

## Access Statement – Thistle Kensington Gardens (24.11.09)

### Property:

Thistle Kensington Gardens  
104 Bayswater Road  
London W2 3HL

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9024 / +44 845 305 8324

Fax: 0871 376 9124 / +44 845 305 8363

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 Euston Station: [www.nationalrail.co.uk/stations/eus/details.html](http://www.nationalrail.co.uk/stations/eus/details.html)

Take the Central line to Queensway; exit the station and cross over Queensway. Turn left and proceed along Bayswater Road approx 300m (approx 4 mins walk). Thistle Kensington Gardens hotel is situated on the left.

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 174 bedrooms at this hotel, 2 of which are designated for disabled guests who might use a wheelchair on the 2<sup>nd</sup> floor. Details of rooms are provided further on. **NB: The size of the lifts is from 920mm deep x 1310mm wide and may not be large enough for wheelchair users unless they are ambulant.**

**The nearest wheelchair accessible hotels operated by the company (with larger lifts) are the Thistle Marble Arch or Charing Cross.**

**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 are 62 parking bays including 2 for those displaying a Blue Badge (see images). One bay is 2.4m wide and open to one side, the other is 3.6m wide, up to 50m from the entrance.

All guests including Blue Badge holders are required to pay for parking at this hotel.



Assistance may be required by some users to gain access to and from these spaces in order to reach the hotel. **Please contact the hotel reception if you need assistance.**



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).

Please do contact the hotel if you need other information about parking locally.



**Please be aware of some uneven paving on the street outside the hotel caused by tree roots.**

## Entrance & Reception



There is a drop off point outside the hotel about 5m from the entrance. There is no dropped kerb.

The side entrance to the hotel is wheelchair accessible at street level, just beside the entrance to the car park.

The hotel doors are supervised 24 hours a day.



There are 2 x steps 140-150mm high at the main entrance (without handrails).

The Concierge desk is within the ground floor entrance.

Reception is on the 1<sup>st</sup> floor via stairs or the lift.



There is a revolving door at the main entrance, and a side opening door 800mm clear opening.



There is a dropped kerb on route from the car park to the side entrance. **Care should be taken when it is dark at the edge of the pavement.**

## Public Areas



**With the exception of the Concierge desk which is within the entrance, the reception, lounge, hotel restaurant, bar, meeting rooms and public WCs are all accessed internally via lift or stairs.** The majority of public areas are on the 1<sup>st</sup> floor.

There is a gradient of 1:12 (2000mm long x 1250mm wide) directly from the side entrance beside the car park. The side doors are 1000mm clear opening, with 1600mm clear space opposite the 1<sup>st</sup> door from the car park and up to 2000mm clear space between the 2 doors on the ramp.

**Assistance may be required to open the doors. Please contact the hotel reception if you need assistance.**



Lifts: There are 3 x lifts from the ground floor. The entrance lobby has clear space of 3800 x 4530mm. The lifts have automatic sliding doors that are 900mm clear opening and fitted with sensors.

**The clear floorspace in these lifts is from 920mm deep x 1310mm wide may not be large enough for wheelchair users unless they are ambulant.**

Lift controls are up to **1540mm high** and have tactile buttons.



There is a visual display but **no audible floor announcement in the lifts.**

Lifts operate differently after 10pm, with guests asked to transfer from one lift to another on the 1<sup>st</sup> floor.

The lifts are fitted with a mirror on the rear wall, but no handrail.



**thistle**  
Kensington Gardens  
To ensure the safety and security of our guests, this elevator will only carry guests to the reception lobby on the first floor between the hours of 10pm and 7am.

Once on the first floor, please change elevators to access floors 2 to 8

Thank you.



There are 8 + 14 steps on the staircase (with handrails to both sides) from the entrance lobby to reception on the 1<sup>st</sup> floor.

Staff will provide assistance to those who need it.





Reception is on the left from the lift or turn right and right again at the top of the staircase from the entrance lobby and reception is straight ahead.

There is a large, open space in front of the reception desk. The height of the reception desk is 1080mm high.

Additional room keys are available on request.

There is seating available in the reception area.



There is induction loop at the reception desk for hearing aid users with signage 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.



The Lounge Bar: There is level access to the bar area from reception, with a double door set 1340mm clear opening.

**There is currently no designated accessible WC at this hotel.** The men's WC is on the 1<sup>st</sup> floor and the women's WC is on the 2<sup>nd</sup> floor (via lift or stairs).

**Breakfast, lunch, dinner and drinks could be served in the lounge bar area beside reception, to help avoid steps to the restaurant.**



Restaurant: **There are currently 2 x 140mm steps up to the restaurant from the Lounge Bar, without handrails.**

There is an alternative level route via the conference room corridor, **but this has narrow doorways of 630-690mm clear opening.**

There is seating available with armrests, and the tables have clear space beneath them of at least 740mm.

Staff will provide assistance to those who need it.

## Public WCs

There are standard sized men's WCs situated on the 1<sup>st</sup> floor near reception. The women's WCs are situated on the 2<sup>nd</sup> floor.

**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



There is a level route to the conference rooms via a corridor from reception, **but this has narrow doorways of 630-690mm clear opening.**



A computer terminal is situated on the corridor to the meeting rooms. There is 580mm clear space under the desk at present.

## Accessible Bedrooms



The clear floorspace in the lifts to the bedrooms is **from 920mm deep x 1310mm wide and may not be large enough for wheelchair users unless they are ambulant.**

**The nearest wheelchair accessible hotels (with larger lifts) are the Thistle Marble Arch or Charing Cross.**

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



Alternatively there is a staircase from reception with 1 + 12 + 8 steps with a handrail to at least one side. There are 174 bedrooms at this hotel, 2 of which (rooms 201 and 202) are designated for disabled guests who might use a wheelchair on the 2<sup>nd</sup> floor.

Room 202 is slightly larger, room 201 is pictured.

The doors to the 2 rooms are 800mm clear opening, with 1380mm clear space opposite the doors. Door handles and keyways are between 900-1100mm above the floor.

There are door viewers for use at a seated height (1000mm high).



There is clear floorspace in the rooms from 1200x1500mm minimum, with clear space of at least 1400mm beside the bed.

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

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

The height of the hanging rail in the wardrobe is 1560mm.

A mini bar could be used to store medication.



There is an emergency button beside the bed 750mm high, **but no strobe light linked to the fire alarm system.**

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

There is clear space under the desk of 740mm.

Assistive Equipment:

There are 4 x text channels on TV.

There is a doorbell push 1100mm high linked to a buzzer / flashing light.

Please also see list of sensory equipment below.

## Ensuite shower rooms & WCs



The 2 x designated accessible rooms have level access showers.

The doors to shower rooms are 850mm clear opening outwards into the bedrooms, with a minimum of 1370mm clear space opposite the door. **There is currently no horizontal rail to enable closure of the door from inside the room.** Doors are fitted with a 'flip-over' style lock.

There is clear floorspace of 1500x1500mm minimum within these rooms.

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



Basins have two lever operated taps, hot on the left and cold on the right.

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

There is space beneath the basins of up to 655mm. There is currently no vertical rail beside the hand basin.



WC seats are 470mm high.

There is a fold down and horizontal rail beside the WCs. There is lateral (angled) transfer of up to 1200mm to the left in room 201, and lateral (angled) transfer up to 1200mm to the right in room 202.



There are 2 x vertical rails plus 1 x horizontal rail in the shower areas. The shower seats are 460mm high. The fold down shower seats are up to 270mm deep x 400mm wide. **The seats are 400mm high.** See also free-standing seat below.

The water temperature is thermostatically controlled. There is lateral (sideways) transfer of up to 1100mm to the left in room 201 (pictured), and up to 1100mm to the right in room 202.

Direction of transfer to WCs and showers by room:

201 – Left hand (Angled transfer) WC / Left hand shower

202 – Right hand (Angled transfer) WC / Right hand shower



Assistive equipment for the accessible shower rooms includes:

A free standing shower seat (pictured) 450mm high, with a seat size of 400x400mm.

Emergency cord linked to reception.

## **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).

## **Disclaimer**

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