

Access Statement – Atlantic Tower Liverpool (10.2.10)

Property:

Atlantic Tower
Chapel Street
Liverpool, L3 9RE

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9025 / +44 845 305 8325

Fax: 0871 376 9125 / +44 845 305 8364

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:

Liverpool John Lennon Airport has specific information for disabled travellers at the following link:

www.liverpoolairport.com/airport-information/372/disabled-passengers.html.

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 Liverpool Lime Street Station at: www.nationalrail.co.uk/stations/sjp/LIV/stationAccessibility.xhtml.

Liverpool has many wheelchair accessible taxis. More information is available from Mersey Cabs:

www.merseycabs.co.uk/.

There is no courtesy vehicle at this hotel.

Please be aware that some streets in Liverpool can be hilly, especially leading down to the river. Assistance may be required at times by some visitors.

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 Liverpool are available at:

www.shopmobilityuk.org/admin/ShowSite.asp?Routine=List&UserId=S00129.

Please be aware that the hotel is situated at the foot of a hill with a gradient on the service road of up to 1:14.

There are 225 bedrooms at this hotel; one on the 3rd floor is designated for wheelchair users, with two additional rooms on this floor for guests with sensory requirements. Details of the accessible rooms are provided further on. There are a further 24 rooms on the 7th floor fitted with strobe lights linked to the fire alarm system.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel. An evacuation chair with a safe working load (SWL) of 150kg is available.

At present, access at the main hotel entrance on Chapel Street is via a steep ramp (an assistance bell is situated beside the entrance). The hotel staff are very much aware of this and will offer to provide assistance to use an alternative route via a service ramp at the rear of the hotel.

Arrival, Car Parking & Entrances



There is a NCP car park nearby at an additional charge, but there is also one designated space for Blue Badge holders immediately outside the hotel entrance. Parking in this bay is free of charge and can be reserved in advance.

The designated bay is open to one side, is partially covered, and is more than 3.6m wide and about 9m from the main entrance.



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

There is also a set down point outside the hotel entrance and a dropped kerb beside the designated bay.

Please be aware that there is a gradient of up to 1:14 on the service road at the front of the hotel.



There is one main entrance route to the hotel, with a set of sliding automatic doors 1600mm minimum clear opening. To the side of this entrance is a side hung door and ramp for wheelchair users.

The doors are supervised 24 hours per day.



There is 1 step at the entrance plus a further 1 + 6 steps within the entrance with handrail to one side of the 6 steps.



There is a bell push 950mm high to obtain assistance with a tactile and Braille sign to the left of the main doors.



The door to the ramped route is 730mm clear opening.

The ramped route has an initial gradient of 1:3 – 1:4 for about 3.3m, with a handrail to one side. There is then a level area 1500mm deep x 1200mm wide, before a 2nd part to the ramp which has a gradient of 1:6 and is 1950mm long. **Manual wheelchair users and some other individuals are likely to require assistance to use this ramp.**

There is lip on the beginning of the ramp of up to 25mm outside the door.



The corridor on the ramp is a minimum of 940mm wide.

Reception



Reception and Concierge desks are on the left hand side within the 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 adjoining lounge area.

Additional room keys are available on request.



An induction loop for hearing aid users is available at reception – there is a clear sign to indicate this.

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



Other than the lounge area (pictured), public WCs (including the accessible WC) and some meeting rooms on the ground floor, other public areas including the restaurant and bars are accessible by lift.

Lounge area: There is level access to this area.

There is a choice of seating in the area, and some tables have clear space beneath them of 670mm.

Staff will provide assistance to those who need it.



Vista Bar and Restaurant: There is lift access to the 1st floor public areas from reception. There are double doors at the entrance 1440mm clear opening.

There is seating without armrests only, and clear space beneath tables of at least 680 - 730mm.

The bar is 1100mm high. Staff will provide assistance to those who need it.



Vu Bar: There is lift access to this bar and the terrace on the 2nd floor, **with a 690mm clear opening door on route to this room from the lift.** The bar itself has double doors 1400mm clear opening.

Most seating has armrests, and there is clear space under some tables of up to 730mm.

Staff will provide assistance to those who need it.



A temporary ramp with upstands is available to the Terrace area with a 350kg weight limit. **Assistance is likely to be required to use the ramp which has a gradient of about 1:5.**

Alternatively, the step to the Terrace is 180mm high.



There is seating with armrests at the tables on the Terrace.

Public WCs



The designated accessible public toilet WC is situated on the ground floor beside the main meeting rooms, the lounge and reception area, with a tactile and Braille sign beside the doorway.

The door to the designated accessible WC is 890mm clear opening – with a door bar to aid closure. The door opens outwards into an open lobby.

There is clear floorspace in the room of 1800x1800mm minimum.

There is a vertical rail beside the hand basin, although the basin itself may currently be too far from the pan for some users.



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

There is lateral (sideways) transfer of 1300mm to the right. The height of the WC seat is 480mm.

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



There are also standard men's and women's WCs on the ground floor. The men's WC has an ambulant cubicle (pictured).



There is also an ambulant cubicle in the men's and women's WCs on the 1st floor beside the Vista Bar and Restaurant.





Lifts: There are 3 x lifts between the reception area and the Vista Bar and Restaurant on the 1st floor and Vu Bar on the 2nd floor and to all bedroom floors.

The size of the lifts is up to 1100mm deep x 1650mm wide.

The lifts have automatic sliding doors 1550mm clear opening that are fitted with sensors.



Lift controls are a maximum of 1100mm high.

There is a handrail and a mirror within the lifts.

There are tactile but currently no Braille controls in the lifts.

There is audible floor announcement in the lifts.

There is an emergency communication point fitted with an inductive coupler for hearing aid users.

Conference & Meeting Rooms

The majority of meeting rooms are situated on the ground floor, with level access and wide routes. The designated accessible WC is also situated on the ground floor.

The Royal Suite is on the 2nd floor and the French and Oriental Boardrooms are situated on the 12th floor.

Entrance doors to the rooms are generally at least 1400mm clear opening.

Accessible Bedrooms



There are 225 bedrooms at this hotel; room 303 on the 3rd floor is designated for wheelchair users. An evacuation chair with a safe working load (SWL) of 150kg is available. There are also 2 x sensory rooms – details are shown further on.

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

Room 303 (a zip & link bedded room) has a door which is 770mm clear opening, with plenty of clear space opposite the door. There is also a further single bed and a sofa bed in the room.

Door handles and keyways are between 990 – 1200mm high.



There are door viewers 1050mm and 1600mm high.

There is currently no lowered hanging rail in the wardrobe.

There is clear floorspace in the bedroom of at least 2700 x 2700mm, **(if the single bed and sofa bed are not in use)** with clear space of at least 900mm beside the bed.

The beds are 550mm high to the top of the mattress.



There is clear space beneath the bed of up to 290mm with the single bed removed.

Assistance may be required by some guests to open and close the curtains, or to access wardrobe hanging rail.

There is clear space under the desk of just 590mm.

There are emergency buttons beside the bed. There is also a strobe light linked to the fire alarm in the bedroom.



Assistive Equipment:

A Big Button telephone is available.

There are 4 x text channels on TV.

Please also see sensory equipment below.

Ensuite shower room & WC



Shower room: The door to the room is 880mm clear opening outwards into the bedroom, with 1600mm minimum clear space opposite the door. There is a door bar to aid closure from inside the room.

There is clear floorspace of 1750x1800mm minimum within this room.



The hand basin has a lever operated tap, with clear space beneath the basin of 600mm.

There is currently no vertical rail beside the hand basin.



There is angled transfer to the WC of up to 750mm to the left and 900mm to the right. There is a fold down rail on either 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, with lateral (sideways) transfer of up to 1400mm to left or right (with the seat moved).

The shower seat size is 400 x 400mm, and is adjustable in height.

There are 2 x horizontal, 1 x angled and 1 x vertical handrails in the shower area. There are also integral handrails on the shower seat.

The shower controls are 1200mm high.

Sensory Rooms



There are 2 x sensory rooms on the 3rd floor (room no 302 and 304). These rooms are not designed for wheelchair use, but to try to meet the needs of those with a hearing or sight loss.

Assistance may be required by some to open and close the curtains (which are behind furniture).

The doors to the rooms are 690mm clear opening.



There is 600mm clear space between the beds, with a gap of about 250mm between the foot of the beds and the furniture.

There is a strobe light linked to the fire alarm system in the bedrooms and bathrooms.



Big Button telephones are available.



Doors to the bathrooms are 630mm clear opening with 900mm clear space opposite the doors.

The doors to these rooms open inwards leaving clear floor space of 500x500mm.

There are no rails associated with the WC or basin.

There is a bath with a shower over in these two rooms. There is a 400mm long rail to aid balance above the bath. The height of the bath rim is 610mm – which may be high for some guests.



Sensory Equipment

Guests can be offered the following assistive devices:



Large print or Braille menus.

3 x door bells with a flashing light.

A strobe light linked to the fire alarm system in 24 bedrooms on the 7th floor.



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

The information contained within this Access Statement has been produced by Tourism for All Services Limited on behalf of Thistle Hotels.

Whilst every effort has been made to ensure the accuracy of this Access Statement, neither Thistle Hotels nor Tourism for All Services Limited accept any liability and responsibility for any amount or kind of loss or damage that may result to you or a third party (including without limitation, any direct, indirect, punitive or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages arising from or connected in any way to business interruption, and whether in tort (including without limitation negligence, contract or otherwise) in connection with the information contained herein, save that nothing in this disclaimer shall exclude either party's liability for death or personal injury as a result of its negligence or for any damage incurred as a result of fraud or fraudulent misrepresentation.