

Access Statement – The Grosvenor (12.11.09)

Property:

The Grosvenor
101 Buckingham Palace Road
London SW1W 0SJ

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9038 / +44 845 305 8337

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

Alternative format information (available at the hotel)

- | | |
|-----------------------------------|-----------------|
| <input type="radio"/> Large print | None at present |
| <input type="radio"/> Braille | None at present |

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 Victoria Station www.nationalrail.co.uk/stations/vic/details.html#Accessibilityfor.

The nearest underground station is Victoria on the District and Circle and Victoria 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

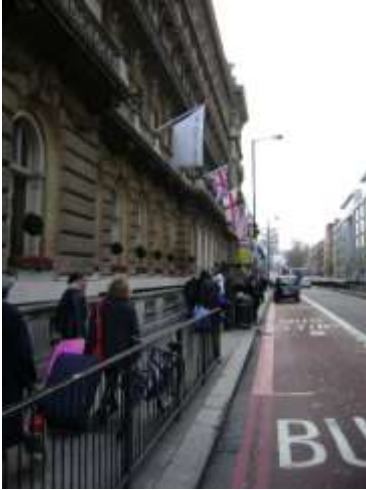
There is no courtesy transport for guests at this hotel.

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 357 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 steps at all public entrances to this property from the Victoria mainline railway station concourse, Buckingham Palace Road and restaurant entrance. Although it will not suit all wheelchair users, there is a stair climber (with a safe working load SWL of 130kg) until a more permanent access solution can be found. The nearest wheelchair accessible hotels operated by the company are the Thistle Marble Arch and the Charing Cross hotel.

Arrival & Car Parking



Although The Grosvenor does not have a car park, 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

The drop off point outside the hotel is on a 'Red Route' with parking restrictions (20minutes loading / unloading). There a dropped kerb further along Buckingham Palace Road.



Please be aware that the area immediately outside the hotel can become congested by buses, other vehicles, pedestrians and luggage – this is a very busy transit area.

The hotel doors are supervised 24 hours a day.

Entrances & Reception



There is currently no wheelchair accessible entrance.

There are two entrances on Buckingham Palace Road beside each other with 9 x steps. One flight of steps has a handrail to both sides the other has none. There is either a revolving door at the top of the steps or a double door set 740mm each leaf.

The night bell is situated 1420mm high at the top of the steps.

The restaurant entrance beside the front of Victoria Station has 10 steps, with a handrail to one side.

The entrance from Victoria Station concourse (pictured on the right) has double doors 680mm each leaf, and then 4 + 9 steps (with handrails), with a further double door set at the top of the steps 560mm each leaf.

There is an assistance button 1160mm high and sign at this entrance, with a stair climber situated within this entrance (as pictured). This has a safe working load (SWL) of 130kg.



Staff would be pleased to offer assistance to those who need it.



Approaching the hotel from one of the Buckingham Palace Road entrances, Concierge is on the left within the entrance, and the reception desk is further to the left behind a pillar.

There is also a separate Guest Relations desk close to the lifts.

There is seating available nearby.

There is an induction loop at the reception desk for hearing aid users, although 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



Most of the main public areas are situated on the ground floor, including the hotel restaurant, bar, lounges and public WCs (including a designated accessible WC).

There are wide corridors and routes between reception and all public areas. The designated accessible WC and other public toilets are situated close to the bar area and about 25m from the restaurant.

Fire doors are retained on magnets in the open position during the day.



There are 2 guest lifts from the ground floor to the bedroom and meeting floors. These have automatic sliding doors that are 800mm clear opening that are fitted with sensors. The clear floorspace in these lifts is 1670 deep x 1240mm wide minimum. Lift controls are a maximum of 1110mm 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.

There is a further lift (Wing Lift) that operates between the 1st and 7th floor. This has doors that open to 700mm, and is smaller than the other 2 lifts (820mm deep x 1120mm wide).

Restaurant: The restaurant has double doors which are open (1500mm) 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.



Club Bar & Lounge areas: The bar and lounge has double doors that open to 1200mm when the bar is operating. 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 710mm. Staff will provide assistance to those who need it.

Public WCs



Public WCs – including a designated accessible WC are situated on the ground floor - the same level as most of the public areas. The designated accessible WC is situated opposite the Lounge areas, within the entrance of the men's WC, but with a separate door **which is kept locked for security reasons. There is currently no sign on the door to indicate this**, but a key may be obtained from Concierge.

The door to the designated accessible WC is 900mm clear opening, is fitted with a door bar to aid closure, and a flip over style lock. The door opens outwards, and there is 1200mm clear space opposite the door.

This is a small room with clear floorspace of **1100x1000mm** and may be suitable for ambulant users only. The floor surface is tiled.



There is one vertical rail 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 500mm to the left. The height of the WC seat is 470mm. There is a fold down rail on the transfer side and 2 x horizontal rails opposite the transfer space (as pictured).

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.

Leisure

There is currently 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 for example LA Fitness on Bressenden Place in Victoria: www.lafitness.co.uk/london_victoria.aspx.

Conference & Meeting Rooms



Most meeting rooms are situated on the 1st floor and accessed via the lifts.

However the largest room (the Grosvenor Suite) has 12 steps up from the ground floor, or 2 x flights of 13 steps down from the 1st floor (with handrails to one side) but no lift access to this point (as pictured).

There are a further 2 x steps of 70mm and 110mm within the entrance of the room. There is a stair climber as indicated earlier.

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

The designated accessible WC and public WCs are situated on the ground floor.

Accessible Bedrooms

There are 357 bedrooms at this hotel, none of which are currently designated for wheelchair using guests. The nearest wheelchair accessible hotels operated by the company are the Thistle Marble Arch and the Charing Cross hotel.



First floor bedrooms are generally suggested for ambulant disabled guests, for example twin bedded room 106 (pictured) or double bedded Suite 108. These rooms are situated about 30m from the lifts and fire exit, with wide routes.

The widths of doors to the rooms are 870mm and they are situated on corridors that are at least 2300mm wide.

Door handles and keyways are between 900-970mm above the floor.

There is clear floorspace in the rooms up to 1500x2260mm, with clear space of at least 900mm to one side of the bed. There are no specific adaptations in the rooms; however there is some assistive equipment that is listed below. A cordless kettle is available in Suite 108.

Beds are 640mm high to the top of the mattress.

Assistance may be required by some guests to open and close the curtains.



There is clear space under the desk of 600mm.

Assistive bedroom equipment includes:
Deafgard - vibrating alarm clock / pillow pad
Four text enabled channels on TV
Sennheiser amplification units (pictured)



Ensuite shower rooms & WCs



The doors are 700mm clear opening (Suite 108) and 630mm clear opening (Room 106) into the bathrooms.

There is clear floorspace of 1900x800mm within these rooms (Room 106 pictured).

No bathrooms are currently designated for wheelchair using guests.

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

There are currently no support rails for the shower, basin, or WC in either room.



The shower in Suite 108 has a step up of 170mm, and in room 106 (pictured) a step up of 200mm.

The bath in room 106 (pictured) does have a short angled rail above it (250mm long), plus integral hand grips on the side of the bath in both rooms. The height of the bath rim is 550-570mm.

As these rooms are not designated wheelchair accessible there is little specific space for transfer to the WC, shower or bath. Doors open inwards onto the side of the bath.

There are no lever operated taps for the basin, bath or shower.



There is currently no assistive equipment for the bathrooms.

Currently there is no light linked to the fire alarm system in the shower rooms, although a Deafgard is available for the bedroom.

Floor surfaces are vinyl.

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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