensions) leading down to the Badgeworth Suite, alternatively there are 4 x steps (with a handrail to one side).



A designated wheelchair accessible WC is situated on the reception level. Standard men's and women's WCs are situated in the lounge area and beside reception, but are accessed by stairs only.

Penthouse 1 & 2 are on the 3rd floor (no lift access), and only accessible via a narrow staircase with 2 x flights of 8 steps and no handrails.

Accessible Bedrooms

There are 122 bedrooms at this hotel; two (28 and 43) on the ground floor are designated for guests who might use a wheelchair. There are 42 rooms on the ground floor including three sensory rooms – details below.

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

The designated accessible rooms are approached from reception via 2 x platform lifts (or 5 + 4 steps). The platform lifts are 1020mm deep x 800mm wide, with a safe working load of 225kg. **Assistance may be required to use the platform lifts.**



Room 28 (zip & link twin pictured): The door to the designated accessible room is 860mm clear opening, with 2000mm clear space opposite the door.

Door handles and keyways are between 1040 – 1080mm high.

There are door viewers for use at both a seated and standing height.

There is a lowered hanging rail point in the wardrobe.



There is clear floorspace in the room of 1500x1500mm, with clear space of up to 1500mm beside the beds.

The beds are 540mm high to the top of the mattress.

There is 190mm clear space under the beds for a mobile hoist.

A fridge could be used to store medication.



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

There is clear space under the desk of 675mm.

The layout of room 43 (pictured) had yet to be completed on the day of the visit.



Assistive Equipment:

There is an emergency button beside the bed.

A Big Button telephone available.

There is a strobe light linked to the fire alarm.

There are 4 x text channels on TV.

A Dycem multi-purpose non-slip mat is available.

Please also see sensory equipment below.

Ensuite shower room & WC



Shower room (room 28): This is the larger of the 2 designated accessible rooms.

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

There are 2 x clear floor spaces of 1500x1500mm within this room. **Users should be aware that there is a slight ramp between the two areas.**



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, but there is a horizontal rail.



There is lateral (sideways) transfer to the WC of 860mm to the left. There is a fold down rail on both sides of the WC.

The WC is 480mm high.

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 lateral (sideways) transfer of up to 1400mm to the left.

The shower seat is adjustable in height, and has a seat size of 400x400mm, which is fitted with integral fold down handrails.

The shower controls are 1250mm high.



Shower room (room 43): This room may currently suit ambulant users.

There is currently no bar on the door to aid closure from inside the room.

There is up to 1500x1500mm clear space.

There is both a vertical (non standard) and horizontal rail beside the shower.



A shower seat can be added that fits over the horizontal rail on the wall. The seat is 520mm high and the seat surface is 350mm wide by 300mm deep, with left hand transfer to the seat. There is currently no horizontal rail beside the shower seat.



Some users may find the hand basin is a little on the small side. It does have a lever operated tap. There is currently no vertical rail beside the basin.



There is left hand (angled) transfer to the WC seat, with a vertical (non standard) rail opposite the transfer space at present. The WC is currently of at a height of 420mm. A toilet seat raiser is not currently available.

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

Sensory Rooms



There are 3 x sensory rooms (32 / 41 / 42) on the ground floor. These have zip and link twin beds (emergency button beside the beds) and a strobe light linked to the fire alarm system.



The sensory bathrooms have a bath with a shower over, a standard height WC and basin.

There is a short angled rail fitted on the adjacent wall beside the fixed head shower.

The bathrooms have an emergency cord and a strobe light linked to the fire alarm system.

Sensory Equipment

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



Large print or Braille menus.

Personal sound enhancement system

Doorbell with flashing light.

Big Button telephone.

Liquid level indicator.



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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