

## Access Statement – County Hotel, Newcastle (19.2.10)

### Property:

County Hotel, Newcastle  
Neville Street  
Newcastle, NE1 5DF

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9029 / +44 845 305 8329

Fax: 0871 376 9129 / +44 845 305 8368

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 Newcastle International Airport can be found at:

[www.newcastleairport.com/AirportFacilities/SpecialAssistance.htm](http://www.newcastleairport.com/AirportFacilities/SpecialAssistance.htm).

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 Newcastle Central Railway Station: [www.nationalrail.co.uk/stations/sjp/NCL/stationAccessibility.xhtml](http://www.nationalrail.co.uk/stations/sjp/NCL/stationAccessibility.xhtml).

Local taxi services: NODA Taxis operate wheelchair accessible taxis. [www.noda-taxis.co.uk/](http://www.noda-taxis.co.uk/).

Tel: 0191 222 1 888.

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 Newcastle are available at:

[www.newcastle.gov.uk/core.nsf/a/shopmobilitywhere](http://www.newcastle.gov.uk/core.nsf/a/shopmobilitywhere).

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 114 bedrooms at this hotel; including one designated for disabled guests on the 2<sup>nd</sup> floor. Details of the accessible room are provided further on.

**Please be aware that some meeting rooms are located up 9 steps only from the 1<sup>st</sup> floor with no lift access.**

**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 to the rear of the hotel, with 1 x bay designated for disabled guests. This bay is 3.6m wide.

Parking in this bay is free of charge for guests displaying a Blue Badge.

The designated bay is about 28m from the rear entrance.



A sign has been placed at the front of the designated bay showing the hotel telephone number if assistance might be required.



From the car park, there is a speed hump / gully leading to the rear entrance.

**Assistance may be required by some users to get over this.** Staff would be pleased to offer assistance.

The narrowest point beside the barrier is 1000mm wide.

There is a ramp at the rear entrance with a gradient of **1:6**, which is 1720mm long and 750mm wide. This leads to a level area 1400mm deep x 1500mm wide outside the door.



**Assistance may be required by some users to use the ramp.** Staff would be pleased to offer assistance.

There is a further 1:14 gradient 820mm long leading up to the door.

A bell push is available at the doorway 1000mm high.

Reception is on the right hand side within this entrance.



At the front entrance on Neville Street, there is a night bell but currently no signage; 1360mm high at the top of the 1<sup>st</sup> step. Staff would be pleased to offer assistance.

It is possible to set down and pick up guests about 15m from the hotel front entrance.



There is 1 x 160mm high step up from the pavement leading to a double door set each leaf 700mm clear opening.

There are 4 x 140mm high steps from there leading to a 2<sup>nd</sup> set of double doors each leaf 700mm clear opening. There are currently no handrails for these steps.

Reception is on the left hand side within this entrance.



The best wheelchair accessible entrances are either from the car park via the ramped entrance to the rear of the hotel, or the ramped route leading from the Rendez Vous Bar entrance on Grainger Street.

The door from the rear entrance is 870mm clear opening, with a minimum of 1350mm clear space opposite the door.

There is a narrow point 780mm wide within this entrance.



The route into the hotel from the Rendez Vous Bar is via an 870mm clear opening door from Grainger Street leading to a 5300mm long ramp with a gradient of 1:12 and handrails to both sides. There is a 920mm clear opening door at the top of the ramp. Turn left into the corridor and this leads to reception which is straight ahead.

This ramp also enables access to the upper and lower areas of the bar.

## Entrance & Reception



There is a large lobby in front of the reception desk. The counter is 1175mm high.

There is seating available in the area.

Additional room keys are available on request.

The hotel doors are supervised 24 hours a day.



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, with a sign on display.

## Public Areas



There is level access from reception to the lounge and the restaurant.

Lounge: There is seating with armrests, with clear space of 670-700mm under the tables.

Staff would be pleased to provide assistance.



Rendez Vous Restaurant: There is seating with and without armrests, and tables with up to 700mm clear space beneath them.

Staff would be pleased to provide assistance.

There is level, stepped or a ramped route to the Rendez Vous Bar.

There is a 1:12 ramp (described above) or 2 x steps to the lower area.



There is a 920mm clear opening door at the internal entrance to the Rendez Vous Bar.

There is seating with armrests and tables with up to 700mm clear space beneath them.

Standard WCs and a designated accessible public WC are on the same level as the restaurant and bar.



Lifts: There are 2 x lifts across the entrance lobby from the reception area. The lifts have different dimensions.

One has doors that are 800mm clear opening, with clear floorspace of 1500mm deep x 1030mm wide.

The other lift has doors that are 900mm clear opening, with clear floorspace of 1120mm deep x 1120mm wide. **Some wheelchairs may be too long to be accommodated in this lift.**

There is an open lobby opposite the lift doors.



There are no handrails in the lifts but there is a mirror at the rear.

Lift controls are a maximum of 1130mm high.

There is tactile and Braille information on the buttons.

There are visual and audible announcements.

A sign indicates that the emergency communication point is fitted with an inductive coupler for hearing aid users.

## Conference & Meeting Rooms



All meeting rooms are located on the 1<sup>st</sup> floor and are accessible via the lifts. There is level access to the County Suite, Mozart, Strauss and Symphony Suites.

There is a designated accessible public WC and standard men's and women's WCs situated nearby. A larger accessible WC is available on the ground floor.



Please be aware that there are 9 x steps (with handrails to both sides) leading to the Grainger Suite, Boardroom, Blaydon and Neville Suites.

## Public WCs



There are 2 x designated accessible WCs.

The first is on the ground floor and is locked for security purposes. **Currently there is no sign on the door to identify this.**

The door to this designated accessible WC opens inwards and is 870mm clear opening, with 2330mm opposite the door.

There is clear floorspace in the room of 1500 x 1500mm.

There is lateral (sideways) transfer to the WC of 1400mm to the left.

The height of the WC is 490mm.

There is a vertical and a fold down rail on one side of the WC and a horizontal rail on the other. **The rails may be slightly low for some users.**

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 2 x vertical rails beside the hand basin.

There is a lever operated tap at the hand basin.

There are also standard men's and women's WCs nearby.



There is a second designated accessible WC on the 1<sup>st</sup> floor beside the Strauss Suite. This is not locked.

The door is 770mm clear opening with 1600mm clear space opposite the door. There is currently no door bar to aid closure from within the room.

**There is clear floorspace in the room of 1200 x 900mm which may be too small for some users.** This WC is of a design to previous standards and does not meet current criteria.

A larger designated WC is situated on the ground floor.



There is lateral (angled) transfer to the WC of just 650mm to the right.

**Currently the position of the hand rails and the hand basin may not be ideal for some users.**

**The height of the WC is 420mm and may be too low for some users.**

There are also standard men's and women's WCs nearby.

## Accessible Bedroom



There are 114 bedrooms at this hotel; including one designated for disabled guests on the 2<sup>nd</sup> floor.

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

Room 216 (2 x double bedded room): The door to this room is 860mm clear opening, at the end of the corridor.

Door handles and keyways are between 900 – 940mm high.

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

There is a lowered hanging rail point in the wardrobe.

There is clear floorspace in the room of 2 x 1500 x 1500mm, with clear space of up to 1500mm beside the beds.

**There is a narrow point at the foot of the beds 750mm wide.**



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

**Assistance may be required by some guests to open and close the curtains or to use the safe, or to use the iron and ironing board.**

There is clear space under the desk of 730mm.

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.  
A Big Button telephone is available

Please also see sensory equipment below.





Shower room (room 216):

The door to shower room is 860mm 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 1600 x 1600mm within this room.



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 lateral (sideways) transfer to the WC of 1000mm to the right. There is a fold down rail on each side of the WC.

The WC is 480mm high.

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



There is a level access shower, with lateral (sideways) transfer of up to 1600mm to the right.

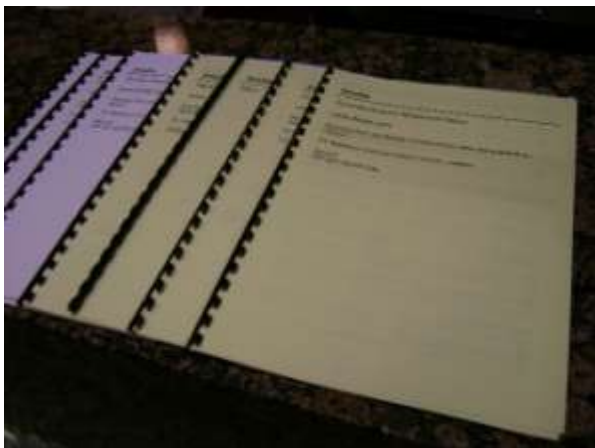
The shower seat is adjustable in height, and has a seat size of 400x400mm, which is fitted with integral fold down handrails.

There are also 3 x horizontal rails, 2 x angled rails and 1 x vertical rail in the shower area.

The shower controls are 1200mm 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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