

## The Cumberland - Access Statement (15.10.09)

### Property:

The Cumberland  
Great Cumberland Place  
London W1H 7DL

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9014 / +44 845 305 8314  
Fax: 0871 376 9114 / +44 845 305 8353

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

Alternative format information (available at the hotel)

- Large print (EG: Rhodes W1 Menu)
- Braille  None at present

Website accessibility (eg: font can be enlarged)

An Access Statement is available on-line.

The hotel has a one page printed description available of facilities in the designated accessible rooms

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 Victoria Station [www.nationalrail.co.uk/stations/vic/details.html#Accessibilityfor](http://www.nationalrail.co.uk/stations/vic/details.html#Accessibilityfor).

The nearest underground station is Marble Arch on the Central Line. The nearest wheelchair accessible underground station (at present) is Westminster on the Jubilee, District and Circle Lines. Information about step free accessible 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/ListDirectories.asp?Country=EN&SMArea=GL&FontSize=80](http://www.shopmobilityuk.org/ListDirectories.asp?Country=EN&SMArea=GL&FontSize=80) - for example Camden and Kensington & Chelsea.

**This is a large hotel with long distances between areas.** There are 1,019 individually styled rooms, suites and apartments at this hotel, 10 of which are designated for disabled guests on the 1<sup>st</sup>, 2<sup>nd</sup>, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> floor. Details of 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

Although the Cumberland Hotel does not have a car park, there is discounted parking for hotel guests (including Blue Badge holders) at the APCOA multi-storey car park in Bryanston Street about 275m (uncovered route) from the hotel entrance. There is an assistance button for the car park operator at the car park entrance barrier.

There are 3 x designated parking spaces on the 1<sup>st</sup> level for those displaying a Blue Badge. These are available on a first come / first served basis. There is a **25m long** (1:6) **steep gradient** from the car park to street level down the car park exit ramp.

There are half-barriers to permit wheelchair or pedestrian access. There is a lift from the 2<sup>nd</sup> level but the lift is approached by a single step. The lifts are not sufficiently large enough to be described as wheelchair accessible, nor are they large enough to accommodate some children's pushchairs.

Assistance may be required by some users to gain access to and from the car park.

**Please contact the hotel reception if you need assistance to gain access to or from the car park.** For those with a higher roofed or adapted vehicle, this multi-storey car park has a **height restriction of 6'6"** (1.98m).

Car park operator details:

APCOA Bryanston Street,  
21 Bryanston Street, London, W1H 7AB

Tel: +44 (0) 20 7499 7429

Location: <http://streetmap.co.uk/postcode/W1H7AB>

The best route to the Cumberland Hotel from the car park is currently: turn left into Bryanston Street, turn left into Old Quebec Street (pedestrianised area), turn right into Oxford Street, turn right again into Great Cumberland Place and the hotel is on your right. This avoids some areas of paving on Bryanston Street, where kerbs are not dropped, and there are some cobbled areas. Wheelchair users may otherwise need to go into the road to avoid these.

It is possible to find out about designated on-street accessible parking spaces in the area by visiting <http://bluebadge.direct.gov.uk> or [www.westminster.gov.uk/transportandstreets/parking/disabledparking/bluebadgescheme.cfm](http://www.westminster.gov.uk/transportandstreets/parking/disabledparking/bluebadgescheme.cfm)

Drop off is possible outside the hotel, although there is no dropped kerb. Please be aware that the area immediately outside the hotel can become congested at times by vehicles, pedestrians and luggage.

The hotel doors are supervised 24 hours a day.



## Entrance & Reception



The main hotel entrance is wheelchair accessible. There is level access to the reception area via automatic curved sliding glass doors 2300mm clear opening. Within the entrance is a 4.8m long ramp with a slight gradient of about 1:25.

There is also a stepped approach (2 x steps) to alternative entrances beside the main hotel entrance. There is a single centrally placed handrail at these steps.



The lobby area is a large open area with the possibility of some visitors being initially disoriented, as it is more like a gallery with art installations than a hotel reception.

Unusual and vivid lighting is part of the experience including illuminated panels within the floor and the walls as illustrated. There are potentially distracting displays behind the reception desk. Staff are on hand within the entrance to assist guests. The reception counter and Guest Relations desk are straight ahead, and Concierge is situated on the right within the entrance.



There is a lowered section of reception counter (820mm high) on the right hand side, which is also fitted with a sign indicating an induction loop to assist hearing aid users. Seating is available nearby, and also at the 770mm high Guest Relations desk.

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. Information detailing this is made available to disabled guests prior to arrival. 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

Public areas are situated on the ground floor, and the lower ground floor, including the hotel restaurants, bars, public WCs (including designated accessible WCs) and meeting rooms.

There are wide corridors and routes between reception and all public areas. The designated wheelchair accessible WC and other public toilets are situated between the meeting rooms (lower ground floor) and the Market (breakfast room), and also beside the Carbon Bar and Rhodes restaurant on the ground floor. **There are potentially long ramped routes between public areas to reach the accessible WCs dependent on the starting point.** Doors between public areas are generally retained in the open position during the day. Staff are available to offer assistance in opening doors when they are closed.

Lifts: There are 6 guest lifts from the ground floor to the bedroom floors, 3 of these also serve the meeting rooms on the lower ground floor. A further 2 lifts provide access to the meeting rooms on the lower ground floor from the reception area. They all have automatic sliding doors that are a minimum of 1000mm clear opening and are fitted with sensors. The clear floorspace in these lifts is a minimum of 1730mm deep and 1190mm wide. Lift controls are a maximum of 1200mm high and have tactile buttons. There is both visual and audible floor announcement in the lifts.



Rhodes Brasserie and Restaurant: The restaurant has a single door which opens 800mm from the street entrance with level access (corner of Great Cumberland Place and Bryanston Street), and 1200mm from within the hotel.

There is seating with armrests (Rhodes fine dining), and without armrests (Rhodes Brasserie) and the tables have clear space beneath them of at least 690mm.

Rhodes fine dining menu is available in large print. Staff will provide assistance to those who need it.

There is a designated accessible WC situated between Rhodes fine dining and Rhodes Brasserie, which can be accessed from both areas.



There is a 9.6m long 1:25 internal ramp down to the Brasserie from within the hotel, without handrails. There is also a stepped approach to Rhodes Brasserie from beside the main entrance, with 2 external steps up

and a further 3 steps down (with handrails) as illustrated. There are also 3 steps up to part of the area with a single handrail.





Market is situated on the lower ground floor and is where breakfast is served. There is seating with and without armrests; with clear space under the tables of 690mm. Staff will provide assistance to those who need it. There is a nearby designated accessible public WC.

Kua Bar is situated on the ground floor, with wide, level access from reception. Tables are generally low (coffee table height), and there is seating with and without armrests.

Carbon Bar has both internal and external access. Internal access is via 2 ramps of 1:15 and 1:20 (with handrails to both sides). The doors to this bar and WCs are locked when the bar is closed. There is a designated accessible WC beside the internal entrance to the bar.

**External access is via a 1:14 – 1:10 ramp (or 2 steps) without handrails.** The bar itself is dimly lit, and has 2 x steps (with handrails) up to most of the seating. There are also 15 steps up to an upper area (with handrails to both sides).



Stairs to the upper area have open risers.

The external double doors are 1000mm clear opening each, with a minimum of 1640mm clear space opposite them.

## Public WCs



Public WCs – including designated accessible WCs are situated on the ground and lower ground floors - the same levels as the main public areas.

WC beside Carbon Bar (pictured): **Access is restricted to when the bar is open – the door may be locked at other times.** The door to this WC is 870mm clear opening, and is fitted with a door bar to aid closure.

The door opens outwards, and there is an open lobby opposite the door. **Please be aware that the fire door on approach (if left open) may hinder access to and from this WC.** There is clear floorspace in the room of 1500x1600mm minimum. The floor surface is tiled. Lateral (sideways) transfer to the WC is 1150mm to the right. The height of the WC seat is 480mm. There is a fold down and vertical rail on the transfer side and a horizontal rail opposite the transfer space and an emergency cord in the room beside the WC linked to reception.



WC between Rhodes W1 fine dining and Rhodes Brasserie: There are two approaches to the WC via a corridor from each direction. **From fine dining the clear space opposite the door is 1160mm**, from the Brasserie the door is at the end of the route. The WC doors are fitted with push pad automated opening and a locking mechanism that can lock both doors whilst in use. Doors from either direction are 870mm clear opening. There is clear floorspace of 1500x1500mm. Lateral (sideways) transfer to the WC is 900mm to the left. The height of the WC seat is 450mm. There is a fold down and vertical rail on the transfer side and a horizontal rail opposite the transfer space and an emergency cord in the room beside the WC.



WC beside Market and Ocean Room: There are two approaches to the WC, with either level (from Market) or 3 x 1:12 ramps (with handrails) and resting places from the Green meeting rooms. The door to this WC is 880mm clear opening, and is fitted with a door bar to aid closure. The door opens outwards, and there is an open lobby opposite the door. There is clear floorspace of 1500x1500mm. Lateral (sideways) transfer to the WC is 1120mm to the left. **The height of the WC seat is 420mm.** There is a fold down and vertical rail on the transfer side and a horizontal rail opposite the transfer space and an emergency cord in the room beside the WC that is linked to reception.



WC beside Aqua Rooms 1&2: There are two approaches to the WC, level from Aqua Rooms or via 1:12 ramps (with some handrails in place) and resting places from the direction of reception and Green meeting rooms. The door to this WC is 880mm clear opening, and is fitted with a door bar to aid closure. The door opens outwards, and there is an open lobby opposite the door. This is the smallest of the designated accessible WCs **with clear floorspace of 1200x1200mm.**

**Angled transfer to the WC is 600mm to the right.** The height of the WC seat is 440mm. There is a fold down and vertical rail on the transfer side and a horizontal rail opposite the transfer space and an emergency cord in the room beside the WC that is linked to reception.

## Just Gym

There is a Gym is on the ground floor but it is not supervised. There are no steps on route. There is a double door set 630mm each leaf, with 1750mm clear space opposite the doors. Guests wishing to use the facilities must complete a disclaimer. There are no changing facilities associated with the room. The nearest designated accessible WC is on the ground floor beside the Carbon Bar (only open when the bar is operating). There is no external contract with any leisure centre, although Concierge or the Guest Relations Manager may be able to suggest some nearby clubs.

## Conference & Meeting Rooms



Meeting rooms are situated on the lower ground floor, some of which are accessible by wheelchair (those that are not are detailed below). Some of the rooms are 50m or more from the meeting reception area. Routes to reach the rooms are generally wide and without steps.

A loop system or other support services can be arranged when booking meeting rooms.

2 designated accessible WCs and other public WCs are situated near the meeting rooms.

5 lifts serve the meeting rooms on the lower ground floor. All have automatic sliding doors a minimum of 1000mm clear opening with sensors. The clear floorspace in the lifts is a minimum of 1730mm deep and 1190mm wide. Lift controls are a maximum of 1200mm high with tactile buttons. There is visual and audible floor announcement in the lifts. Alternatively, there are 9 + 13 steps down to an intermediate landing (no lift access to this level) plus a further 13 steps down to registration. The steps have open risers, handrails to both sides and first and last steps illuminated by a blue strip of light. The staircase has open risers (as illustrated).





There are ramped routes with handrails (as illustrated) from the registration area.

Wall colours indicate the room areas that the user is in (green = Green Rooms; aqua = Aqua Rooms; blue = Blue Rooms).

**Users should be aware that changes in level at the ramps may be difficult for some to identify at present.**



There are 5 steps up to Green Rooms 3 & 4, with a handrail to the open side only.



There are 5 or 6 steps up (dependent on the approach) to Blue Rooms 5 & 6 (with handrails), with a further 5 steps down into Blue Room 6 (as illustrated).

There are 10 steps up to the ladies WC and 9 steps (both with handrails) down to the men's WC beside Blue Room 5.

There are 5 steps down to Blue Room 7.

There are 4 steps up and 4 steps down to Blue Rooms 8 & 9.





The narrowest point on route to Aqua Rooms is 850mm between the wall and a central pillar.

## **Accessible Bedrooms**

There are 10 designated rooms for disabled guests situated on the 1<sup>st</sup>, 2<sup>nd</sup>, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> floor.

**NB: This is a large hotel with long distances between areas – including some bedrooms. Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.** All designated bedrooms are fitted with an emergency pull cord beside the bed and a red emergency beacon linked to the hotel fire alarm system.

First floor bedrooms: 1070 (king bedded with bath); 1107 (twin bedded with bath).

Second floor bedroom: 2070 (king bedded with bath).

Fourth floor bedrooms: 4019 (twin bedded with bath); 4049 and 4070 (king bedded with bath).

Fifth floor bedroom: 5070 (king bedded with a level access shower).

Sixth floor bedrooms: 6018; 6026; 6051 (king bedded with a level access shower).



The width of doors to the rooms is at least 750mm. All are situated on corridors that are at least 1600mm wide. **Bedroom doors have thresholds of up to 15-20mm.**

Door handles and keyways are 1080 - 1210mm above the floor. **There are door viewers for use at a standing height only (1500mm).**

Cordless kettles are available.



Twin bedded room no 1107 (illustrated):

There is clear floorspace in the rooms of at least 1500x1500mm minimum, with clear space of 1500mm to at least one side of the bed.

Beds are 500mm high to the top of the mattress, with clear space under the bed of 100mm.

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

There is clear space under the desk of 720mm (625mm in room 1107).



Tea, coffee and cordless kettles are at a height of 730-750mm.



**The height of the clothes rail is 1540mm.**

Assistive bedroom equipment available on request includes:

Vibrating pillow pad (Deafgard) activates with the fire alarm and can also be used as an alarm clock.

## Ensuite bath and shower rooms & WCs



Nine of the ten designated bath or shower rooms have a narrow turning space opposite the bathroom door of between 810mm (room 4049) up to 1300mm (room 6026). Even though doors open up to 860-900mm, some guests may need to be ambulant to use the bathrooms. The greatest amount of turning space opposite the bathroom door is in room 1107 which is 2060mm.

There are no horizontal rails to aid closure from inside the rooms and there is a small threshold of about 5mm at the entrance.

**If greater turning space is required, the nearby Thistle Marble Arch may be more suitable.**

There is clear floorspace in the rooms of 1500x1500mm.

Basins have two lever operated taps – one hot and one cold (**care should be taken when using water from the hot tap**). There is space beneath the basins of 650mm. **However, there is a support post at the front of the basins which may pose difficulty for some users.**



There is an 'L-shaped' rail and horizontal rail beside the basins.

WCs are between 420-460mm high and have a fold down adjustable height Pressalit handrail to each side of the pan. There is 1000mm transfer space beside WCs.

Direction of transfer to WCs, baths and showers by room:

1070 – Right hand WC / Right hand bath (950mm opposite door)

1107 – (Illustrated) Left hand WC / Left hand bath (**2060mm opposite door**)

2070 – Right hand WC / Right hand bath (950mm opposite door)

4019 – Left hand WC / Right hand bath (900mm opposite door)

4049 – Left hand WC / Left hand bath (810mm opposite door)

4070 – Right hand WC / Right hand bath (980mm opposite door)

5070 – Left hand WC / Left hand shower (970mm opposite door)

6018 – Right hand WC / Right hand shower (910mm opposite door)

6026 - Right hand WC / Right hand shower (**up to 1300mm opposite door**)

6051 – Left hand WC / Left hand shower (920mm opposite door)





Baths are 440mm high, and there are bath seats available. There is lateral transfer to the bath of 1500mm. There is a 600mm long horizontal / angled rail on the wall beside the bath, situated 120mm above the bath rim.

Showers above the bath have adjustable height shower heads.  
**Currently, there is no vertical rail beside the shower.**



Level access showers have a fold down adjustable height Pressalit shower seat with folding integral armrests (room 6018 illustrated).

Shower controls are 1000mm high, and the height of shower head can be adjusted on a wall bar.

The seat size is 400x400mm.

The water temperature is thermostatically controlled. There is clear space of up to 800mm beside shower seats.

**Currently there are no shower curtains beside the seats.**

**Please be aware that a heated towel rail is situated beside shower seats.**



Assistive equipment for the accessible bath and shower rooms includes:

Bath seat

2 x emergency cords linked to reception

Light linked to the fire alarm system in the bath and shower rooms

Floor surfaces are ceramic tiles.

## **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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