

Access Statement – The Royal Trafalgar (16.11.09)

Property:

The Royal Trafalgar
Whitcomb Street, Trafalgar Square
London WC2H 7HG

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9037 / +44 845 305 8336

Fax: 0871 376 9137 / +44 845 305 8375

E-mail: from the Contact us page on the hotel website

Alternative format information (available at the hotel)

- Large print
- Braille

A copy of the Guest Services directory is available in Braille at this hotel

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 Charing Cross Station: www.nationalrail.co.uk/stations/chx/details.html

The nearest underground station is either Piccadilly or Leicester Square. Both are only a 4 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

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 108 bedrooms at this hotel, 2 of which are designated for disabled guests who might use a wheelchair on the 4th floor. There are also 2 sensory rooms on the 4th floor. Details of rooms are provided further on. **NB: There are currently 3 steps from reception down to the lift, until a permanent access solution can be found. The sizes of the lifts are 1000mm deep x 1310mm wide. The nearest wheelchair accessible hotels 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.

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.



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



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 and luggage.

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

The hotel doors are supervised 24 hours a day.



The automatic sliding door set is 1600mm clear opening. There are no steps at this entrance, with a short gradient of 1:12 (900mm long x 2100mm wide) directly from the street.

There is a threshold of about 15mm at the entrance.

Reception and the Concierge desk are straight ahead.

There is a large, 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, although a portable induction loop is available.

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 930 to 1090mm high.

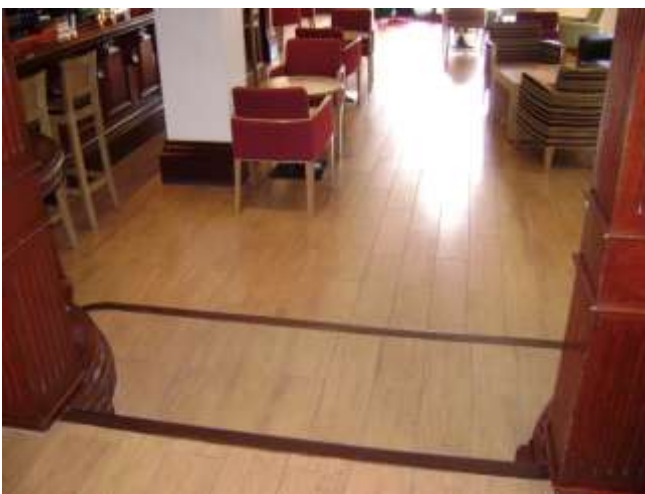
Public Areas



With the exception of the reception area and the lounge, the hotel restaurant, bar, public WCs (including a designated accessible WC) and lifts are all accessed internally via steps. External access via wheelchair is possible to the bar, the designated accessible WC and the restaurant.

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

The designated wheelchair accessible WC and public toilets are situated close to or within the bar on the ground floor.



The Bar: There are 2 x steps (170mm high each with no handrails) from reception down to the men's and women's WCs. There are a further 2 x single steps (160-170mm high) down into the bar area.

The designated accessible WC is situated at the end of the bar area, but a step-free approach can only be gained by leaving reception onto the pavement, to enter the external bar entrance about 26m away.

There is an internal double door set on route 1210mm clear opening.



The external double door set is 830mm clear opening each leaf.

There is seating with and without armrests.

Staff will provide assistance to those who need it.



Restaurant: The internal route to the restaurant is by 2 x sets of 2 steps (130 and 140mm high, 170 and 180mm high) a minimum of 930mm wide with no handrails (illustrated). There are no doors on route from reception.

There is no seating with armrests, and the tables have clear space beneath them of at least 640mm.

Staff will provide assistance to those who need it.

Breakfast, lunch, dinner and drinks could be served in the lounge area beside reception, to help avoid steps. There is clear space of up to 650mm underneath some tables in the lounge.



There is also an external approach from the pavement with access via a set of bi-fold doors (clear opening to 900mm), which have a 60mm threshold.

Staff assistance may be required to gain access to this point – for example moving planters.



There are also 2 x 100mm steps up and 2 x 100mm steps down to the restaurant via the main door, without handrails.

The external route to the designated accessible WC is about 66m from this point (avoiding 4 x sets of internal steps).



Access to the lifts is by 3 steps down to the lift lobby (130mm high each), with a handrail to one side as illustrated.

There are 2 guest lifts from the ground floor to the bedroom floors. These have automatic sliding doors that are 900mm clear opening and are fitted with sensors.

The clear floorspace in these lifts is **1000mm deep** x 1310mm wide, and **may not be accessible for some wheelchair users**.

Lift controls are a maximum of 1440mm high and have tactile buttons.

There is both visual and audible floor announcement in the lifts.

The lifts are fitted with a handrail and a mirror on the rear wall.

Public WCs



WCs, including a designated accessible WC are on the ground floor - the same level as the main public areas, **although there is a stepped internal route as described earlier**. The WCs are situated beside or within the bar.

The designated accessible WC is generally locked for security reasons. Staff will unlock when required.

The door to the designated accessible WC is 860mm clear opening and is fitted with a door bar to aid closure. The door opens outwards, and there is 2000mm clear space opposite the door.

There is clear floorspace in the room of 1500x1700mm minimum. The floor surface is tiled.

There is a flashing light linked to the fire alarm system.

There is a vertical rail beside the hand basin.

There is a fold down rail and vertical rail to one side of the WC and a horizontal rail on the other. Currently the horizontal fixed rail may be slightly too far from the pan for some users.

There is lateral (sideways) transfer to the WC 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.



Accessible Bedrooms

There are currently 3 steps from reception down to the lift, until a permanent access solution can be found. The sizes of the lifts are 1000mm deep x 1310mm wide. The nearest wheelchair accessible hotels 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 108 bedrooms at this hotel, 2 of which (413 and 416) are designated for disabled guests who might use a wheelchair on the 4th floor. (There are also 2 sensory rooms on the 4th floor).

The doors to the 2 rooms are 800mm clear opening, and are situated at the end of corridors.

Door handles and keyways are between 1030-1160mm above the floor. There are door viewers for use at a seated or standing height (Zip & link twin bedded room 413 pictured)



There is clear floorspace in the rooms from 1800x3000mm minimum, with clear space of at least 1200mm 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 1700mm.



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 740mm.

Assistive Equipment:

There are 4 x text channels on TV.

2 x Big Button telephones.

Strobe light linked to fire alarm.

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 800mm clear opening outwards into the bedrooms, with a minimum of 1900mm clear space opposite the door. There is an angled rail to enable closure of the door from inside the room.

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

Basins are small and have lever operated mixer taps. **There is no plug for the basins currently.**

There is space beneath the basins of up to 650mm. There is at least 1 x vertical rail beside the hand basin (2 x vertical rails in room 413).



WC seats are 480mm high.

There are vertical, fold down and horizontal rails beside the WCs. There is angled transfer of up to 1200mm to the left in room 413, and lateral (sideways) transfer up to 1200mm to the right in room 416.

There is 1 x vertical rail plus 2 x fold down rails in the shower areas. The shower seats are 460mm high.

The fold down shower seats are up to 400mm deep x 430mm wide.



The water temperature is thermostatically controlled. There is lateral (sideways) transfer of up to 1200mm to the right in room 413, and up to 1200mm to the left in room 416.

Direction of transfer to WCs and showers by room:

413 – Left hand (Angled transfer) WC / Right hand shower

416 – Right hand WC / Left hand shower



Assistive equipment for the accessible shower rooms includes:

Emergency cord linked to reception

Strobe light linked to the fire alarm system in the shower rooms.

Floor surfaces in the shower areas are designed to be non-slip.

Sensory Rooms

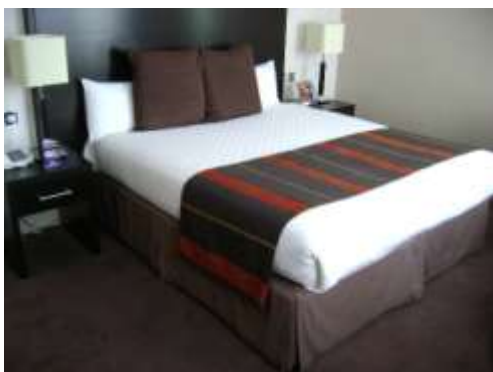


There are 2 x sensory rooms on the 4th floor – Rooms no: 412 & 417.

Guests occupying these rooms can be offered a Sonido digital listener (illustrated). A portable induction loop and a Deafgard are also available (shared with the Thistle Piccadilly).

These rooms are fitted with an emergency call facility beside the bed and an emergency cord in the bathroom.

Big Button phones, cordless kettles and task lighting are available.



Sensory Bedrooms (with a bath / with shower above the bath):

Room 412 – Double

Room 417 – Double

The door is 690mm clear opening with 1100mm minimum clear space opposite the door. There is clear floorspace of 2700x1700mm. The height of the bed is 600mm (a divan).



Space bedside the bed is 900mm minimum, and up to 800mm at the foot of the bed.

Assistance may be required to open and close the curtains, use the hanging rail in the wardrobe, or to use the ironing board.

There are lights linked to the fire alarm system in both the bedroom and bathroom.



The bathroom and facilities are of a standard size.

Both sensory rooms have a bath with a shower above.

The door is 630mm clear opening, with 2100mm clear space opposite. The door opens inwards, leaving clear floorspace of 900x700mm.

The bath rim is 540mm high, and the bath is fitted with integral handrails.

The WC seat is 420mm high. There are no handrails associated with the basin, shower or WC.

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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