

Access Statement – Thistle Euston (17.11.09)

Property:

Thistle Euston
Cardington Street, Euston
London NW1 2LP

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9017 / +44 845 305 8317

Fax: 0871 376 9117 / +44 845 305 8356

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 Euston Station: www.nationalrail.co.uk/stations/eus/details.html

The nearest underground stations are: Euston (Northern and Victoria lines), Euston Square (Circle, Hammersmith & City, and Metropolitan lines). The nearest step free underground station (at present) is Westminster on the Jubilee, District and Circle Lines. Information about step free underground stations can be seen 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.

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 in London: www.shopmobilityuk.org/ListDirectories.asp?Country=EN&SMArea=GL&FontSize=80 - for example Camden and Kensington & Chelsea.

There are 362 bedrooms at this hotel, 2 of which may only be suitable for **ambulant** disabled guests on the 2nd floor. Details of rooms are provided further on. **The size of the lifts is 1100mm deep x 1300mm wide. There is a 1:3 temporary ramp to the bar area, until a permanent access solution can be found. The nearest wheelchair accessible hotels operated by the company are the Thistle Marble Arch and the Charing Cross hotel.**

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel. An Evacuation chair is available with a Safe Working Load (SWL) of 150kg or 24 stone.

Arrival & Car Parking



There is a car park beneath the hotel, but it **has a height restriction of 5' 9" (1m 75cm)**. There are currently **no designated spaces for disabled guests**.

From the car park, there are 5 + 4 + 7 steps with a handrail to the left hand side only, plus a further 4 x steps up (with handrails to both sides).

It may be possible to park in the service road about 25m around the corner beside the hotel (avoiding the need to use the internal staircase to reach reception). Please discuss arrangements with the hotel in advance.



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

<http://bluebadge.direct.gov.uk> or
<http://maps.camden.gov.uk/parkingbays/parkingbays.aspx?area=NW1%20LP&Type=Disabled%20blue%20badge>

Assistance may be required by some users to gain access to and from the car park. **Please contact the hotel reception if you need assistance.**

Entrance & Reception



There is a drop off point outside the hotel, but no dropped kerb.

Please be aware that the area immediately outside the hotel can become congested at times by pedestrians and luggage.

The main entrance to the hotel is wheelchair accessible at street level.

The hotel doors are supervised 24 hours a day.



There are automatic sliding doors 1440mm clear opening.



There is large, open space within the entrance lobby in front of the reception desk. The counter is 1100mm high, and there is also a separate desk 750mm high.

There is seating available in the area.

Reception is straight on and to the right from the entrance, and the Concierge desk is in the right hand corner.

Additional room keys are available on request.



There is an induction loop at the reception desk for hearing aid users, with a sign on display.

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.



Bar: There is a single step down 160mm high. **There is also a temporary ramp with a 1:3 gradient.**

The ramp is **760mm wide** and 490mm long.

Assistance is likely to be required to use this ramp. A notice and bell push are provided.

There are a further 2 x steps up (110mm and 120mm high) to part of the bar seating area (with no handrails).

There is seating with and without armrests, and clear space beneath tables of at least 690mm.

Staff will provide assistance to those who need it.

The public toilets are situated on the ground floor.

A designated wheelchair accessible WC is situated near the restaurant in the basement (Please see size of lifts below).



Lifts: The size of the two lifts from the ground to the basement and bedroom floors is 1100mm deep x 1300mm wide.

These have automatic sliding doors that are 800mm clear opening that are fitted with sensors.

Lift controls are a maximum of 1240mm high and have tactile and Braille buttons. There is both visual and audible floor announcement in the lifts.



Brasserie 43: The internal route to the restaurant from the hotel reception is by lift or stairs. (The size of the lift may affect access for some). There are 9 + 8 + 2 steps down, with handrails to both sides, with the exception of the final 2 steps which have a handrail to one side only.

There is a double door set on route (1250mm clear opening) retained on magnets linked to the fire alarm.

There is also an external approach from the pavement via a staircase, with 6 + 5 + 8 steps and handrails to both sides as illustrated.

Parts of the seating area are up 2 x steps (without handrails).

There is no seating with armrests and the tables have clear space beneath them of at least 730mm.

Staff will provide assistance to those who need it.



Shop



There is a small shop at reception level, with a 770mm clear opening door.

Assistance is available within the shop.

Public WCs



Public WCs: The public toilets are situated on the ground floor.

A designated wheelchair accessible WC is situated near the restaurant in the basement (**Please see size of lifts above**).

The door to the designated accessible WC is 880mm clear opening and is fitted with a door bar to aid closure. The door opens outwards, off a wide corridor, close to the lifts.

There is clear floorspace in the room of 1500x1200mm minimum. The floor surface is ceramic tiles.

There is a vertical rail beside the hand basin.



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

There is lateral (sideways) transfer of 1000mm to the left. The height of the WC seat is 480mm.

There is an emergency cord in the room beside the WC that is linked to reception.

There is no strobe light linked to the fire alarm system.

Leisure

There is no external contract with any leisure centre, although Concierge or the Guest Relations Manager may be able to suggest some nearby clubs.

Conference & Meeting Rooms



There are 4 x steps down to the Exeter Room with a handrail to one side only (as illustrated). There is a double door set at the foot of the stairs 640mm each leaf.

The door to the Exeter Room is 690mm clear opening.

There are also 4 x steps down to the Canterbury Room with handrails to both sides.

There is level access to the Winchester, Chichester and Salisbury rooms.

The Gloucester Room is situated on the 1st floor (Please see size of lift).

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

Accessible Bedrooms



There are 362 bedrooms at this hotel, 2 of which **may only be suitable for ambulant** disabled guests on the 2nd floor. **The size of the lift is 1100mm deep x 1300mm wide.**

The nearest wheelchair accessible hotels operated by the company are the Thistle Marble Arch and the Charing Cross hotel.

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

Rooms 203 (single) adjoins 202 (also a single), 201 (double - adjoining room 203).

The doorways to the rooms are **700-720mm** clear opening, with **tight turns** in room no 201 (Double).



There are door viewers for use at standing height.

There is clear floorspace in the rooms from 1200x900mm, with clear space of at least 850mm beside the bed.

In room 203 (single) there is **730mm** clear space at the foot of the bed.

The beds are 540-**600mm** high to the top of the mattress.

There is no space currently under the beds for a mobile hoist.

A mini bar could be used to store medication.

Assistance may be required by some guests to gain access to open and close the curtains, or to use the hanging rail in the wardrobe to access the room safe or the ironing board and iron.



There is clear space under the desk of 750mm (room 203) but **situated in a corner of the room with poor access** and 710mm in room 201 (illustrated).

Assistive Equipment:

There are 4 x text channels on TV.

Please also see sensory equipment below.



Ensuite shower, bathroom & WCs



The 2 bathrooms **may only be suitable for ambulant disabled guests.**

Room 203 (shower): The door to shower room is 790mm clear opening outwards into the bedroom, with a minimum of 2950mm clear space opposite the door.

There is clear floorspace of **1400x780mm** within this room.

The basin has lever operated taps. **Care should be taken when using water from the hot tap.** There is space beneath the basin of up to **580mm**. There is currently no specific vertical rail beside the hand basin, although the WC rail beside the basin locks in the upright position.



The WC is **400mm** high with two fold down rails for aiding transfer.

There is no horizontal or vertical rail in the shower area. **The shower is on a raised plinth 140mm high with sloping tiled edges.** There is a fold down shower seat 350mm deep x 360mm wide above the shower plinth.

Transfer to WC is blocked by the position of the basin and other facilities in the room.

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



Room 201 (bath): The sliding door to the bathroom is 770mm clear opening with **900mm clear space opposite the door.**

There is clear floorspace of **1000x1430mm** within this room.

The basin has lever operated taps. **Care should be taken when using water from the hot tap.** There is space beneath the basin of up to **580mm**. There is currently no specific vertical rail beside the hand basin, although the WC rail beside the basin locks in the upright position.

The WC is **400mm** high with one fold down rail for aiding transfer. There is no horizontal rail opposite the transfer space.

The bath rim is 530mm high, with integral handrails, plus a 350mm long angled support rail beside the shower over the bath. There is a potential transfer platform area at the top of the bath. There is space beside the bath of up to 1000mm.

Lateral (sideways) transfer to WC is blocked by the position of the basin and other facilities in the room.

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

Care should be taken near the heated towel rail.



Sensory Equipment

Guests occupying these rooms can be offered the following assistive device (illustrated):



A Deafgard vibrating pager / alarm clock and pillow pad.

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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