

Access Statement – Thistle St Albans (22.12.09)

Property:

Thistle St Albans
Watford Road
St Albans, AL2 3DS

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9034 / +44 845 305 8333

Fax: 0871 376 9134 / +44 845 305 8372

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:

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 St Albans Station: www.nationalrail.co.uk/stations/sjp/SAC/stationAccessibility.xhtml

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

Local taxi services: Abbey Astar Taxis operate a number of wheelchair accessible taxis, seating up to 8 people. Tel: 01727 855 555 or www.abbeystartaxis.co.uk/, or Gold Line Taxis: www.goldlinetaxis.co.uk/.

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 St Albans are available at:

www.shopmobilityuk.org/ShowSite.asp?Routine=List&UserId=S00192&FontSize=80.

There are 110 bedrooms at this hotel; room 157 is designated as wheelchair accessible. There are also 3 x sensory rooms. Details of the 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 150 bays and 4 x designated spaces for disabled guests. All guests may park free-of-charge in this car park.

From the car park, there is a 1:12 ramp 1800mm long x 1800mm wide pictured below close to the bay from the car park.

There are no handrails at this ramp. **Assistance may be required to use this ramp.**



The 4 x designated parking bays are between 3m - 5m wide, up to about 60m from the hotel entrances. There is also a setting down point with a dropped kerb about 10m from the main hotel entrance.

It is also possible to find out about designated on-street accessible parking spaces in the area by visiting:

<http://bluebadge.direct.gov.uk> or at www.stalbans.gov.uk/transport-and-streets/parking/Disabled-parking/



Assistance may be required to gain access to and from the designated bays in the car park. **Please contact the hotel reception if you need assistance.**

Access to this bay may be difficult for some drivers as it is just within the entrance beyond the car park barrier and on the right.



1 of the 4 x designated accessible bays is close to the rear entrance to the hotel and the Otium Health and Leisure Club.

There are a further 2 x designated bays beside the Otium Health and Leisure Club at the foot of the ramp to this entrance.

Entrance & Reception



The hotel doors are supervised 24 hours a day.

There is a dropped kerb beside the route to the main entrance.

There are 2 x sets of manual double doors each leaf 750mm and 690mm clear opening clear opening, with a minimum of 1300mm clear space opposite the doors. Reception is on the left within the entrance.

There is a large, open space within the entrance lobby in front of the reception desk. The counter is 1120mm high.

There is seating available in the area.



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.



Additional room keys are available on request.

There is an induction loop on a clipboard at the reception, although there may not be a sign to indicate this.

Public Areas



There are generally wide routes to public areas from reception. There is an 830mm clear opening door on route from reception to the Noke bar, lounge areas and restaurant.

This is also the route to the designated accessible WC and designated accessible bedroom, which are at the far end of the public areas beyond the Noke Restaurant.



There is level access to these areas. Seating can be made available with or without armrests (banqueting chairs have armrests).

There is clear space under tables of 670-700mm.

Staff will provide assistance to those who need it.



Internal access to the Oak and Avocado Bar is down 3 x steps without handrails. Steps are 140-170mm high.

The door is 710mm clear opening.

Staff will provide assistance to those who need it.

The designated accessible public toilet is situated at the opposite end of the hotel beyond reception.



There is seating with and without armrests in the Oak & Avocado Bar. Tables are 600mm high to the surface.



Staff will provide assistance to those who need it.

There is a further internal step 180mm high.

External access is via a temporary 1:3 ramp (50mm long x 1000mm wide), or 3 x steps, and 1 x 40mm step at the door.

The external door is 740mm clear opening.





There is a further seating area at the end of the bar.



Stairs: There is a central staircase with 17 steps leading up to the men's and women's WCs with handrails to both sides.

NB: The designated accessible public toilet is situated at the opposite end of the hotel beyond reception. Wheelchair access is only possible via an external route at present.

Public WCs



A designated wheelchair accessible WC is situated near the ground floor bedrooms at the end of the Noke Restaurant on the ground floor. There is ramped access from the restaurant.

The door on route to the designated accessible WC is a minimum of 840mm clear opening.



The ramp has a gradient of 1:7. Assistance may be required to use this. There is a handrail to one side. The ramp is 2000mm long x 920mm wide.

Alternatively there are 2 x steps 140mm high each.

This is also the route to reach the garden and terrace area without steps.

Again assistance may be required to use the double fire doors which are each 650mm clear opening.



There is a further door leading to the designated accessible WC 850mm clear opening.

There is also a 25mm threshold at the doorway. The designated accessible WC is immediately on the left. **Assistance may be required to gain access.**

The door to the WC is 850mm clear opening, which opens into the room with 2430mm clear space opposite the door.

There is clear floorspace of 1500x1500mm.



There is a fold down rail to one side of the WC and a horizontal and vertical rail on the other. **The horizontal rail may be too far from the WC for most users.**

There is lateral (angled) transfer space beside the WC of 750mm to the left and 600mm to the right. **The height of the WC seat is 420mm.**

There is currently no emergency cord beside the WC linked to reception. There is a strobe light linked to the fire alarm.

Otium Health & Leisure Club



The Otium Health & Leisure Club which offers a range of activities including a Swimming Pool, Jacuzzi, Sauna and Steam Room.

There are 2 x designated bays 3-4m wide (pictured) for disabled guests at the foot of the ramp.



From the 2 x designated parking bays there are 2 x ramps leading to the external entrance.

The first ramp has a gradient of up to 1:7, is 4200mm long x 1200mm wide (with no handrails). **Assistance may be required to gain access.**



There is a further 16m long 1:29 ramp 1100mm wide with a single handrail to the open side **with no resting places. Care should be taken in case of uneven pavements.**

Assistance may be required to gain access.



Alternatively there is a stepped approach – 7 x steps with handrails to both sides and one centrally placed. There is tactile paving at the top and bottom of these steps.



There are automatic sliding doors at the external entrance 1420mm clear opening with 1500mm clear space opposite the doors.



Internal access from the hotel is via a 750mm clear opening door. **Assistance may be required to gain access because of the height of the internal phone.**



The door to the designated changing room is 870mm clear opening, from a large open reception area.

There is currently no door bar to aid closure on the inside of the door.

The hand basin has a single mixer tap and 1 x vertical handrail.



The WC has a fold down rail and a vertical rail on one side, opposite the transfer space.

There is lateral (sideways) transfer of 1450mm to the left.

The WC seat is 450mm high.

An emergency cord is available linked to the Otium reception desk. **There is currently no strobe light linked to the fire alarm system.**



There is a level access shower. **Currently, there is no fold down shower seat associated with the shower.** A resin based garden chair is available.

There is an angled support rail in the shower area.



The pool is level with the deck.

There are 9 x steps into the swimming pool, accompanied by handrails to both sides.

There is 1 x large step up to the Jacuzzi with a handrail.

There is a 790mm clear opening door to the Fitness Room – single leaf of a double door set.



The Steam Room has a 640mm clear opening door with a 70mm step.

The Sauna has a 560mm clear opening door with a 15mm threshold.



Conference & Meeting Rooms



With the exception of the Burston Suite and Champagne Room, **all other meeting rooms are on the 1st floor with no lift access to this level.**

There are 15 steps up from reception with handrail to one side to The Mary Austin, Mountbatten and Peer Gynt Suites.

Support services including loop systems can be arranged when booking meeting rooms.



Alternatively there are 2 x flights of 8 steps with handrails to reach the syndicate rooms plus a further 4 x steps to reach the Lord Gibb Suite, and a further 2 x steps to the Boardroom.



Access to the Marquee is either internally via 3 x steps down into the Oak and Avocado Bar, 1 x step up internally and 1 x step at the external doorway from the bar, then 3 x steps down to the Marquee level.

External wheelchair access is via the hotel reception, around the entrance road to an external footpath which is 600mm wide with a gradient of up to 1:8 about 2400mm long.



There is a temporary ramp at the entrance to the Marquee, with a 40mm high nosing.

Some wheelchair users may need assistance to use the ramps.



There is an internal threshold of about 80mm within the entrance Marquee. The double doors are up to 1050mm clear opening.

There is clear space under the banqueting tables of 730mm.



NB: The nearest designated wheelchair accessible WC is situated on the ground floor at the far end of the hotel from the Marquee. Wheelchair access would need to be via the external route via the car park and reception in order to avoid steps.

Accessible Bedrooms



There are 110 bedrooms at this hotel; room 157 (twin-bedded) is designated as wheelchair accessible. There are also 3 x sensory rooms – details shown below.

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

There is a gradient of 1:7 on route to the bedroom. **Assistance may be required to use this ramp.** The doors on route to the designated accessible bedroom are a minimum of 840mm clear opening. **There is a threshold of 25mm at the second doorway. Assistance may be required.**



The door to the designated accessible room is 760mm clear opening, with 1500mm clear space opposite the door.

The door handle and keyway are between 1020 – 1060mm high.



There are door viewers for use at both a seated and standing height. There are fixings in the wardrobe for a lowered hanging rail.

There is clear floorspace in the room of 1500x1500mm, with clear space of at least 1300mm beside the bed.

The beds are 500mm high to the top of the mattress.

There is up to 200mm clear space under the beds for a mobile hoist.

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



There is clear space under the desk of 650mm.

Assistive Equipment:

There is an emergency button beside the bed.

There is a Big Button telephone.

There are 4 x text channels on TV.

Please also see sensory equipment below.

Ensuite Shower room & WC



The door to shower room is 880mm clear opening outwards into the bedroom, with a minimum of 1270mm clear space opposite the door. There is a door bar to aid closure from inside the room.

There is a threshold of up to 10mm at the doorway.

There is clear floorspace of 1500x1500mm 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 1280mm to the left. There is a fold down rail on both sides of the WC and a further horizontal rail opposite the transfer space.

The WC seat is 490mm high.

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



There is lateral (sideways) transfer the shower seat of up to 1500mm to the left.

The shower controls are 1200mm high.

The shower seat is adjustable in height, and is 400mm deep x 400mm wide, and has integral fold down armrests.

There are also 2 x vertical rails in the shower area.

Sensory Bedrooms



There are 3 x Sensory Bedrooms with a bath. Rooms 156 (double); 129 (twin) and 130 (double).

The doors to bedrooms are 750mm clear opening with 1500mm clear space opposite the doors.

The beds are 600mm high and are all divan beds.



There is clear floorspace of 1500x1500mm.

There is an emergency button beside the bed in these rooms.

There is space beside the beds of at least 1500mm.

There are 2 x Deafgards available.



Bathrooms are of a standard size. The doors are 680mm clear opening. There is 650x900mm clear floorspace in the rooms as the door opens inwards.

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

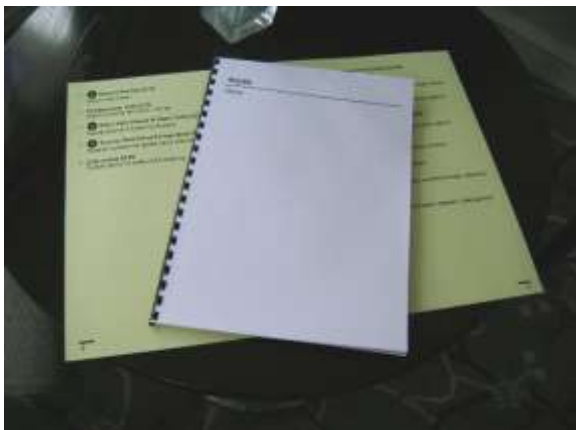
The rim of the bath is 540mm high, with a 400mm long support rail partly angled on the wall above the bath.



WC seats are 410mm high, with no transfer space or support rails.

Sensory Equipment

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



Large print or Braille menus.
Big Button telephones.
2 x Deafgard vibrating pillow pads / alarm clocks.



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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