

Access Statement – Royal Horseguards (13.11.09)

Property:

Royal Horseguards
2 Whitehall Court
London SW1A 2EJ

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9033 / +44 845 305 8332

Fax: 0871 376 9133 / +44 845 305 8371

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

Alternative format information (available at the hotel)

- Large print
- Braille 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/. An example can be seen for London Charing Cross Station: www.nationalrail.co.uk/stations/chx/details.html

The nearest underground stations are: Embankment - 50 yards (Circle, District, Bakerloo and Northern lines). Charing Cross - 4 minute walk (Bakerloo and Northern 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

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

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 - for example Camden and Kensington & Chelsea.

There are 281 bedrooms at this hotel, 4 of which are designated for disabled guests who might use a wheelchair on the 2nd and 3rd floor. There are an additional 10 sensory rooms on the 1st floor. Details of rooms are provided further on. **NB: This is a Grade I Listed building with 5 x steps from reception up to the lounge, or a 1:3 temporary ramp, until an approved permanent access solution can be found.**

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

Arrival & Car Parking



The area to the front of the hotel on Whitehall Court has on-street parking mostly for Permit Holders only.

There are two designated on-street parking bays for those displaying a Blue Badge (see images), just around the corner on Whitehall Place.

One space (foreground) would offer access to the rear of a vehicle.

It is possible to find out about designated on-street accessible parking spaces in the area by visiting: <http://bluebadge.direct.gov.uk> or at

www.westminster.gov.uk/transportandstreets/parking/disabledparking/bluebadgescheme.cfm



Please contact the hotel if you need other information about parking locally.

Assistance may be required by some users to gain access to and from these spaces. **Please contact the hotel reception if you need assistance.** The spaces are about 20m from the hotel entrance.

There is also a drop off point outside the hotel.

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

Entrance & Reception



The main entrance to the hotel is wheelchair accessible at street level.

The hotel doors are supervised 24 hours a day.

The double door set has individual doors 860mm clear opening. There are no steps at this entrance, with level access directly from the street.



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

There is seating available in the area.

Reception is on the left within the entrance, and the Concierge desk is straight ahead.

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, the Lounge, hotel restaurant, bar, public WCs (including a designated accessible WC) are all accessed via 5 steps or a 1:3 ramp (pictured).

The ramp is **700mm wide** and 2550mm long. **Assistance is likely to be required to use this ramp.**

Steps (and the ramp when in position) are accompanied by handrails.

Once these 5 x steps (150mm high each) or ramp have been overcome, there are wide corridors and routes between reception and all public areas. The designated wheelchair accessible WC and public toilets are situated close to the bar and the restaurant on the ground floor.



There are 3 guest lifts from the ground floor to the public areas and bedroom floors. These have automatic sliding doors that are 855mm clear opening that are fitted with sensors.

The clear floorspace in these lifts is **1200mm deep** x 1600mm wide minimum.

Lift controls are a maximum of 1200mm 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.



One Twenty One Two Restaurant: The internal route to the restaurant from the hotel reception is detailed above. There is a double door set on route (1400mm clear opening).

There is also an external approach from the pavement with 2 x single steps (110-120mm high) plus a further 4 x steps (150mm high) as illustrated.

The 4 x steps are accompanied by handrails to both sides. There are 2 x glazed double door sets 780mm each leaf.

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

There is seating with armrests, and the tables have clear space beneath them of at least 740mm.



Staff will provide assistance to those who need it.



Bar & Lounge: The internal route to the restaurant from the hotel reception is detailed above.

Tables generally have 610mm clear space beneath them. There is seating with and without armrests.

Staff will provide assistance to those who need it.

Public WCs



Public WCs: The internal route to the WCs from the hotel reception is detailed above. WCs, including a designated accessible WC are on the ground floor - the same level as the main public areas.

The WCs are situated beyond the lift lobby up to 20m from the bar and restaurant.

The door to the designated accessible WC is 870mm clear opening and is fitted with a door bar to aid closure. The door opens outwards, and there is 1800mm clear space opposite the door.

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

There is a flashing light linked to the fire alarm system.



There is a vertical rail beside the hand basin.

There is a fold down rail to one side of the WC and a horizontal and vertical rail on the other. Currently the horizontal fixed rail may be slightly too far from the pan for some users.

There is no lateral (sideways) transfer to the WC. The height of the WC seat is 450mm.

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

Just Gym



Just Gym is situated on the 8th floor (accessed via the lift) opposite room 801, but it is not supervised. There are no steps on route. Doors on route are retained open by Dorgard system. Guests wishing to use the facilities must complete a disclaimer.

The door to the Gym is 750mm clear opening, with **1120mm space opposite the door, and a 30mm high threshold**. There is clear floorspace in the room of 1750x1500mm minimum. There are mostly lower body exercise machines (treadmill, running machines, rowing and cycling).

There is a standard WC and changing facility beside the gym. The nearest designated accessible WC is on the ground 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, for example Fitness First.

Conference & Meeting Rooms



There are 14 fully-equipped meeting-rooms for special events and weddings in both the hotel and in the adjacent One Whitehall Place.

There is a temporary internal ramp with a **gradient of 1:6** (pictured) or 2 x steps 120-130mm high with a single central handrail. The ramp is 1550mm long x **760mm wide**. **Assistance may be required to use this ramp.**

There is also a temporary external ramp from the pavement of **1:6** to reach the lobby area of One Whitehall Place.

Meeting rooms are situated on several floors, and the size of the passenger lifts may determine whether a wheelchair user can gain access or not.



The lift (pictured below) which serves the Pavement Level, Reception Level and Club Floor and Library Level has a clear floorspace of 1100mm deep x 1100mm wide. This may particularly affect those wishing to use the Pavement Level facilities.

A second lift which serves the Reception Level and Club Floor and Library Level has a clear floorspace of **1280mm deep x 930mm wide**.

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

A more detailed report for One Whitehall Place is available separately.



Accessible Bedrooms

This is a Grade I Listed building with 5 x steps from reception up to the lounge (also to the lifts for the bedrooms), or a 1:3 temporary ramp, until an approved permanent access solution can be found.



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

There are 281 bedrooms at this hotel, 4 of which are designated on the 2nd and 3rd floor for disabled guests who might use a wheelchair.

Rooms 201 (twin), 210 (double - adjoining room 209) & 211 (double) are situated on the 2nd floor and room 301 (twin) is situated on the 3rd floor.



Fire doors on route to and from the lift on the 2nd & 3rd floors have sensors and open automatically.

The doors to the rooms are 900mm clear opening, and are situated on corridors that are up to 1770mm wide.

Door handles and keyways are between 970-1160mm above the floor. There are door viewers for use at a seated or standing height. Cordless kettles are provided. (Twin bedded room 301 pictured)

There is clear floorspace in the rooms from 3100x1390mm minimum, with clear space of at least 900mm to beside the bed.

The beds are 600-660mm high to the top of the mattress.



There is no space currently under the beds for a mobile hoist, with the exception of room 211, which has a second bed stored beneath the double bed. If removed this creates a space beneath of 290mm.

A mini bar could be used to store medication.

Assistance may be required by some guests to gain access to open and close the curtains, or to use the room safe or the ironing board and iron. A 'turn down service' is available.

There is clear space under the desk of 675mm.

Assistive Equipment:

There are 4 x text channels on TV.

Strobe light linked to fire alarm.

Please see list of sensory equipment below.

Ensuite shower rooms & WCs



The 4 x designated wheelchair accessible rooms have level access showers.

The doors to shower rooms are 900mm clear opening outwards into the bedrooms, with a minimum of 1390mm clear space opposite the door.

There is a horizontal rail to enable closure of the door from inside the room.

There is clear floorspace of 1600x1500mm minimum within these rooms.

Basins have lever operated mixer taps. There is space beneath the basins of up to 650mm. There is currently no vertical rail beside the hand basin.



WCs are 480mm high with one horizontal rail for aiding transfer to the WC. The horizontal rail may be a little too high for some users.

There is **angled** transfer of up to 1300mm to the WCs.

The track around the wall can be used to insert fold-down rails and an adjustable height Pressalit shower seat. The seat size is 400mm deep x 400mm wide.

There is a horizontal rail in the shower area (plus integral fold down rails on the shower seat). The water temperature is thermostatically controlled.

There is clear space of up to 1500mm minimum beside space for the shower seats.



Direction of transfer to WCs and showers by room:

201 – Left hand WC / Left hand shower

210 – Left hand WC / Right hand shower

211 – Right hand WC / Left hand shower

301 – Left hand WC / Left hand shower

Assistive equipment for the accessible shower rooms includes:

Emergency cord linked to reception

Strobe light linked to the fire alarm system in the shower rooms.

Floor surfaces in the shower areas are designed to be non-slip.

Sensory Rooms



There are 10 sensory rooms on the 1st floor – Rooms no: 102; 105; 106; 108; 109; 112; 113; 114; 116; and 120. Guests occupying these rooms can be offered a complete range of assistive devices (illustrated), including:



Digital Listener; vibrating pager / alarm clock and pillow pad; strobe light linked to the fire alarm system; and a liquid level indicator (for cups). These rooms are fitted with an emergency call facility beside the bed and an emergency cord in the bathroom.



Sensory Bedrooms (with a bath / with shower above the bath):

Room 102 – Executive King with front view

Room 105 – Executive king room with front view

Room 106 – Deluxe double with front view

Room 108 – Deluxe king room with front view

Room 109 – Executive king room with front view

Room 112 – Executive king room with river view

Room 113 – Deluxe double with river view

Room 114 – Executive twin room with river view

Room 116 – Executive king room with court view

Room 120 - Executive twin room with river view

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).

Disclaimer

The information contained within this Access Statement has been produced by Tourism for All Services Limited on behalf of Thistle Hotels.

Whilst every effort has been made to ensure the accuracy of this Access Statement, neither Thistle Hotels nor Tourism for All Services Limited accept any liability and responsibility for any amount or kind of loss or damage that may result to you or a third party (including without limitation, any direct, indirect, punitive or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages arising from or connected in any way to business interruption, and whether in tort (including without limitation negligence, contract or otherwise) in connection with the information contained herein, save that nothing in this disclaimer shall exclude either party's liability for death or personal injury as a result of its negligence or for any damage incurred as a result of fraud or fraudulent misrepresentation.