

## Access Statement – Thistle Piccadilly (16.11.09)

### Property:

Thistle Piccadilly  
Coventry Street  
London W1D 6BZ

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9031 / +44 845 305 8330

Fax: 0871 376 9131 / +44 845 305 8369

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 Charing Cross Station: [www.nationalrail.co.uk/stations/chx/details.html](http://www.nationalrail.co.uk/stations/chx/details.html)

The nearest underground station is either Piccadilly or Leicester Square. Both are only a 3 minute walk away from the hotel. 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 92 bedrooms at this hotel, none of which are currently designated for disabled guests.**

Details of rooms are provided further on.

**Please be aware that there are 3 x steps at the entrance to this property on Whitcomb Street, and a further 2 x steps to reach the lifts. 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.**

## Arrival & Car Parking



There is no parking facility at the hotel. The nearest car park is operated by Titan Parking (020 7434 3221) and is situated further along Whitcomb Street.

There are 2 designated parking bays for those displaying a Blue Badge (see images).

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).



There is also a notice on the wall at the front of the bays to indicate alternative spaces in the area. Please do contact the hotel if you need other information about parking locally.

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.**



The 2 spaces are on the ground floor level about 20m from the Whitcomb Street car park entrance and about 100m from the hotel.

## Entrance & Reception



The area outside the hotel on the route to and from the car park along Whitcomb Street has a gradient of about 1:29. There is a drop off point outside the hotel about 10m from the entrance. There is no dropped kerb.

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

**The main entrance has 3 x 160mm high steps from street level. Currently there is no alternative means of accessing the hotel.** The steps are accompanied by handrails to both sides. There is an assistance bell push, 1300mm high at the top of the steps.

The hotel doors are supervised 24 hours a day.

There is a double door set at the top of the steps 700mm each clear opening.



The reception desk is straight ahead and the Concierge desk is to the right within the entrance.

There is an open space within the entrance lobby in front of the reception desk.

There is seating available in the reception area.

There is currently no induction loop at the reception desk for hearing aid users.

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.

The counter is 1150mm high.

## Public Areas



**With the exception of the reception area, bar and lounge, the hotel Concierge, restaurant, public WCs, lifts and route to bedrooms are all accessed internally via 2 x 100mm high steps.** There is a single central handrail. Currently there is no ramped access.

There are generally wide corridors and routes between reception and all public areas.

The public toilets are situated close to the restaurant (below the ground floor). **There is currently no designated accessible public WC at this hotel.**



The Bar: There is level access from reception to the bar area. There is seating with armrests and tables have 640mm clear space beneath them.

Staff will provide assistance to those who need it.



Restaurant: This is situated below ground floor and is accessed via 2 x steps up to the lift (see lift details above).

There is also an alternative stepped route (8 + 11 + 6 steps) to the restaurant with a handrail to one side from the lift lobby.

There are 2 x double door sets on route 620mm each leaf.

**Assistance may be required by some guests to reach the restaurant.**

There is clear space of 2040mm opposite the double door set to the restaurant.



There is seating with and without armrests, and the tables have clear space beneath them of at least 670mm.

Staff will provide assistance to those who need it.



Lifts: There is a double door set from reception beyond the 2 x steps on route to the lifts 630mm each leaf. These are not held open, and **some guests may require assistance to gain access to the lifts.**

Staff will offer assistance.

There are 2 guest lifts from the ground floor to the bedroom floors and also down to the restaurant level.

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

The clear floorspace in these lifts is 1400mm deep x 1070mm wide.

Lift controls are a maximum of 1160mm high and have tactile 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.



## **Public WCs**

Public WCs are situated on the restaurant level floor – below the ground floor.

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

There are 2 x double door sets on route 630mm clear opening each leaf.

The doors to the men's and women's WCs are 680mm clear opening.

## Accessible Bedrooms

There are currently 3 x steps up from the Whitcomb Street and a further 2 x steps up from reception to the lift, until a permanent access solution can be found. The nearest wheelchair accessible hotels operated by the company are Charing Cross or the Thistle Marble Arch.

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



**There are 92 bedrooms at this hotel, none of which are currently designated for disabled guests.**

Zip & link twin bedded room 108 (pictured) has been used to accommodate ambulant guests. The door to the room is 690mm clear opening with 2100mm clear space opposite the door.

The door handle and keyway are between 1000-1060mm above the floor. The door viewer is at a standing height only. There is clear floorspace in the room of 800x1400mm minimum, with clear space of at least 1000mm each side of the bed, and 750mm at the foot of the bed.

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

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

The height of the hanging rail in the wardrobe is 1600mm.

A mini bar could be used to store medication.



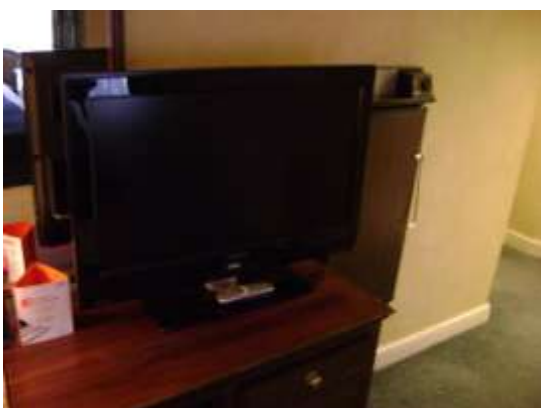
**Assistance may be required by some guests to gain access to open and close the curtains, to hang clothes in the wardrobe, or to use the room safe or the ironing board and iron.**

There is clear space under the desk of 670mm.

Assistive Equipment:

There are 4 x text channels on TV.

Please also see sensory equipment below.



## Ensuite shower rooms & WCs



**There are currently no designated accessible bathrooms** (room 108 pictured).

The door to bathroom is **620mm** clear opening into the bathroom, with a minimum of **960mm** clear space opposite the door. There is a 15mm threshold at the doorway.

There is clear floorspace of **700x760mm** within the room (door opens inwards).

The WC seat is 420mm high. There is no lateral transfer to the WC.

**There are no vertical, fold down or horizontal rails beside the WC, bath, basin or shower over the bath.**

There is no emergency cord.



There are lever operated taps at the basin and bath.



The height of the bath rim is 520mm.

**There are no integral hand grips.**

## **Sensory Equipment**



Guests can be offered a Sonido digital listener (illustrated).

A Deafgard vibrating pillow pad (links to the fire alarm) and also can be used as an alarm clock is also available (shared with The Royal Trafalgar Hotel).

## **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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