

## Access Statement – Charing Cross (1.4.11)

### Property:

Charing Cross  
The Strand  
London WC2N 5HX

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9012 / +44 845 305 8312

Fax: 0871 376 9112 / +44 845 305 8351

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

Alternative format information (available at the hotel)

- Large print
- Braille

None at present  
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/](http://www.nationalrail.co.uk/passenger_services/disabled_passengers/). An example can be seen for London Charing Cross Station: [www.nationalrail.co.uk/stations/chx/details.html](http://www.nationalrail.co.uk/stations/chx/details.html)

The nearest underground station is Charing Cross on the Northern and Bakerloo Lines. 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](http://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](http://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/ShopmobilityScheme.asp?SchemeId=S00326](http://www.shopmobilityuk.org/ShopmobilityScheme.asp?SchemeId=S00326) - for example Kensington & Chelsea.

There are 239 bedrooms at this hotel, 2 of which are designated for disabled guests on the 2nd floor. Both have wooden surfaced floors and a wheel-in shower. Details of rooms are provided further on.

There are 2 x evacuation chairs with a safe working load (SWL) of 330 lbs or 150 kgs.

## Arrival & Car Parking

You can drive into Charing Cross station access road in order to check in and drop luggage but there is no general parking for the hotel in that area. Car parking is available at the Trafalgar / Spring Gardens car park at an additional charge. The following link contains some details:

[www.westminster.gov.uk/workspace/assets/publications/WCC-Where-to-Park-Leaflet-ARTWORK-1268322292.pdf](http://www.westminster.gov.uk/workspace/assets/publications/WCC-Where-to-Park-Leaflet-ARTWORK-1268322292.pdf)

There are designated bays at the Trafalgar / Spring Gardens car park, but for those with a higher roofed or adapted vehicle, this multi-storey car park has a **height restriction of 6'5"** (1.95m).



There is a drop off point beside the hotel on the Charing Cross railway station forecourt.

**Although there is a Blue Badge parking bay this does not belong to the hotel, but is part of the Charing Cross railway station forecourt.**

Assistance may be required by some users to gain access to and from the drop-off point. **Please contact the hotel reception if you need assistance.** The area is 20-25m from the hotel entrance, and as can be seen in the image, **has a cobbled surface.**

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

[www.westminster.gov.uk/services/transportandstreets/parking/disabledparking/bluebadgescheme/](http://www.westminster.gov.uk/services/transportandstreets/parking/disabledparking/bluebadgescheme/)

Please be aware that the area immediately outside the hotel can become congested at times by pedestrians and luggage.

The hotel doors are supervised 24 hours a day.

## Entrance & Reception



The main entrance to the hotel is wheelchair accessible at street level. There are automatic curved sliding doors leading directly to reception on the ground floor.

The doors are 1450mm minimum clear opening. There is also a side hung door 940mm clear opening if required.



There is large, open space within the entrance lobby in front of the reception desk.

There is seating available in the area.

Concierge is on the left within the entrance, and the reception desk is beside this.

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



With the exception of the reception area, Guoman Club Lounge and Gym, public areas are situated on the 1<sup>st</sup> floor, including the hotel restaurant, bar, public WCs (including a designated accessible WC) and meeting rooms.

The doors to the Guoman Club lounge are 900mm clear opening from the lobby area, with 680mm clear space under the bar. All seating has armrests.

There are wide corridors and routes between reception and all public areas. The designated wheelchair accessible WC and public toilets are situated between the meeting rooms, the bar and the restaurant on the 1<sup>st</sup> floor.

Public WCs on the ground floor behind the reception area are locked for security purposes. These can only be accessed via a staircase (with handrails). A guest key card will open these.

Fire doors are retained in the open position during the day by Dorgard devices linked to the fire alarm system.



There are 2 guest lifts from the ground floor to the public areas and bedroom floors. These have automatic sliding doors that are 880mm clear opening that are fitted with sensors. The clear floorspace in these lifts is 1650x1270mm minimum. Lift controls are a maximum of 1170mm high and have tactile 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. The lifts are fitted with a handrail and a mirror on the rear wall.



There is also a sweeping staircase (pictured) from the ground to the 1<sup>st</sup> floor, with 43 steps (and no resting places or landings). This is accompanied by a wooden handrail to one side and a metal handrail to the other.

There are a further 32 steps (9 + 14 + 9) from the 1<sup>st</sup> floor to the bedrooms on the 2<sup>nd</sup> floor (with 2 landings).



Terrace on the Strand Restaurant & Bar:

The restaurant has double doors which are open (1200mm minimum) when operating.

There is seating with and without armrests, and the tables have clear space beneath them of at least 700mm. Staff will provide assistance to those who need it.

## Public WCs



Public WCs – including a designated accessible WC are on the 1<sup>st</sup> floor - the same level as the main public areas. The WCs are situated opposite the Watergate meeting room, about 30m from the bar and restaurant.

The door to the designated accessible WC is 830mm clear opening, is fitted with a door bar to aid closure, and a flip over style lock. The door opens outwards, and there is 2200mm clear space opposite the door.

There is clear floorspace in the room of 1200x1200mm minimum. The floor surface is ceramic tiles.

Currently, there is no flashing light linked to the fire alarm system.

There is a vertical rail beside the hand basin.



There is a fold down rail on the transfer side and a horizontal and vertical rail opposite the transfer space – currently the horizontal fixed rail may be slightly too far from the pan for some users.

There is lateral (sideways) transfer to the WC of 1000mm to the right. The height of the WC seat is 460mm.

There is an emergency cord in the room beside the WC that is linked to reception.

## Gym



There is a Gym situated on Basement Level 2 (accessed via the lift) but it is not supervised. There are no steps on route. Guests wishing to use the facilities must complete a disclaimer. Doors on route are retained open by Dorgard system.

The door to the Gym is 730mm clear opening, with 2600mm opposite the door. There is clear floorspace in the room of 3000x2000mm minimum. There are 2 x upper body exercise machines. There are no changing facilities associated with the room. The nearest designated accessible WC is on the 1<sup>st</sup> floor via the lift.

There is no external contract with any leisure centre, although Concierge or Guest Relations Manager may be able to suggest some nearby clubs.

## Conference & Meeting Rooms

Meeting rooms are situated on the 1<sup>st</sup> floor, all of which are accessible by wheelchair. Routes to reach the rooms are wide and without steps.

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

The designated accessible WC and public WCs are situated near the meeting rooms (within 5 - 20m).

## Accessible Bedrooms



There are 239 rooms at this hotel, 2 of which are designated for disabled guests, on the 2<sup>nd</sup> floor. Both have wooden surfaced floors and a wheel-in shower. Rooms are fitted with an emergency button beside the bed. Currently there is no emergency beacon linked to the hotel fire alarm system. Room 210 is the largest and 207 (pictured) is slightly smaller (both have adjoining rooms).

There are 2 x evacuation chairs with a safe working load (SWL) of 330 lbs or 150 kgs.

The doors to the rooms are 855mm clear opening, and are situated on corridors that are at least 1770mm wide.



The doors to interconnecting rooms are 850mm clear opening.

Door handles and keyways are between 880-1100mm above the floor. There are door viewers for use at a seated or standing height. Cordless kettles are currently not provided and wardrobes have lowered hanging rail points.

There is clear floorspace in the rooms from 1900x1500mm minimum, with clear space of at least 900mm (room 210) up to 1500mm to one side of the bed (room 207).

The beds are 500mm high to the top of the mattress. There is 90mm space currently under the beds for a mobile hoist.



A mini bar could be used to store medication.

There are switches in both rooms to open and close the curtains automatically.

**Assistance may be required by some guests to gain access to the room safe or to use the ironing board and iron.**

There is clear space under the desk of just **605mm**.



Assistive Equipment:

There is a symbol indicating that there is an induction loop for the TV. There is a bell push linked to a door buzzer and flashing light in the bedroom. There are 4 x text channels on TV.

## Ensuite shower rooms & WCs



The doors to shower rooms are 870mm clear opening outwards into the bedrooms, with a minimum of 1500mm clear space opposite the door.

Currently there is no horizontal rail to enable closure of the door from inside the room.

There is clear floorspace of 1700x1600mm minimum within these rooms, plus additional space in the shower area.



Basins have lever operated mixer taps. There is space beneath the basins of up to 700mm, but currently some users may find difficulty with getting close to the basins because the service area beneath has been tiled in. There is currently no vertical rail beside the hand basin.

**Care should be taken around the radiators– which can be switched off.**



WCs are **410 - 430mm** high and have one horizontal rail room 210 (or **vertical rail room 207**) for aiding transfer to the WC seat.

Both WCs have a fold down rail on the transfer side. There is angled transfer of up to 800mm the right to the WC in room 207 (pictured), and 1000mm to the left in room 210.

Showers have a fold down shower seat 440mm high. The seat size is 300mm deep x 400mm wide. There is a horizontal rail in the shower area (which may be too far forward in room 210), plus a fold down rail on the transfer side of the seat. The water temperature is thermostatically controlled. There is clear space of 1000mm minimum beside shower seats.

Direction of transfer to WCs and showers by room:

207 – Right hand WC / Left hand shower

210 – Left hand WC / Right hand shower

Assistive equipment for the accessible shower rooms includes:

2 x emergency cord linked to reception

Currently there is no light linked to the fire alarm system in the shower rooms.

Floor surfaces are designed to be non-slip.



## **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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