

Access Statement – Thistle Marble Arch (15.10.09)

Property:

Thistle Marble Arch
Bryanston Street
London W1H 7EH

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9027 / +44 845 305 8327

Fax: 0871 376 9127 / +44 845 305 8366

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.

The hotel has also produced some printed information about the accessible facilities.

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 Victoria Station: www.nationalrail.co.uk/stations/sjp/VIC/stationAccessibility.xhtml

The nearest underground station is Marble Arch on the Central Line. 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 692 rooms at this hotel, 10 of which are designated for disabled guests on the 3rd and 6th floor. All have wooden surfaced floors and a wheel-in shower. Details of rooms are provided further on.

There is also an evacuation chair situated on the 3rd and 6th floor with a safe working load (SWL) of 330 lbs or 150 kgs.

Arrival & Car Parking

Although the Thistle Marble Arch does not have a car park, there is discounted parking for hotel guests (including Blue Badge holders) at the APCOA multi-storey car park about 25m along Bryanston Street from the hotel entrance. There is an assistance button for the car park operator at the car park entrance barrier.

There are 3 x designated parking spaces on the 1st level for those displaying a Blue Badge. These are available on a first come / first served basis. There is a **25m long (1:6) steep gradient** from the car park to street level down the car park exit ramp.

There are half-barriers to permit wheelchair or pedestrian access. There is a lift from the 2nd level but the lift is approached by a single step. The lifts are not sufficiently large enough to be described as wheelchair accessible, nor are they large enough to accommodate some children's pushchairs.

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 to gain access to or from the car park.**

For those with a higher roofed or adapted vehicle, this multi-storey car park has a **height restriction of 6'6"** (1.98m).

Car park operator details:
APCOA Bryanston Street,
21 Bryanston Street, London, W1H 7AB
Tel: +44 (0) 20 7499 7429
Location: <http://streetmap.co.uk/postcode/W1H7AB>

Bryanston Street itself is level and paved from the car park 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

There is a drop off point outside the hotel, although there is no dropped kerb – the closest being at the exit ramp from the APCOA Car Park. Please be aware that the area immediately outside the hotel can become congested at times by vehicles, pedestrians and luggage.

The hotel doors are supervised 24 hours a day.



Entrance & Reception

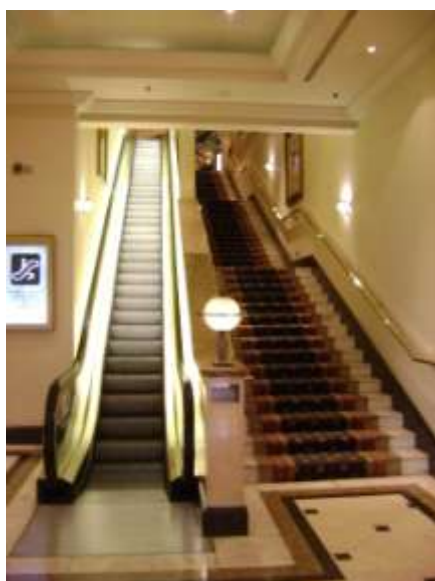


There is a wheelchair accessible entrance beside the main hotel entrance at street level. There is a push button to open automatic doors leading to a lift that takes guests to reception on the 1st floor. The push button is 1100mm high. The doors open outwards and are 1200mm clear opening. There is clear floorspace within the entrance lobby in front of the lift of 2500x1500mm.

The lift has doors that are 1200mm clear opening, with a clear floorspace of 1200x1780mm.

Once the lift has arrived at the 1st floor, turn left out of the lift towards reception. There is a sign on a reflective background directing guests to the reception and lobby.

The main entrance has 4 x steps (160-170mm high each) with handrails to both sides leading up to two sets of curved, automatic sliding doors that are 1270mm clear opening. This entrance leads on to a staircase and escalator to the 1st floor.



Within this entrance are the Concierge desk and also a small shop. **Access to these facilities may not be possible by wheelchair** as although there is a passageway leading from the wheelchair accessible entrance, the position of doorways and desks reduces physical accessibility.

Staff would be pleased to offer assistance to those unable to reach this area.

The Concierge desk is fitted with a sign indicating an induction loop to assist hearing aid users. Seating is available nearby.

The staircase has 3 x sets of 15 steps with two landings, and has a continuous handrail to each side. Please be aware that there are no warning mats or tactile surfaces where there are changes in level.

Guests should turn right at the top of the stairs or escalator and right again to reach reception.



On the 1st floor there is both a main reception counter (1060mm high) and a Guest Relations desk (770mm high). The main reception counter is fitted with a sign indicating an induction loop to assist hearing aid users.

Additional room keys are available on request.
There is seating available in the reception area.

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. A letter detailing this is made available to disabled guests on arrival. 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

All of the main public areas are situated on the 1st floor, including the hotel restaurant, bar, public WCs (including a designated accessible WC) and meeting rooms.

There are wide corridors and routes between reception and all public areas. The designated wheelchair accessible WC and other public toilets are situated between the meeting rooms, the bar and the restaurant.



Fire doors are retained in the open position during the day by magnets linked to the fire alarm system.

There are 4 guest lifts from the 1st floor to the bedroom floors. These have automatic sliding doors that are 900mm clear opening that are fitted with sensors. The clear floorspace in these lifts is 1450x1600mm minimum. Lift controls are a maximum of 1150mm high and have tactile and Braille buttons. There is both visual and audible floor announcement in the lifts. A symbol suggests that the emergency communication point is fitted with an inductive coupler for hearing aid users. The lifts are fitted with a handrail and a mirror on the rear wall.

There is a lowered public telephone beside the public toilets. The coin slot and key pad are a maximum of 1340mm high.

Brasserie Restaurant: The restaurant has double doors which are open (1770mm) during meal times. There is seating with and without armrests, and the tables have clear space beneath them of at least 710mm. Counters are 900mm high. Menus are available in large print and Braille. Staff will provide assistance to those who need it.

Glen Miller's Bar: The bar has double doors that open to 1400mm when the bar is operating. The height of the bar is 1060mm. All seating within the bar has armrests, with the exception of the bar stools. Staff will provide assistance to those who need it.

Public WCs



Public WCs – including a designated accessible WC are situated on the 1st floor - the same level as the main public areas. The designated accessible WC is situated opposite the Edinburgh Suite meeting room.

The door to the designated accessible WC is 920mm clear opening, is fitted with a door bar to aid closure, and a flip over style lock. The door opens outwards, and there is 2600mm clear space opposite the door.

There is clear floorspace in the room of 1300x2800mm minimum. The floor surface is ceramic tiles.

Some users may find access to the basin more difficult as this has a boxed in section beneath. There are no vertical rails beside the basin. The basin is fitted with two lever operated taps, one hot (on the left) and one cold. **Care should be taken when using water from the hot tap.**



Currently, there is no flashing light linked to the fire alarm system.

There is lateral (angled) transfer to the WC of 2500mm to the left. The height of the WC seat is 420mm. **Toilet seat raisers are available from housekeeping.**

There is a fold down rail on the transfer side and a horizontal and vertical rail opposite the transfer space – currently these may be too far from the pan for some users.

There is a shelf at the rear of the WC.

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



Shop

There is a shop in the hotel beside Concierge desk on the ground floor, accessed by the stairs or escalator from the 1st floor. There are no steps at the shop entrance. **Access to the shop may not be possible by wheelchair** as although there is a passageway leading from the wheelchair accessible entrance, the position of doorways and desks reduces physical accessibility. There is a hearing loop system at the Concierge desk outside the shop. Staff would be pleased to offer assistance to those unable to reach this area.

Just Gym

There is a Gym open 24 hours a day on the 2nd floor but it is not supervised. There are no steps on route. Guests wishing to use the facilities must complete a disclaimer. **There is no clear floorspace or upper body equipment for wheelchair users.** There are no changing facilities associated with the room. The nearest designated accessible WC is on the 1st floor via the lift.

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

Meeting rooms are situated on the 1st floor, all of which are accessible by wheelchair. Some of the rooms are 100m or more from the reception area. Routes to reach the rooms are wide and without steps.

A portable loop system can be provided on request. Other support services can be arranged when booking meeting rooms.

The designated accessible WC and public WCs are situated near the meeting rooms.

Accessible Bedrooms

There are 692 rooms at this hotel, 10 of which are designated for disabled guests, five each on the 3rd and 6th floor. All have wooden surfaced floors and a wheel-in shower. All are fitted with an emergency button beside the bed and a red emergency beacon linked to the hotel fire alarm system. There is an evacuation chair situated on the 3rd and 6th floor with a safe working load (SWL) of 330 lbs or 150 kgs.

Third floor bedrooms (all double bedded and non-smoking):
307, 308, 368, 371, 393 (all have adjoining rooms except 307)

Sixth floor bedrooms (all twin-bedded and smoking permitted):
607, 608, 668, 671, 693 (all have adjoining rooms except 607 & 671)

The widths of doors to the rooms do vary from 840mm to 920mm. All are situated on corridors or in lobby areas that are at least 1500mm wide, and are all located within three room's length of the lift lobby. The doors between interconnecting rooms are between **620mm** (room 371) up to 920mm clear opening.

Door handles and keyways are between 900-960mm above the floor. There are door viewers for use at a seated or standing height. Cordless kettles are available and wardrobes have a lowered hanging rail.

There is clear floorspace in the rooms from 1300x1650mm minimum, with clear space of at least 800mm to one side of the bed.



All beds are more than 450mm high to the top of the mattress – up to 690mm high with bed blocks in use.

A mini bar could be used to store medication.

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

There is clear space under the desk of 720mm.

Assistive bedroom equipment includes:

Bed blocks to raise beds (for the use of a mobile hoist)
– give 170mm clear space under the divan

2 x portable loop systems

6 x Deafgards - vibrating alarm clock / pillow pad

2 x Minicomms (text telephones)

1 x infrared system

2 x vibrating pagers

Big button telephones

Four text enabled channels on TV

Large print and Braille menus



Ensuite shower rooms & WCs



The doors to shower rooms are 930mm clear opening outwards into the bedrooms. There is clear floorspace of 1200x1200mm minimum within these rooms, plus additional space in the shower area.

Basins have two lever operated taps – one hot and one cold (**care should be taken when using water from the hot tap**), or a lever operated mixer tap. There is space beneath the basins of 620-670mm.

WCs are 450mm high and have one horizontal rail for aiding transfer to the WC seat. There are also 2 x self-propelled wheel-in shower / commode seats for use (as illustrated). These chairs are 550mm high, with a seat size of 400x400mm. One WC has a fold down rail on the transfer side (Room 393). There is 900mm space beside WCs.

Showers generally have a fold down shower seat with wooden slats. The seat size is 260mm deep x 450mm wide. There is a vertical rail in the shower area, plus 2 x horizontal hand grips beside the seat. The water temperature is thermostatically controlled. There is clear space of up to 1500mm beside shower seats.



Direction of transfer to WCs and showers by room:

307 – Left hand WC / Right hand shower

308 – Right hand WC / Left hand shower

368 – Left hand WC / Right hand shower

371 – Right hand WC / Left hand shower

393 – Left hand WC / Right hand shower (there is a fold down rail on transfer side of WC in this room) and the WC pan is positioned to accommodate a wheel-in shower / commode chair – as illustrated.



607 – Left hand WC / Right hand shower

608 – Right hand WC / Left hand shower

668 – Left hand WC / Right hand shower

671 - Right hand WC / Left hand shower

693 – Left hand WC / Right hand shower



Assistive equipment for the accessible shower rooms includes:

Toilet seat raisers (illustrated)
2 x self-propelled wheel-in shower / commode chairs
(Available from housekeeping)
Emergency cord linked to reception

Currently there is no light linked to the fire alarm system in the shower rooms.

Floor surfaces are ceramic tiles.

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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