

Access Statement – Thistle Middlesbrough (18.2.10)

Property:

Thistle Middlesbrough
Fry Street
Middlesbrough TS1 1JH

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9028 / +44 845 305 8328

Fax: 0871 376 9128 / +44 845 305 8367

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

Alternative format information (available at the hotel)

- Large print menus may not be available at present
- 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 Durham Tees Valley Airport can be found at:

www.durhamteesvalleyairport.com/airport-information/disabled-passengers-and-prms.html.

Accessibility of UK railway stations can be found at the following link:

www.nationalrail.co.uk/passenger_services/disabled_passengers/. An example can be seen for Middlesbrough Railway Station: www.nationalrail.co.uk/stations/sjp/MBR/stationAccessibility.xhtml.

Local taxi services: Boro Taxis operate wheelchair accessible taxis. www.borotaxis.co.uk/.

Tel: 01642 22 44 88.

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 in Middlesbrough are available at: www.middlesbroughshopmobility.co.uk/.

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 132 bedrooms at this hotel; including 3 rooms, one on each of the 2nd, 3rd and 4th floors for ambulant guests who might use a wheelchair at times. Details of the accessible rooms 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.

Arrival & Car Parking



There is a car park beside the hotel, with 2 x bays designated for disabled guests. One bay is within 30m of the entrance.

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



A second bay is about 75m from the entrance. Both bays are at least 3.6m wide. There is no height restriction at this car park.



Assistance may be required by some guests to enter the code on the security pad at the exit barrier. The keypad is up to 1070mm high. The barrier can also be released from reception. Staff would be pleased to offer assistance.



There is an undercover set down point about 5m from the hotel entrance.

There are 2 x sets of bi-fold / sliding automatic doors 1350mm minimum clear opening, with plenty of clear space between the door sets.

Reception is on the right hand side within the entrance.

There is a night bell at the doorway but currently no signage; 1440mm high to the right of the entrance doors.

Entrance & Reception



There is also a pedestrian entrance from Fry Street, with 2 x sets of automatic sliding doors a minimum 1400mm clear opening. There is a drop-off and pick up point within 10m of this entrance, but currently no dropped kerb.

Reception is straight ahead from this entrance.

The hotel doors are supervised 24 hours a day.



There is a large lobby in front of the reception desk. The counter is 1100mm high.

There is seating available in the area.

Additional room keys are available on request.

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

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



A lounge area and the entrance to Otium Health and Leisure Club are situated beside reception. The main lounge, Co Motion bar and restaurant are situated on the 1st floor with lift access.



Co Motion Bar: There is a double door set 1700mm clear opening leading to the bar and restaurant.

The height of the bar is 1090mm.

Staff will provide assistance to those who need it.



Seating at tables is mostly without armrests, with clear space of 660mm under the tables.



Restaurant: There is seating without armrests only, and tables with up to 725mm clear space beneath them.

Staff will provide assistance to those who need it.

Standard public WCs are on the same level as the restaurant and bar. There are also 2 x ambulant cubicles beside the Cleveland Suite.

Designated accessible WCs are situated on the 2nd and 9th floors only, accessed via the lifts.



There are 3 x steps (1 x 100mm 2 x 150mm high) up to part of the restaurant with a handrail to one side only.

Lifts: There are 2 x lifts to reach the public areas opposite the reception desk. The lift doors are 1180mm clear opening and are fitted with sensors, with clear floorspace of 1350mm deep x 2000mm wide. There is an open lobby opposite the lift doors. There are currently no handrails in the lifts but there is a mirror at the rear. Lift controls are a maximum of 1180mm high.

There is tactile but no Braille information on the buttons. **The level of lighting in the lift may make it difficult for some to see the lift buttons clearly.**

There are visual and audible announcements. There is currently no sign that indicates the emergency communication point is fitted with an inductive coupler for hearing aid users.

Public WCs



There are 2 x designated accessible WCs, one on the 2nd floor and the other on the 9th floor. The doors to the designated accessible WCs open outwards and are a minimum of 850mm clear opening, with at least 1800mm opposite the doors.

There is clear floorspace in the rooms of 1200 x 1200mm.

There is lateral (angled) transfer to the WC of **590mm to the left** on the 9th floor (pictured) and lateral (sideways) transfer to the WC of 750mm to the left on the 2nd floor.

The height of the WCs is 460-470mm.

There is a fold down and vertical 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 are also standard men's and women's WCs on the 1st and 9th floors.

There are ambulant WC cubicles on the 1st floor beside the Cleveland Suite in the standard men's and women's WC areas.



There are ambulant WC cubicles on the 1st floor beside the Cleveland Suite in the standard men's and women's WC areas.

Otium Health and Leisure Club



There is level access from reception to Otium, via an 800mm clear opening door.

A sign for an induction loop for hearing aid users is on display at the Otium reception desk.



There is level access to the gym with a 1050mm clear opening door to the room. There are 760mm clear opening doors to the solarium and treatment rooms.

There is a designated accessible changing room, WC and shower.

The door to the designated accessible changing room, WC and shower is 940mm clear opening, **but with just 1050mm clear space opposite the door this may be a little tight for some wheelchair users.** There is a further 940mm clear opening door to the pool from the changing room.



There is an emergency cord linked to reception, and a strobe light linked to the fire alarm.

There is up to 1600mm lateral (sideways) transfer to the WC to the right.

The height of the seat is 480mm.

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



There is 1700mm lateral transfer to the right to the shower seat.

The seat is 270mm deep x 320mm wide.

The shower seat is 460mm high.

There is currently a vertical rail only to the front of the seat.



There are 2 x steps (with a handrail) up to the spa bath.

There are 8 x steps down into the pool with handrails to both sides. The pool is level with the deck.



The sauna has a 600mm clear opening door and no step / threshold.

The steam room has a 650mm clear opening door with a 50mm high step / threshold.

Conference & Meeting Rooms



Meeting rooms are situated on the 1st, 2nd and 9th floors and are all accessible via the lifts.

The Cleveland Suite is situated on the 1st floor (includes the Ayton, Bedale, Carlton, Eston and Dinsdale rooms).

The Farndale and Glaisdale rooms are on the 2nd floor. These rooms have 770mm clear opening doors.

The Boardroom, Helmsley, Ingleby and Kilburn plus 6 x syndicate rooms are situated on the 9th floor. The smaller rooms have 750mm clear opening doors with 1310mm clear space opposite them.



There is a designated accessible public WC on the 2nd and 9th floors. There are also standard men's and women's WCs situated on the 1st, 2nd and 9th floors. Ambulant cubicles are also available beside the Cleveland Suite within the standard men's and women's WC areas on the 1st floor.

Accessible Bedrooms



There are 132 bedrooms at this hotel; including 3 rooms, one on each of the 2nd, 3rd and 4th floors for ambulant guests who might use a wheelchair at times.

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

Room 201 (double bedded room): The door to this room is 880mm clear opening, with 1500mm clear space opposite the door.



Door handles and keyways are between 1000 – 1050mm high.

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

There is currently no lowered hanging rail point in the wardrobe.

There is clear floorspace in the room of 1500 x 1500mm, with clear space of up to 1500mm beside the bed.

The bed is 620mm high to the top of the mattress **and may be too high for some users**. There is no clear space under the bed for a mobile hoist.



There is a narrow route at the foot of the bed 750mm wide which may affect access to the other side of the bed.

Assistance may be required by some guests to open and close the bedroom door, to access the curtains or to hang clothes in the wardrobe.

There is clear space under the desk of 750mm.



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

There is a fridge in this room.

Assistive Equipment:

There is a light linked to a bell push outside the room.

There are 4 x text channels on TV.

Please also see sensory equipment below.



Shower room (room 201):

The door to shower room is 900mm clear opening, with 1500mm clear space opposite the door.

There is clear floorspace of up to 1500 x 1500mm and 1200 x 1200mm within this room.



The hand basin has a lever operated tap.

Access to the basin may be difficult for some as the area beneath has been boxed in.

There is currently no vertical rail beside the hand basin, although there is a fold down rail (locks in the upright position) associated with the WC beside the basin.



There is lateral (angled) transfer to the left beside the WC which may be more difficult for some users because of the position of the basin immediately beside the WC. There is a fold down rail on one side of the WC and a vertical rail on the other.

The WC is 450mm high.

There is an emergency cord 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 1000mm to the right.

The shower seat 450mm high, and has a seat size of up to 320mm deep x 400mm wide.

There are currently no support rails in the shower area.

The shower controls are up to 1300mm high.



Room 301 (twin bedded room) The door to this room is 850mm clear opening, with 1300mm minimum clear space opposite the door.

Room 401 has a similar layout but has a double bed.

Door handles and keyways are between 1120 – 1080mm high.

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



There is clear floorspace in the room of 1500 x 1500mm, with clear space of up to 1500mm beside one bed.

The beds are 570mm high to the top of the mattress. There is no clear space under the beds for a mobile hoist.

There is a narrow route at the foot of the beds 750-800mm wide which may affect access to some facilities and to the 2nd bed.

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



There is a lowered hanging rail point in the wardrobe in room 301.



There is clear space under the desk of 590mm, **which may impede access for some users.**

There is a strobe light linked to the fire alarm and emergency buttons beside the beds.

Assistive Equipment:
There are 4 x text channels on TV.

Please also see sensory equipment below.



Shower room (room 301 – similar layout in 401):

The door to shower room is 890mm clear opening outwards into the bedroom, with 1500mm clear space opposite the door. There is a door bar to aid closure from inside the room.

There is clear floorspace of up to 1200 x 1200mm within this room.



The basin has a lever operated tap.

There is space beneath the basin of up to 620mm.

There is currently no vertical rail beside the hand basin.



There is lateral (sideways) transfer to the WC of **600mm** to the right. There is a fold down rail on one side of the WC and an angled rail on the other.

The WC is 460mm high.

There is an emergency cord linked to reception, **but currently no strobe light linked to the fire alarm system.**



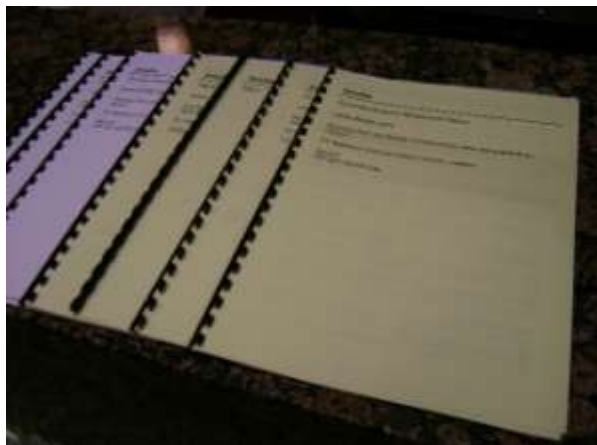
There is a shower tray up to 120mm high in this room, with 760mm clear space beside the tray.

There is currently no shower seat, but there is a horizontal rail above the shower tray, 1140mm high.

The shower controls are 900mm high.

Sensory Equipment

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



Braille menus (large print may not be available at present)

A Deafgard vibrating alarm clock and emergency alarm



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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