

Access Statement – Thistle London Heathrow (25.11.09)

Property:

Thistle London Heathrow
Bath Road, Longford
West Drayton UB7 0EQ

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9021 / +44 845 305 8321

Fax: 0871 376 9121 / +44 845 305 8360

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 London Paddington Station: www.nationalrail.co.uk/stations/pad/details.html.

The nearest underground station is on the Piccadilly line at Heathrow Airport. Information about step free underground stations can be found at: www.tfl.gov.uk/assets/downloads/step-free-tube-guide-map.pdf

London's black cabs are wheelchair accessible and most have additional features to assist passengers. More information is available at: www.tfl.gov.uk/gettingaround/taxisandminicabs/taxis/1136.aspx

There is no courtesy transport for guests at this hotel.

The Heathrow Hoppa operates services between the hotel and the Heathrow Terminals:

www.nationalexpress.com/airporttransfers/heathrow-hotel-hoppa.aspx. All vehicles are wheelchair accessible via a ramp with one wheelchair space onboard.

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:

www.shopmobilityuk.org/ShowSite.asp?Routine=List&UserId=S00106&FontSize=80 - for example Hounslow.

Public areas are accessible by wheelchair from the main entrance. Gaining access to the breakfast room and restaurant by wheelchair does entail a journey across the car park to the conference entrance, then by platform lift to the 1st floor. There is currently no lift access within the hotel to this level.

There are 264 bedrooms at this hotel, none of which are currently designated for wheelchair using guests. There are however 132 bedrooms on the ground floor. Details of bedrooms are provided further on.

Please contact the Thistle London Heathrow to ask about the nearest hotel offering designated wheelchair accessible bedrooms. Alternatively why not try OpenBritain: www.openbritain.net.

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 has 4 x 3.6m wide designated accessible bays for hotel guests between 30-50m from the entrance.

Assistance may be required by some to gain access to and from the car park. **Please contact the hotel reception on arrival if you need assistance.** All guests including Blue Badge holders are required to pay for parking at this hotel.

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

Please be aware that the area around the outside of the hotel can become congested at times by vehicles, pedestrians and luggage.

The hotel doors are supervised 24 hours a day.

Entrance & Reception



There is wheelchair access at the main hotel entrance, with a dropped kerb outside.



There are automatic sliding doors at the entrance 1260mm clear opening.



The reception desk and Concierge are on the right hand side within the entrance.

Seating is available nearby.

The reception desk is 1070mm high.

There is an induction loop for hearing aid users, but a sign may not be on display. Additional room keys are available on request.

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. A letter detailing this is made available to disabled guests on arrival. 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



Some public areas are situated on the ground floor, including the hotel lounge, public WCs (including a designated wheelchair accessible WC), bedrooms and meeting rooms.

The First Edition restaurant and Best Sellers bar are situated on the 1st floor.

Currently access to the 1st floor by wheelchair is only possible via a platform lift from the separate conference block across the forecourt of the car park.



NB: There is no designated accessible WC beside the restaurant and bar or in the conference block, but beside reception only.

The platform lift is 1030mm long x 800mm wide, with a Safe Working Load (SWL) of 225kg.

There is an internal staircase only from the hotel to the 1st floor 11 + 12 steps up from the reception area.

Breakfast can be served in the lounge area (beside reception) to help overcome this.



First Edition Restaurant & Best Sellers Bar: **Wheelchair users will require assistance to use the platform lift to gain access to the 1st floor.**

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

Menus are available in large print and Braille.

Staff will provide assistance to those who need it.

Public WCs



Public WCs – including a designated accessible WC are situated on the ground floor – beside reception.

The door to the designated accessible WC is 820mm clear opening.

The door opens inwards, and there is an open lobby opposite the door.

There is clear floorspace in the room of 1800 x 2400mm.



The basin is situated across the far side of the room. There is 1 x vertical rail beside the basin. The basin is fitted with 2 x lever operated taps.

Currently there is no strobe light linked to the fire alarm system.



There is lateral (sideways) transfer to the WC of 900mm to the right. The height of the WC seat is 430mm.

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

There is currently no shelf beside the WC.

Currently there is no emergency cord in the room beside the WC that is linked to reception.

Leisure

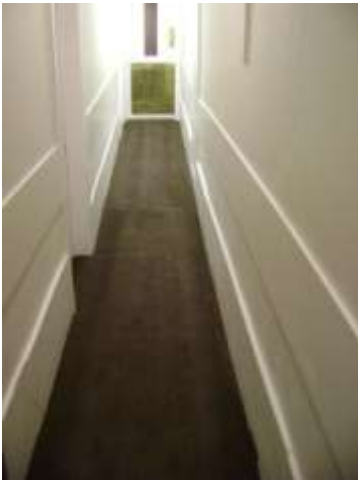
There is currently no gym facility at this property. There is no external contract with any leisure centre, although Concierge or Guest Relations Manager may be able to suggest some nearby clubs for example.

Routes to Bedrooms & Some Smaller Meeting Rooms



There are two approach routes for the bedrooms and some smaller meeting rooms (Caravelle Room; Convair; Syndicate Rooms 1, 2 & 3).

There is a **tight turn** from reception (illustrated).



There is a permanent 4.3m long internal 1:12 ramped corridor (illustrated). The corridor is 800mm wide, with doors that are a minimum of 700mm clear opening. **Assistance may be required.**



Alternatively there are 2 x steps (1 x 190mm and 1 x 140mm) with handrails to both sides to reach the bedrooms and small meeting rooms.



A temporary ramp is currently available for these steps. It has a gradient of 1:7, is 2160mm long x 920mm wide. **Assistance is likely to be required to use the ramp.** Staff will be pleased to offer assistance.



There is a staircase only to reach the bedrooms on the 1st floor. There are 8 + 7 steps with a landing and handrails to both sides of the staircase.

Conference & Meeting Rooms



Some smaller meeting rooms (Caravelle Room; Convair; Syndicate Rooms 1, 2 & 3) are on the ground floor on the bedroom corridor from reception. These have doors that are 700-750mm clear opening, with 1400mm clear space opposite the doors.



Other meeting rooms are situated in the conference block across the forecourt of the car park from the hotel.

The route across the car park is generally level, there is however a nosing on the kerb outside the entrances of between 15-40mm. **Please take extra care on approach.**

Doors to the Longford and Aviation Suites are a minimum of 820mm clear opening.

Staff would be pleased to offer assistance to those unable to reach this area unaided.



Access by wheelchair between the ground and 1st floor in the conference block is only possible via a platform lift.

NB: There is no designated accessible WC beside the restaurant and bar or in the conference block, but beside reception only. Standard men's and women's WCs are available in the conference block.

The platform lift is 1030mm long x 800mm wide, with a Safe Working Load (SWL) of 225kg.



There are also two staircases between the ground and 1st floor, one beside the platform lift and the other between the Longford and Aviation Suites. Both have handrails to at least one side.



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



There are some areas with a low ceiling height, for example under the staircase. There are warning signs and hazard tape when the area is in use. Please take extra care at these areas.



Staff would be pleased to offer assistance to those unable to reach these areas unaided.

There are 5 x steps (with handrails) down to the Longford, Johnson, Bleriot and Curtiss rooms (or the platform lift).

There are double door sets to the meeting rooms at least 700mm clear opening each leaf.

Accessible Bedrooms



There are 264 bedrooms at this hotel, none of which are currently designated for wheelchair using guests.

There are however 132 bedrooms on the ground floor.

Please contact the Thistle London Heathrow to ask about the nearest hotel offering designated wheelchair accessible bedrooms.

Alternatively why not try OpenBritain: www.openbritain.net.

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



Twin bedded room 401 on the ground floor (pictured): The door to room is 700mm clear opening on a corridor that is 1400mm wide.

Door handles and keyways are between 1100-1230mm above the floor.

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



There is clear floorspace in the room of up to 1200x1150mm, with clear space of 500mm to each side of the bed.

There are no specific adaptations in the room, apart from having text channels on the TV.

Beds are 600mm high to the top of the mattress.

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

There is clear space under the desk of 580mm.



There is no strobe light linked to the fire alarm system, or emergency button linked to reception.

Assistive bedroom equipment includes:
Four text enabled channels on TV.

Ensuite bathroom & WC



No bathrooms are currently designated for wheelchair using guests.

The door is **620mm** clear opening (Room 401) into the bathroom, with **1180mm** clear space opposite the door.

There is a 30mm high threshold at the doorway.

There is clear floorspace of **810x610mm** within the room (the door opens inwards). As these rooms are not designated as wheelchair accessible there no specific space for transfer to the WC or bath.



There is a lever operated mixer tap at the basin.

There are currently no support rails for the basin.

There is a lever operated mixer tap on the bath.

The bath in room 401 (pictured) does have integral hand grips.

The height of the bath rim is 520mm. There is 610mm space beside the bath.



There is a single angled rail (350mm long) above the bath, beside the shower.

The shower has a fixed head, but there may be a hose available to attach to the bath tap.

Currently there is no strobe light linked to the fire alarm system in the bathrooms.



There is 610mm space beside the WC.

The height of the WC seat is 420mm.

There are currently no support rails for the WC.

The floor surface is tiled.

Assistive equipment for the bathroom includes:



A step with an integral handrail to use for entry into the bath (illustrated).

A non-slip bath mat.

A bath stool / seat (illustrated).



Sensory Equipment



Braille and large print menus are available (illustrated).

A portable induction loop for hearing aid users (illustrated).



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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