

## Access Statement – Thistle Hyde Park (23.11.09)

### Property:

Thistle Hyde Park  
90-92 Lancaster Gate  
London W2 3NR

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9022 / +44 845 305 8322

Fax: 0871 376 9122 / +44 845 305 8361

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/](http://www.nationalrail.co.uk/passenger_services/disabled_passengers/). An example can be seen for London Victoria Station [www.nationalrail.co.uk/stations/vic/details.html#Accessibilityfor](http://www.nationalrail.co.uk/stations/vic/details.html#Accessibilityfor).

Take the central line to Lancaster Gate. Turn right along Bayswater Road, walk approx 300m (approx 5mins walk). The hotel is situated on the right, facing Hyde Park. Alternatively, Queensway is the next stop on the central line. Leave the station and cross over Queensway. Proceed along Bayswater Road approx 450m (approx 10mins walk); Thistle Hyde hotel is situated facing Hyde Park, beyond Thistle Kensington Gardens. 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](http://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](http://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](http://www.shopmobilityuk.org/ListDirectories.asp?Country=EN&SMArea=GL&FontSize=80) - for example Camden and Kensington & Chelsea.

**There are 54 bedrooms at this hotel, none of which are currently designated for wheelchair using guests.** Details of bedrooms are provided further on.

**Please be aware that there are 8 x steps up to the main entrance of this property, and no wheelchair access at present.**

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

## Arrival & Car Parking



There are 20 car parking spaces at an additional charge, but there are **currently no designated spaces for disabled guests.**

The area immediately outside the hotel in the courtyard (pictured left) is cobbled and may become slippery when wet. **Please take extra care in the car park.**

Car parking bays are from about 10m to the entrance.

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

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

or

[www.westminster.gov.uk/transportandstreets/parking/disabledparking/bluebadgescheme.cfm](http://www.westminster.gov.uk/transportandstreets/parking/disabledparking/bluebadgescheme.cfm)

The hotel doors are supervised 24 hours a day.

## Entrances & Reception



There is a 60mm kerb from the forecourt.

There are two entrances from the forecourt one with 8 x steps (1 x 150mm high and 7 x 160mm high). There are 2 x double door sets with a minimum of 720mm each leaf. **Assistance may be required to open the doors.**

The restaurant has 10 x steps up, and a further 2 x steps down within the entrance (both sets of steps have handrails to both sides). There are 2 x double door sets with a minimum of 650mm each leaf. **Assistance may be required to open the doors.**



There is an assistance button 970mm high but currently **no sign** at the foot of the steps. Staff would be pleased to offer assistance to those who need it.

Concierge is on the left within the entrance, and the reception desk is on the right. The height of the reception desk is 1020mm. There is also a lower Guest Relations desk.

There is seating available nearby.

Although there is an induction loop at the reception desk for hearing aid users, **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. 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



The main public areas are situated on the ground floor, including the hotel restaurant, bar, lounge and public WCs.

**There is currently no designated accessible WC or ambulant cubicle at this property.**

There are wide corridors and routes between reception and all public areas. The public toilets are situated close to reception and about 20m from the restaurant.



Lounge Bar: The Lounge Bar has double doors that open to 1220mm. There is seating with and without armrests, and there is a choice of tables some of which have clear space beneath them of at least 720mm.

Staff will provide assistance to those who need it.



Whites Restaurant: The restaurant has 2 x sets of double doors on route which are held open (1220mm and 1050mm) during opening hours. There is seating with and without armrests, and the tables have clear space beneath them of at least 710mm.

Staff will provide assistance to those who need it.



There is 1 x guest lift from the ground floor to the bedroom floors. This has automatic sliding doors that are **730mm** clear opening and are fitted with sensors. The clear floorspace in the lift is 1500 deep x 1230mm wide minimum.



Lift controls are a maximum of 1470mm high but they **do not currently have tactile and Braille buttons.**

There is visual display showing the floor number in the lift.

There is no symbol suggesting that the emergency communication point is fitted with an inductive coupler for hearing aid users.

There is no handrail in the lift, but there is a mirror on the rear wall.



There is also a staircase leading to the bedroom floors, with a handrail to one side only.

## **Public WCs**

There are standard sized men's and women's WCs situated on the ground floor near reception. **There is currently no designated accessible WC or ambulant cubicle at this property.**

**Care should be taken when using water from the hot tap.**

There is no flashing light linked to the fire alarm system and no emergency cord linked to reception.

## Leisure

There 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.

## Conference & Meeting Rooms



3 x meeting rooms are situated on the ground floor.

There are generally wide routes with double door sets on approach. Doors are held open on magnets linked to the fire alarm system.

Support services - for example loop systems, can be arranged when booking meeting rooms.

The public WCs are situated on the ground floor near reception. **There is currently no designated accessible WC or ambulant cubicle at this property.**



The Oak room has a 770mm clear opening door, **with a tight turn on approach from reception (see picture on the left).**

The Lancaster Room has a 770mm clear opening door, **but a narrow corridor of 1060mm opposite the door.**



The hotel does have meeting chairs with armrests.

## Accessible Bedrooms



There are 54 bedrooms at this hotel, none of which are currently designated for wheelchair using guests.

The nearest wheelchair accessible hotels operated by the company (with wheel-in showers) are the Thistle Marble Arch and the Charing Cross hotel.

There are 18 bedrooms on the 1<sup>st</sup> floor via the lift.

For example double bedded room 104 (pictured).

The width of door to this room is 770mm with clear space opposite the door of 1730mm.



Door handles and keyways are between 980-1150mm above the floor.

There is clear floorspace in the room of up to 3500x1250mm, with clear space of at least 1500mm to one side of the bed.

There are no specific adaptations in the room.

The bed is 600mm high to the top of the mattress.



The door viewer is at a standing height only.

**Assistance may be required by some guests to open and close the curtains, to access hanging rails, the room safe and ironing board and iron.**

There is clear space under the desk of 640mm.

There is a mini bar available in the room.



The hanging rails in the wardrobe are 1730mm and **2100mm** high.

Assistive bedroom equipment includes:  
Four text enabled channels on TV

## Ensuite bathroom & WCs



The door to the bathroom is 630mm clear opening, with 1300mm clear space opposite the door.

There is clear floorspace of **900x1300mm** within the room 104 (pictured).

**The door opens inwards.**

**No bathrooms are currently designated for wheelchair using guests.**



The bath in room 104 (pictured) does have a short angled hand grip above it (beside the shower), plus integral hand grips on the side of the bath.

The height of the bath rim is **600mm**.

As these rooms are not designated wheelchair accessible there is little specific space for transfer to the WC or bath, although there is up to 1400mm beside the bath, there is also a glazed panel above the bath.

There are two shower positions, one at a fixed height, and the other at tap height with a flexible hose.



There are no lever operated taps for the basin or bath but there is one for the shower above the bath.

At the basin, **care should be taken when using water from the hot tap.**

**There are currently no support rails for the basin, or WC.**



There is currently no assistive equipment for the bathrooms.

Currently there is no strobe light linked to the fire alarm system or emergency cord linked to reception.

The WC is 420mm high, with no transfer space beside it.

## Sensory Equipment



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

Large print & 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).

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