

## Access Statement – Thistle Manchester (8.2.10)

### Property:

Thistle Manchester  
3-5 Portland Street  
Piccadilly Gardens, Manchester, M1 6DP

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9026 / +44 845 305 8326

Fax: 0871 376 9126 / +44 845 305 8365

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:

Information about the accessibility of Manchester Airport can be found at:

[www.manchesterairport.co.uk/manweb.nsf/Content/AirportAccessibility](http://www.manchesterairport.co.uk/manweb.nsf/Content/AirportAccessibility)

Accessibility of 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 Manchester Piccadilly railway station: [www.nationalrail.co.uk/stations/sjp/MAN/stationAccessibility.xhtml](http://www.nationalrail.co.uk/stations/sjp/MAN/stationAccessibility.xhtml)

Local taxi services: Mantax operate wheelchair accessible taxis. [www.mantax.co.uk/](http://www.mantax.co.uk/). Tel: 0161 230 3333.

There is no courtesy vehicle 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 - including Manchester: [www.shopmobilitymanchester.org.uk/](http://www.shopmobilitymanchester.org.uk/).

There are 205 bedrooms at this hotel; including one room on the 4<sup>th</sup> floor which is designated for guests who may use a wheelchair. Details of the accessible room are provided further on.

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

**The Otium Health and Leisure Club currently has no specific wheelchair accessible changing facilities, WC or shower.**

## Arrival & Car Parking



There is an NCP car park to the rear of the hotel.

All guests including Blue Badge holders must pay to park in this car park.

**NB. There is a height restriction of 2.1m or 6' 3" in the 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>.



There are 6 x bays designated for disabled guests closest to the car park entrance on the right hand side of the ground floor. These spaces cannot be reserved in advance.

The bays are up to 3.6m wide.

**Please do contact the hotel if you need assistance from the car park.**



From the car park, there is a 10m long ramped route with a gradient up to 1:12 leading to the 1<sup>st</sup> door from the car park which is 880mm clear opening. There is 1500mm level access outside the door.

The door leading from the car park to the street is 840mm clear opening.

The route from the car park from the furthest bay is about 190mm to the hotel via a step-free route.

From the car park door turn left to the corner of the street and then left again. The hotel is on the left hand side.



It is not possible to set down immediately outside the hotel as this is a taxi rank, with railings along the edge of the kerb.

There is a bell push beside the hotel doors 1330mm high.

The hotel doors are supervised 24 hours a day.



The railings run the length of the taxi cab rank, but it is possible to drop off from a nearby coach bay. The taxi set down point is about 30m from the hotel entrance.

**Please be aware that the area outside the hotel may be congested by traffic at times.**



The coach drop-off bay is about 40m from the hotel entrance and has a dropped kerb.

## Entrance & Reception



There are 2 sets of manual doors a minimum of 940mm and 840mm clear opening. **However there is just 1040mm between the door sets and some users may require assistance.** Reception is on the right hand side within the entrance.

There is a large entrance lobby in front of the reception desk. The counter is 1050mm high.

There is seating available in the area.

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.

There is an induction loop for hearing aid users at the reception counter, although a sign may not be on display.

## Public Areas



There is level access between the reception, lounge, bar and the restaurant. There is a variety of seating in the lounge area beside reception.



There is a double door set 1350mm clear opening leading to the Portland Street Bar and Restaurant from reception.

There is also an external entrance from Portland Street, with 2 x double door sets. The 1<sup>st</sup> set have doors clear opening 610mm each, and the 2<sup>nd</sup> set are 740mm each clear opening. There is 1300mm between the door sets.

The best entrance is via the hotel main entrance and via the reception and lounge area.

Staff will provide assistance to those who need it.



The height of the bar is 1110mm

Staff will provide assistance to those who need it.



There is seating with armrests in the bar area, and clear space beneath the tables of 750mm.



There is seating without armrests only in the restaurant and clear space beneath the tables of at least 720mm.

Staff will provide assistance to those who need it.



Lifts: There are 2 x lifts beside reception.

The doors are 780mm clear opening, but they are not currently fitted with sensors.



There is clear floorspace in the lifts of 1380mm deep x 1040mm wide.

There is currently no handrail in the lifts, but there is a mirror on the rear wall.



Lift controls have tactile and Braille information on the buttons, and are a maximum of 1210mm high.

There is currently no audible floor announcement and the emergency communication point is not fitted with an induction loop for hearing aid users.

## Public WCs



There are 2 x designated accessible public WCs.

The 1<sup>st</sup> is on the ground floor beside the restaurant, the lifts and the Manchester Boardroom. The door to this WC opens outwards and is 950mm clear opening, with a minimum of 2480mm opposite the door. There is clear floorspace in the room of 1500 x 1650mm. There is lateral (sideways) transfer to the WC of 1600mm to the left. The height of the WC is 450mm. There is a vertical rail beside the hand basin.

There is a vertical and fold down rail on one side of the WC and a horizontal rail on the other.

There is an emergency cord in the room beside the WC that is linked to reception **but currently no strobe light linked to the fire alarm system.**



There is a further designated accessible public toilet situated beside Otium and the Lakeland Suite on the lower ground floor.

The door to this WC opens outwards and is 825mm clear opening.

There is clear floorspace of 1500 x 1500mm.

There is a vertical rail beside the hand basin.

There is a vertical and fold down rail on one side of the WC and a horizontal rail on the other.



There is lateral (angled) transfer of 750mm to the left.

The height of the WC seat is 450mm.

There is an emergency cord in the room beside the WC that is linked to reception **but currently no strobe light linked to the fire alarm system.**

There are also standard men's and women's WCs nearby on the ground and lower ground floors.

## Otium Health and Leisure Club



There is lift access or 10 + 9 steps down to the lower ground floor.

**At present the Otium Health and Leisure Club has no wheelchair accessible changing facilities, WC or specific shower.**

**Currently, access to the men's and women's changing areas is by single steps only and is not accessible for wheelchair users.**

Access to Otium is via a double door set – each door is 700mm clear opening.



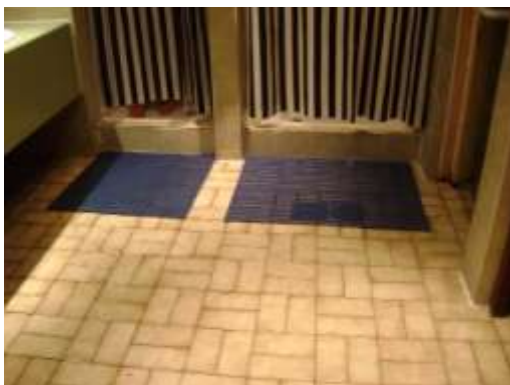
There is a 660mm clear opening door to the men's changing room, with 1000mm clear space opposite the door.

There is 1 x 140mm step in the men's changing room.

There is a 670mm door to the sauna.



There are 2 x 150mm steps on route to the swimming pool.



There is a 150mm step up into the shower.



There is a 160mm step up to the gym, with a 750mm clear opening door.



There are 2 x steps into women's changing area.

There is a 570mm clear opening door to the sauna, with an 80mm step.



There are 2 x steps up into the women's showers.



There are 2 x steps without handrails down into the swimming pool, or 2 x ladders. The pool is below the level of the deck.

## **Conference & Meeting Rooms**

**Lower Ground Floor:** There is lift access (or 10 + 9 steps) down to the lower ground floor to the Lakeland Suite (Windermere / Buttermere / and Derwent Suites).

There is either an 8m long ramp of 1:12 (or 4 x steps with handrails) to these rooms. There is a double door set 1350mm clear opening.

Ramped access to the Buttermere and Derwent Suites is via the Windermere Suite. If the Windermere Suite is occupied then the only option may be via the 4 x steps with handrails from the Derwent Suite.

A designated accessible WC is situated on the lower ground floor. There are also standard men's and women's WCs nearby.

**Ground Floor:** The Manchester Boardroom has an 870mm clear opening door.

A designated accessible WC is situated nearby on the ground floor. There are also standard men's and women's WCs nearby.

**First Floor:** The Mercer, Busby, Law and Charlton Suites are on the 1<sup>st</sup> floor.

The Mercer Suite has a 680mm clear opening door with 1200mm clear space opposite the door.

The Busby Suite has a 670mm clear opening door with 1200mm clear space opposite the door.

The Law Suite has a 670mm clear opening door with **1140mm** clear space opposite the door.

The Charlton Suite has a **610mm** clear opening door with 1210mm clear space opposite the door.

A designated accessible WC is situated nearby on the ground floor. There are also standard men's and women's WCs nearby.

## **Accessible Bedroom**



There are 205 bedrooms at this hotel; including one room on the 4<sup>th</sup> floor which is designated for guests who may use a wheelchair.

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

Room 413 (double bed plus a sofa bed): The door to the designated accessible room is 860mm clear opening, with 1240mm clear space opposite the door.



Door handles and keyways are between 1040 – 1090mm high.

There are door viewers for use at both a seated and standing height.

There is a lowered hanging rail in the wardrobe 1300mm high.

There is clear floorspace in the room of up to 1100x1700mm, with clear space of up to 1900mm beside the bed.

The bed is 540mm high to the top of the mattress, with 200mm clear space under the bed for a mobile hoist.

**There is a narrow point at the foot of the bed 700mm wide.**



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

There is clear space under the desk of 685mm.

There is a lowered hanging rail in the wardrobe.

There is an emergency button beside the bed and a strobe light linked to the fire alarm.



Assistive Equipment:

A Big Button telephone is available.

There are 4 x text channels on TV.

Please also see sensory equipment below.

## Ensuite shower room & WC



Shower room (room 413):

The door to shower room is 900mm clear opening outwards into the bedroom, with up to 1500mm clear space opposite the door. There is a door bar to aid closure from inside the room.

There is clear floor space of 1500x1500mm.



The basin has a lever operated tap.

There is space beneath the basin of up to 600mm.

There is currently no vertical rail beside the hand basin.

**There is little clear space for footplates under the basin, although a section has been cut away.** This may make access more difficult for some.



There is lateral (sideways) transfer to the WC of 1300mm to the left. There is a fold down rail on one side of the WC and a horizontal rail on the other. **The horizontal rail may be too high for some users.**

The WC is 470mm high.

There are 2 x emergency cords linked to reception, but **currently no strobe light linked to the fire alarm system.**



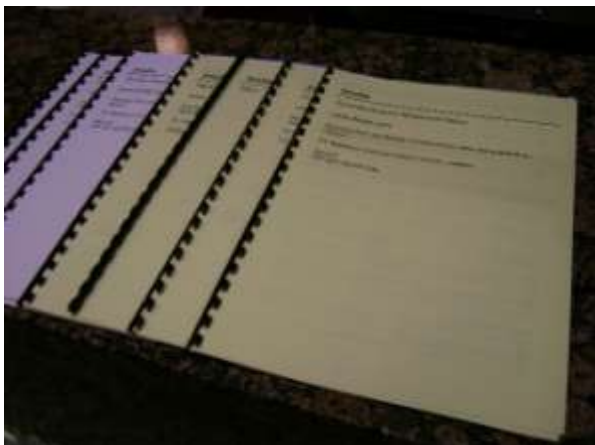
There is a level access shower, with lateral (sideways) transfer of up to 1100mm to the left – with the seat moved onto the adjacent wall.

The shower seat is adjustable in height, and has a seat size of 400x400mm, which is fitted with integral fold down handrails. There is also a horizontal rail and 2 x vertical rails in the shower area.

The shower controls are 1300mm high.

## **Sensory Equipment**

Guests can be offered the following assistive devices (illustrated):



Large print or 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).

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