

## Access Statement – Thistle Inverness (18.2.10)

### Property:

Thistle Inverness  
Milburn Road  
Inverness, IV2 3TR

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9023 / +44 845 305 8323

Fax: 0871 376 9123 / +44 845 305 8362

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 Inverness Airport can be found at:

[www.invernessairport.com/disabled\\_access.htm](http://www.invernessairport.com/disabled_access.htm).

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

[www.nationalrail.co.uk/passenger\\_services/disabled\\_passengers/](http://www.nationalrail.co.uk/passenger_services/disabled_passengers/). An example can be seen for Inverness Railway Station: [www.nationalrail.co.uk/stations/sjp/INV/stationAccessibility.xhtml](http://www.nationalrail.co.uk/stations/sjp/INV/stationAccessibility.xhtml).

Local taxi services: Inverness Taxis operate wheelchair accessible taxis. [www.inverness-taxis.co.uk/](http://www.inverness-taxis.co.uk/).

Tel: 01463 222 900.

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 Inverness:

[www.shopmobilityuk.org/admin/ShowSite.asp?Routine=List&UserId=S00341](http://www.shopmobilityuk.org/admin/ShowSite.asp?Routine=List&UserId=S00341).

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

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

There are 118 bedrooms at this hotel; including one room on the 3<sup>rd</sup> floor which is designated for guests who may use a wheelchair. There is also one sensory room on the 1<sup>st</sup> floor. Details of the accessible rooms are provided further on. **Please be aware that some wheelchairs may be too large to be accommodated in the lifts to the bedrooms floors (lifts are 1180mm deep).**

**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 car park to the front of the hotel, with 4 x bays designated for disabled guests to the right of the entrance. These bays are 3.6m wide.

Parking is free for all guests in this car park.

From the car park, there is a dropped kerb leading to and from the entrance (or 1 x 80mm kerb). The designated bays are up to 45m from the entrance.



There is a set down point about 15m from the hotel entrance.



There is an assistance button at the entrance but currently no signage; 1030mm high to the left of the entrance doors. Staff would be pleased to offer assistance.



There are 2 x sets of sliding automatic doors 1250mm minimum clear opening, with plenty of clear space between the door sets.

Reception is on the left hand side within the entrance.

## Entrance & Reception



There is a large 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 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, with a sign on display.

## Public Areas



There is level access from reception to the lounge, bar and the Cromarty restaurant and the meeting rooms.



There is seating with and without armrests, with clear space of 640mm under the tables.

Staff will provide assistance to those who need it.



The Dornoch Bar and lounge: This is an open plan area, beside reception.

There is seating with armrests, and tables with up to 680mm clear space beneath them.

Staff will provide assistance to those who need it.

Standard WCs and a designated accessible public WC are on the same level as the restaurant and bar.



Lifts: There are 2 x lifts opposite the reception desk.

The doors are 800mm clear opening, with clear floorspace of 1180mm deep x 990mm wide. **Some wheelchairs may be too large to be accommodated in the lift.**

There is clear space opposite the lift doors of 1900mm.

There are handrails in the lifts and a mirror at the rear.



Lift controls are a maximum of 1170mm high.

There is tactile but no Braille information on the buttons.

There are visual and audible announcements.

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



Alternatively there are 13 + 10 steps between the ground and first floor beside the reception desk, with a handrail to one side.

## Public WCs



The door to the designated accessible WC opens outwards and is 840mm clear opening, with 2220mm opposite the door.

There is clear floorspace in the room of 1600 x 970mm. **This space may be too small for some wheelchair users.**



There is lateral (angled) transfer to the WC of 770mm to the right.

The height of the WC is 420mm and may be too low for some users.

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



Currently there is no vertical rail beside the hand basin.

There is a lever operated tap.

There are also standard men's and women's WCs nearby.

## Otium Health and Leisure Club



There is level and wide access from reception to Otium.



There is a double door set on route from reception 770mm each leaf clear opening.

There is level access to the fitness room and studio with a door 770mm clear opening to each room.

There is a 1050mm clear opening double door set to the Beautylicious treatment room.



There is a designated accessible changing room, WC and shower.

The door to the room is 940mm clear opening outwards into an open lobby. The door to the pool is 950mm clear opening.

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

There is up to 1500mm lateral (sideways) transfer to the WC to the left.



The height of the seat is 480mm, and it is currently not a continuous seat.

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

There is 720mm lateral transfer to the right to the shower seat.

The seat is 330mm deep x 420mm wide. There is a vertical and a horizontal rail beside the seat.

The shower seat is 450mm high.



There are 3 x steps (with handrails to both sides) up to the spa bath also leading to the steps into the swimming pool.



There are 12 steps down into the pool with handrails to both sides. The pool is level with the deck.



There are 4 x steps into the children's pool with handrails to both sides.



There are 3 x steps down into the spa bath with a handrail.



The sauna has a 600mm clear opening door with a 100mm high step / threshold.



The steam room has a 640mm clear opening door with no threshold or step.

## **Conference & Meeting Rooms**

All meeting rooms at this hotel are located on the ground floor.

The doors to the Culcabock and Millburn Suites are 670mm clear opening.

There is a designated accessible public WC and standard men's and women's WCs situated nearby.

## Accessible Bedroom



There are 118 bedrooms at this hotel; including room 314 on the 3<sup>rd</sup> floor which is designated for guests who may use a wheelchair. There is also one sensory room on the 1<sup>st</sup> floor. Details of the sensory room are provided further on. **Please be aware that some wheelchairs may be too large to be accommodated in the lifts to the bedrooms floors (lifts are 1180mm deep).**

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

Room 314 (zip & link twin bedded room) The door to this room is 820mm clear opening, with 1400mm clear space opposite the door.



Door handles and keyways are between 1050 – 1090mm 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 2 x 1500 x 1500mm, with clear space of up to 1500mm beside the beds.



The beds are 570mm high to the top of the mattress. There is no clear space under the beds for a mobile hoist.

**There is a narrow route at the foot of the beds 650mm wide which may affect access to the 2<sup>nd</sup> bed.**

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

There is clear space under the desk of 740mm.

There is a strobe light linked to the fire alarm and emergency buttons beside the beds.



Assistive Equipment:

There are 4 x text channels on TV.

A Big Button telephone is available

A task light is available

Please also see sensory equipment below.



Shower room (room 314):

The door to shower room is 860mm clear opening outwards into the bedroom, with 1480mm clear space opposite the door. There is a door bar to aid closure from inside the room.

There is clear floorspace of 1500 x 1500mm within this room.



Currently the basin does not have lever operated taps. **Care should be taken when using water from the hot 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 800mm to the right. There is a fold down rail on one 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.

**NB. Since these images were taken additional rails have been added.**



There is a level access shower, with lateral (sideways) transfer of up to 800mm 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 in the shower area.

The shower controls are 1200mm high.

## Sensory Room



There is 1 x sensory room no 114 which is situated on the 1<sup>st</sup> floor. The room has zip & link beds. **Currently there are no emergency buttons beside the beds** but there is a strobe light linked to the fire alarm system.

The door to this bedroom is 690mm clear opening with 1370mm clear space opposite the door.

There is clear floorspace of 950 x 2000mm with 700mm clear space at the foot of the beds.

There is space beside the beds of up to 800mm.



A BT Big Button telephone and a task light are available.

The height of beds is 560mm.

There is no clear space beneath the beds.



There is no lowered hanging rail in the wardrobe.

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

The door to the bathroom is 630mm clear opening with 1010mm clear space opposite the doorway. There are no handrails associated with the WC or hand basin.

The door to the room opens inwards leaving clear floorspace of 550 x 950mm.



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

The bath rim is 550mm high. There is a 280mm long angled rail fitted on the adjacent wall beside the fixed head shower, plus one integral handle on the bath.

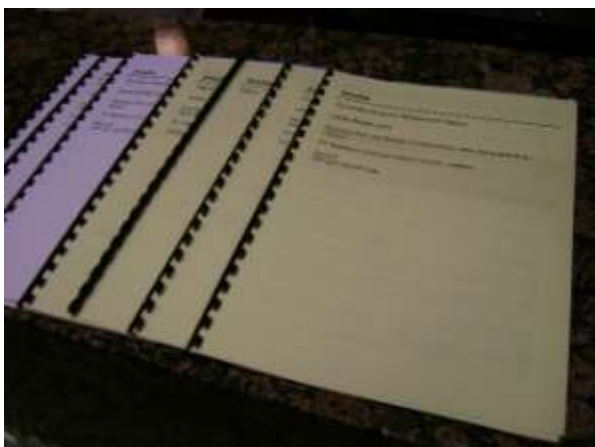
The WC seat is 420mm high.

**Currently there is no emergency cord linked to reception and room** but there is 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.

## 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).

## Disclaimer

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