

Access Statement – Thistle Glasgow (22.1.10)

Property:

Thistle Glasgow
Cambridge Street
Glasgow, G2 3HN

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9043 / +44 845 305 8319

Fax: 0871 376 9143 / +44 845 305 8358

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:

Glasgow Airport has specific information for disabled travellers at the following link: www.glasgowairport.com/

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

www.nationalrail.co.uk/passenger_services/disabled_passengers/. An example can be seen for Glasgow Queen Street Station: www.nationalrail.co.uk/stations/sjp/GLQ/stationAccessibility.xhtml

Glasgow has many wheelchair accessible taxis operated by Glasgow Taxis Ltd. More information is available at: www.glasgowtaxi.co.uk/services_disabled.php

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 Glasgow are available at: www.braehead.co.uk/shopmobility.htm.

There are 300 bedrooms at this hotel; one on the 1st floor is designated for disabled guests. Details of the accessible room 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.

There is limited access to some facilities in the Otium Health and Leisure Club - for example the sauna and steam rooms can only be reached by stairs from the ground or the 1st floor.

However, it is possible to reach the gym and treatment rooms on the 1st floor by wheelchair by using the public lifts to reach these areas and accessing them via a fire door from the corridor.

Arrival, Car Parking & Entrances



There is a multi storey car park to the rear of the hotel with up to 200 spaces for guests.

There are 7 x designated bays on 'Level A' of the car park each up to 3.6m wide for Blue Badge holders. These designated spaces are about 20m maximum from the lift lobby area. These spaces can be reserved in advance.

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

NB. There is a height restriction of 6' 6" (or 1.98m) in this car park.

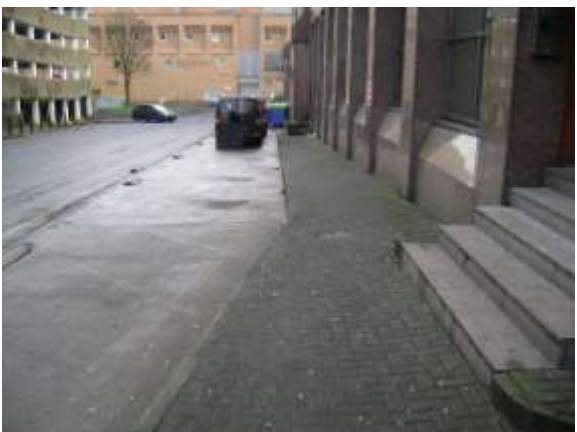


It is possible to find out about designated on-street accessible parking spaces in the area by visiting: <http://bluebadge.direct.gov.uk>.

From the car park, there is level access leading to 2 x sets of lift lobby doors which are 700mm each minimum clear opening. The call point 1240mm high. **Assistance may be required by some to gain access to the lift lobby.**



The doors on the lifts are 1100mm clear opening, with plenty of clear space opposite the doors, and clear floorspace of 1680mm deep x 1860mm wide in the lifts. Lift controls are up to 1140mm high.



There is a drop off point in a service area beside the hotel. This street is at the junction with Cambridge Street and Hill Street.



The main entrance on Cambridge Street is near a set of traffic lights on several bus routes and has double yellow lines outside.

There is currently no dropped kerb at the front of the hotel.



There is a wide approach route to the main entrance from the pavement with a 4.5m long gradient of up to 1:12 and a further 1:12 gradient 2.9m long.

There are no steps.

There are 2 x sets of sliding automatic doors 1500mm clear opening with clear space between the door sets of 3800mm.

The hotel doors are supervised 24 hours a day.

Reception



Reception and Concierge are situated on the right hand side within the main entrance.

There is a large, open space within the lobby in front of the reception desk. The counter is 1100mm high.

There is seating available in the area.

Additional room keys are available on request.



An induction loop for hearing aid users is available at the counter.

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.

Lounge: There is level access to this open plan seating area beside reception. There are low tables and couches.



Annlann Restaurant: There is level access to the area via a double door set. Each door is 760mm clear opening. There are 3 x steps up to part of the restaurant area with no handrails at present.

There is clear space under the tables of 620-630mm.

There is currently no seating available with armrests.

Staff will provide assistance to those who need it.



Cabin Bar: There is level, open plan access to this bar from the hotel reception.



There are 3 x steps up with a handrail to each side to about 60% of the seating area.

There is a choice of seating with and without armrests, and clear space under some tables of at least 650mm.

Staff will provide assistance to those who need it.



There are 2 x designated accessible public WCs on the ground floor within reach of the bar and restaurant.

Public WCs



There are 3 x designated accessible public WCs. Two WCs are on the ground floor, and one is on the 8th floor. **At the moment there is no strobe light linked to the fire alarm system in any designated WC.**

Ground floor WC beside the Imperial Suite: The door to the designated accessible WC is 850mm clear opening. The door opens outwards with 1500mm clear space opposite the door.

There is clear floorspace in the room of 1500x1100mm 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 1040mm to the right. The height of the WC seat is 420mm. Currently a toilet seat raiser is not available.

There is currently no emergency cord in this WC.

There are standard WCs nearby on the ground and 8th floors.



Ground floor WC beside the Alloway Suite: The door to the designated accessible WC is 840mm clear opening. The door opens outwards with 2100mm clear space opposite the door. **There is however a very tight turn within the room. There is also clear floorspace in the room of just 900x1200mm.**

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

There is an emergency cord.

There is angled transfer of just 530mm to the left. The height of the WC seat is 470mm.



The largest designated accessible WC is on the 8th floor. This has a door 850mm clear opening and is situated at the end of a corridor.

There is clear floorspace of 1600x1650mm.

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 1020mm to the right. The height of the WC seat is 460mm.

There is currently no emergency cord in this WC.

Otium Heath and Leisure Club



There is level access to the Otium Health and Leisure Club on the ground floor via a 940mm clear opening door at the end of a wide route. This gives access to a designated accessible changing room and to the swimming pool.



There are 10 + 10 + 9 + 8 steps (with handrails) between the ground floor level and the gym and treatment rooms on the 1st floor.

However it is possible to gain access from the 1st floor via the lift and corridor - with assistance - to the gym and treatment rooms. There is a 740mm clear opening fire door to the area with 1200mm clear space opposite the door.

Access to the sauna and steam rooms is only possible via stairs – as they are situated between levels, either from the ground floor or from the 1st floor. There are 10 + 10 steps up or 8 + 9 steps down from the 1st floor plus a further 4 steps down to the sauna and steam room. There is also an alternative spiral staircase beside the swimming pool area.



There is a 950mm clear opening door to the designated accessible changing room fitted with a door bar to aid closure.

The door to the swimming pool area is also 950mm clear opening.

There is a WC with 870mm lateral (sideways) transfer to the right. The height of the WC is 480mm.

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



There is a level access shower with a fold down, horizontal and vertical rail.

Currently the seat in the shower is a resin based garden chair with fixed armrests.



There are 9 x steps into the swimming pool with a handrail to both sides. The pool is level with the deck. There is 1 x step up and 2 x steps down into the spa bath with a handrail.



Access to the sauna and steam rooms is only possible via stairs – as they are situated between levels, either from the ground floor or from the 1st floor.

The Steam Room has a 640mm clear opening door with a 35mm threshold and the Sauna has a 500mm clear opening door with a 150mm threshold/step.





Lifts: There are 2 x lifts beside reception giving access to some meeting rooms and to the bedroom floors.

The lifts have doors are 1100mm clear opening and are fitted with sensors, with plenty of clear space opposite the doors, and clear floorspace of 1680mm deep x 1860mm wide in the lifts.



Lift controls are up to 1140mm high and have tactile buttons.

There is both visual and audible floor announcement in the lifts.

A symbol suggests that the emergency communication point is fitted with an inductive coupler for hearing aid users.



There is currently no handrail in the lifts but there is a mirror at the rear of the lift cabins.

Conference & Meeting Rooms



Access to the conference rooms is level on the ground floor or via the lift to the 1st and 8th floors.

There are 3 + 10 + 7 steps (with handrails) to the standard men's and women's WCs beside the Imperial Suite.

There are also 6 + 5 steps (with handrails) at the separate entrance to the Imperial and Cambridge Suites.

There are 2 x designated accessible WCs on the ground floor, beside the Imperial Suite and opposite the Alloway Suite and one designated accessible WC on the 8th floor, where there are also standard men's and women's WCs.

Accessible Bedroom



There are 300 bedrooms at this hotel; one on the 1st floor is designated for disabled guests. **Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.**

There is a double door set on route from the lift 860mm clear opening each door.

Room 122 (double bedded twin room) has a door which is 850mm clear opening, with a minimum of 1780mm clear space opposite the door. **The door is heavy to use and may require assistance to open.**

Door handles and keyways are between 1000 – 1040mm high.

There is a door viewer for use at a standing height only.



This is a large room, with 1500 x 1500mm clear space within the entrance, with a short ramp 1.5m long and 1.1m wide with a gradient of 1:19 (with a handrail to one side).

There is clear floorspace in the bedroom of at least 4300 x 1500mm, with clear space of up to 2000mm beside the beds.

The beds are 540mm high to the top of the mattress, with clear space beneath the beds of 190mm.



There is a lowered hanging rail point in the wardrobe.

A fridge could be used to store medication.

Assistance may be required by some guests to open and close the curtains or to reach the air conditioning controls.

There is clear space under the desk of 740mm.



Assistive Equipment:

There is an emergency button beside the beds.

A Big Button telephone is available.

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

There are 4 x text channels on TV.

A task light (angle poise lamp) is available.

Please also see sensory equipment below.

Ensuite shower room & WC



Shower room: The door to the room is 850mm 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.

Assistance may be required to overcome the threshold at the shower room doorway which is about 45mm high.

There is clear floorspace of 1700x1500mm 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 950mm to the left. There is a fold down rail on each side of the WC plus 2 x additional horizontal rails one each side of the WC.

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 **but with a threshold of up to 25mm**, with lateral (sideways) transfer of up to 1100mm 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 are also 3 x vertical rails and 1 x horizontal rail in the shower area.

The shower controls are 1200mm high.

Sensory Equipment



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

Large print or Braille menus.

A Vivid induction loop system.



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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