

Access Statement – Thistle East Midlands Airport (29.1.10)

Property:

Thistle East Midlands Airport
Castle Donington
Derby, DE74 2SH

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9015 / +44 845 305 8315

Fax: 0871 376 91115 / +44 845 305 8354

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 the accessibility of East Midlands Airport can be found at:

www.eastmidlandsairport.com/emaweb.nsf/Content/AirportAccessibility

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 East Midlands Parkway Station: www.nationalrail.co.uk/stations/emd/details.html

Local taxi services: Arrow Cars East Midlands operate a number of wheelchair accessible taxis.

www.arrowprivatehire.co.uk/arrow_east_midlands/. Tel: 01332 814000.

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

Although there is a minibus vehicle at this hotel (there is a fee to use for airport transfer) it is not currently wheelchair accessible. Arrow Cars can provide accessible taxi services (see above).

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 Loughborough: www.charnwood.gov.uk/pages/shopmobility.

There are 164 bedrooms at this hotel; 79 of these are on the ground floor, including one room which is designated for guests who use a wheelchair. There are also six sensory rooms on the ground floor. 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 currently has no wheelchair accessible changing facilities, WC or specific shower. Access to the standard men's and women's changing areas may be difficult for wheelchair users. The Swithland meeting room can only be reached via stairs (16 steps) to the 1st floor.

Arrival & Car Parking



There is a car park surrounding the hotel, with 4 x bays designated for disabled guests at the front of the hotel. Currently these bays are up to 3.0m 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 step-free route to the entrance. These bays are up to 50m from the entrance.



There is a nosing on the 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 gradient of up to 1:15 on route to the entrance.



A payment machine is situated between the car park and the hotel entrance.

Entrance & Reception



There are 2 sets of sliding automatic doors a minimum of 1600mm clear opening, with plenty of clear space between the door sets. Reception is on the right hand side within the entrance.

There is a large entrance lobby in front of the reception desk. The counter is 1090mm high.

There is seating available in the area.

Additional room keys are available on request.

The hotel doors are supervised 24 hours a day.



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 the reception counter, a sign should be on display.

Public Areas



There is ramped or stepped access between the lounge and bar and the restaurant and there is level access to most meeting rooms (with the exception of the Swithland Room on the 1st floor).



There are two ramps from reception leading to the restaurant. The first of these also provides step free access to the lounge and bar.

The ramps have a gradient of up to 1:12, are each 6m long and currently do not have handrails.

Staff will provide assistance to those who need it.



There are alternatively 3 x steps up to the lounge and bar area from reception or from the direction of the restaurant. The steps are accompanied by handrails to both sides.

The Sherwood Restaurant: There is seating with and without armrests, and clear space beneath tables of between 690-720mm.

Staff will provide assistance to those who need it.



Standard WCs are nearby and a designated accessible public WC is on the same level as the restaurant. **For security purposes a RADAR key is currently required to open this accessible WC and is available from staff.**

There is also an external entrance to the restaurant via a separate drop-off point with a dropped kerb, or down 3 x steps (currently without handrails). There is a double door set at this entrance each leaf 620mm clear opening.

Assistance may be required to use this route because of a crossfall on the path and to gain access via the doors.



Lord Byron Bar and Lounge: The lounge and bar facility are situated on a raised area approached by the ramps or 3 x steps. The height of the bar is 1080mm. Staff will provide assistance to those who need it.

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

Public WCs



A designated accessible public WC is on the same level as the restaurant just across the lounge. **For security purposes a RADAR key is currently required to open this accessible WC and is available from staff.**

Information about the RADAR Key Scheme can be found at the following link: www.radar.org.uk/radarwebsite/tabid/41/default.aspx

The door to this WC opens outwards and is 850mm clear opening, with a minimum of 1300mm opposite the door.



There is clear floorspace in the room of 1500 x 1500mm.

There is lateral (sideways) transfer to the WC of 800mm to the left.

The height of the WC is 470mm.

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

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



There is a further designated accessible public toilet situated beside the Donington Suite which is not locked. However, this WC is less accessible to wheelchair users than the WC beside the restaurant – which is nearby.

There are 2 x doors leading to this designated accessible WC, each 760mm clear opening. The 2nd door has 1200mm clear space opposite the door.

There is clear floorspace of 1100 x 680mm. Assistance may also be required to gain access.



Currently the WC is not within reach of the hand basin. There is no vertical rail beside the hand basin.

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

There is lateral (angled) transfer of just 680mm to the left. The height of the WC seat is 420mm.

There is an emergency cord in the room beside the WC that is linked to reception **but currently no 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 specific shower.

Currently, access to Otium and the men's and women's changing areas is narrow or not accessible for wheelchair users in places.

Access to Otium is via a double door set – each door is 600mm clear opening, at the end of a corridor.

External access is via 2 x manual double door sets 850mm clear opening each leaf, with a threshold of up to 25mm at each doorway.



The 2 x doors to the men's changing room are 760mm clear opening. There is 1 x 100mm step up into the shower there are no handrails or any seat in the area.



The 2 x doors to the women's changing room are 760mm each clear opening with **1150mm clear turning space opposite the 2nd door**. Although there is level access into the 2 x showers there are no handrails or any seat in these areas.



The pool is about 170mm below the deck, with a single handrail and 6 x steps.



There are 6 x steps (1 x 190mm and 5 x 170-180mm high) up to the spa bath with handrails to both sides.



The steam room has a 680mm clear opening door and a 120mm threshold / step to gain access. There are 2 x steps (110 + 120mm) up to the associated shower area.



There is level access to the gymnasium via a double door set 640mm each leaf.

There is a 740mm clear opening door to the beautician's room.

Conference & Meeting Rooms



With the exception of the Swithland Room, there is level access to the other meeting areas and rooms. There is a designated accessible WC beside the Donington Suite and a larger designated accessible WC (RADAR key required) near the Sherwood Restaurant. Standard men's and women's WCs are also situated nearby.



The Swithland Room is on the 1st floor and is accessed via a staircase from reception (16 x steps) with handrails to both sides leading from reception.

Accessible Bedrooms



There are 164 bedrooms at this hotel; 100 of these are on the ground floor including one room which is designated for guests who use a wheelchair. There are also 6 x sensory rooms on the ground floor.

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

Room 22 (2 x double beds pictured): The door to the designated accessible room is 870mm clear opening, with 1300mm clear space opposite the door.



Door handles and keyways are between 1120 – 1170mm high.

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

There is a lowered hanging rail in the wardrobe.

There is clear floorspace in the room of up to 2300x1500mm, with clear space of up to 2400mm beside the beds.

The beds are 550mm high to the top of the mattress, with 190mm clear space under the beds for a mobile hoist.

Assistance may be required by some guests to open and close the curtains or to access the safe.



There is clear space under the desk of 710mm.

There is currently no fixed strobe light linked to the fire alarm – although a Deafgard is available.

Assistive Equipment:

There is an emergency button beside the bed.

A Big Button telephone is available.

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 22):

The door to shower room is 870mm clear opening outwards into the bedroom, with 1500mm clear 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.



The basin has a lever operated tap.

There is space beneath the basin of up to 620mm.

There is currently no vertical rail beside the hand basin.



There is lateral (angled) transfer to the WC of 900mm to the left or right. 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 1500mm 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. There is also a horizontal and a vertical rail in the shower area.

The shower controls are 1200mm high.

Sensory Rooms



There are 6 x sensory rooms (2 / 4 / 6 / 8 / 9 / 18) on the ground floor.

Rooms 2 & 4 are adjoining as are rooms 6 & 8. These have a mixture of twin beds, double beds or triple single beds. There is an emergency button beside the beds and a strobe light linked to the fire alarm system.



Twin bedded room no 2 is illustrated.

The doors to these bedrooms are 750mm clear opening with 1400mm clear space opposite the doors. Doors to adjoining rooms are 770mm clear opening.



A BT Big Button telephone is available.

A doorbell unit with a flashing light is available in these rooms.

The height of beds is between 580-600mm.

The hanging rail in the wardrobes is 1860mm high.

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



The sensory bathrooms have a bath with a shower over, a standard height WC and basin. Doors to these bathrooms open inwards and are 770mm clear opening with 900-1000mm clear space opposite the doorway.

There are lever operated taps on the bath and basin. **Care should be taken when using water from the hot tap.**

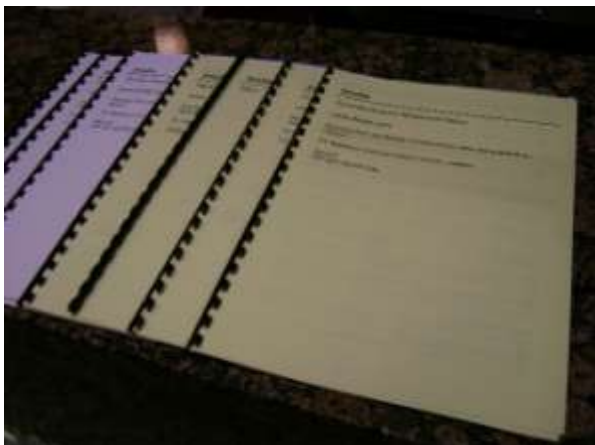
The bath rim is 520mm high. There is a short rail fitted on the adjacent wall beside the shower and one at the top end of the bath in all but room 18.

The WC seat is 420-440mm high.

The bathrooms are fitted with 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.

Sarabec personal sound enhancement systems x 6.

Doorbell with flashing light x 1.

Big Button telephones.

Liquid level indicators x 12.

Deafgards (vibrating emergency alarm / alarm clock) x 4.



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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