

## Access Statement – The Tower (19.10.09)

### Property:

The Tower  
St Katherine's Way  
London E1W 1LD

### Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9036 / +44 845 305 8335  
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Alternative format information (available at the hotel)

- |                                   |                 |
|-----------------------------------|-----------------|
| <input type="radio"/> Large print | None at present |
| <input type="radio"/> 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/](http://www.nationalrail.co.uk/passenger_services/disabled_passengers/). An example can be seen for Fenchurch Street Station [www.nationalrail.co.uk/stations/fst/details.html#Accessibility](http://www.nationalrail.co.uk/stations/fst/details.html#Accessibility).

The nearest underground station is Tower Hill on the District and Circle 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/ListDirectories.asp?Country=EN&SMArea=GL&FontSize=80](http://www.shopmobilityuk.org/ListDirectories.asp?Country=EN&SMArea=GL&FontSize=80) - for example Camden.

There are over 800 bedrooms at this hotel, 3 of which are designated for disabled guests on the 1st floor. All 3 rooms have wooden surfaced floors and a wheel-in shower. Details of rooms are provided further on. There are 2 evacuation chairs situated on the 1st floor with a safe working load (SWL) of 136kgs (yellow chair) and 150 kgs (green chair).

**Situated in the historic setting of St Katherine's Dock and beside the River Thames, pedestrian routes to and from the hotel may involve long gradients and (potentially) historic cobbled areas and steps, dependent on the route chosen. A black cab may offer a convenient way to overcome these. The wheelchair accessible hotel entrance is about 140m uncovered route from the site entrance.**

## Arrival & Car Parking



The Tower has a car park beneath the hotel with some 80 spaces. **There is no lift access from this car park**, with a stepped approach only to reception (1 + 3 + 15) steps with handrails.

For those with a higher roofed or adapted vehicle, this car park has a **height restriction of 2m**.

There are 2 x designated parking spaces outside the main hotel entrance for those displaying a Blue Badge. These are open to one side and are available on a first come / first served basis.



These 2 spaces are reserved by placing barriers around them (as illustrated).

Concierge will assist in moving these when required.

Additional space may also be available at times.

**Please be aware that parking charges apply to all guests.**

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

## Entrance & Reception



There is a covered drop-off point outside the entrance, but wheelchair users will need to travel back a few metres from this point to reach the ramped route to the main hotel entrance. There is a gradient of 1:20 for some 20m (without handrails) from the designated parking spaces to the hotel entrance.

Please be aware that the area immediately outside and within the hotel entrance can become congested at times by guests and luggage. The hotel doors are supervised 24 hours a day.

Alternatively there are 2 x steps up to the entrance 120mm high each (without handrails), with 580mm between them.

There are 2 x sets of automatic curved sliding doors with manifestation that are 1600mm clear opening.



Once within the hotel, the reception desk is straight ahead and the Concierge desk is on the right within the entrance. Seating is available nearby. The height of the reception desk is 1100mm. Staff will come around the desk to register wheelchair users. **There is a hearing loop at the reception desk, but this may not be connected currently.**

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.

**Floor and wall surfaces are reflective and on sunny days this may disorientate some guests.** Part of the return on the central staircase does project unsupported out into the area beside reception a few feet above the floor surface, guests should be aware of this. Staff are available to provide assistance.



4 x lifts serve the areas above ground floor including the upper foyer area, public WCs (including 2 x designated accessible WCs), Xi bar, The Gallery, meeting rooms, bedrooms, Just Gym on the 11<sup>th</sup> floor and further meeting rooms on the 12<sup>th</sup> floor. The automatic lift doors are 1000mm minimum clear opening and are fitted with sensors.

There is clear floorspace within the lifts of 1600mm deep x 2000mm wide. The lift control buttons have tactile but no Braille information at present. There is an emergency telephone that indicates it has an inductive coupler for hearing aid users.



**External lift control buttons are currently up to 1500mm high.** Staff are available to offer assistance.

The lifts are fitted with a handrail and a mirror on the rear wall and there is both visual and audible floor announcement in the lifts.

The central staircase to the upper foyer area has a handgrip to each side. There are 11 + 14 steps (with a landing) between these levels.

Nosings of individual steps are not currently indicated.

## **Public Areas**

Public areas on the ground floor include: Reception, Concierge, a coffee shop, the Brasserie and Bar and public WCs (none designated accessible). There are wide corridors and routes between all public areas.

On the upper foyer area (accessed via lift or the central staircase) there are public WCs (including 2 x designated accessible WCs), Xi bar, The Gallery, and the largest meeting rooms. Just Gym is situated on the 11<sup>th</sup> floor and further smaller meeting rooms on the 12<sup>th</sup> floor. The designated wheelchair accessible WCs and other public toilets are situated between the meeting rooms, Xi bar and The Gallery.

Coffee Shop: There is level access and wide routes to the coffee shop, which is situated to the left in an open plan area within the main hotel entrance. There is seating with and without armrests.



Brasserie Restaurant & Bar: The restaurant has double doors 1500mm clear opening from reception.

There is level access to the top section of the area, and a 3.6m long 1:12 ramp (with handrails) to the lower section.

The nearest designated accessible WC is on the upper foyer area (via the lifts). There is seating with and without armrests, and the tables have clear space beneath them of at least 680mm.



There is a further 3.6m long 1:12 ramp (with handrails) to the bar.



There are 3 x steps (100mm high each) to the upper section (without handrails), and to the nearby public WCs.

There are also 3 x steps (100mm high each) to the bar area (without handrails).



There is an external entrance / exit with a revolving door out to a terrace beside the River Thames. A side hung fire door (820mm clear opening) has a wheelchair symbol on this. **Assistance is likely to be required to use this fire door, as it can only be opened from inside.**

Staff will provide assistance to those who need it.



The Gallery: This is a largely open plan area on the upper foyer area, but with 2 x steps up to about 40% of the seating area. There are currently no handrails at these steps. There is no seating with armrests in this area.

There is also a Carvery facility with a double door set 745mm each door clear opening. About 50% of the seating area is up 3 x steps (with handrails). There is 710mm clear space under the tables. Again there are no seats with armrests in this area.



Xi Bar: There is a double door set 730mm each door clear opening.



About 50% of the bar seating area is up 2 to 3 steps.

There is a single handrail to one side of the 3 steps, but not currently to the area with 2 steps.

All seating has armrests, and there is 620mm clear space below tables.



Bacaro Cafe: This is a self-contained food outlet at the entrance to the hotel site, providing snacks to eat in or to take away.

There are 7 x steps with handrails to the front entrance, with a second side entrance (situated around the corner) approached by 4 x steps with handrails.



There is also ramped access (with handrails to both sides). The first is 5m long with a 1:12 gradient; the second is 3.9m long with a 1:18 gradient, both with resting places.

Double doors to the outlet are 800mm each.

**Assistance may be required to open the doors.**



There is a designated accessible WC within Bacaro. This has level access from the seating area. The door is 860mm clear opening, with clear space opposite the door of 1900mm. The floorspace within the room is 1500x1300mm. **The hand basin is not within reach of the WC.** Lateral (angled) transfer is 750mm to the right.

**There is no horizontal rail beside the WC.** The height of the WC seat is 480mm. There is a fold down and vertical rail on the transfer side of the WC.

## **Just Gym**

There is a Gym on the 11<sup>th</sup> floor but it is not supervised. There are no steps on route. Guests wishing to use the facilities must complete a disclaimer. The door is 700mm clear opening with 1630mm clear space opposite the door. There are no changing facilities associated with the room. The nearest designated accessible WC is on the upper foyer level 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 EG: Fitness First.

## Public WCs



Public designated accessible WCs are situated on the upper foyer area - the same level as the largest meeting rooms. One designated accessible WC is situated **within** the men's public WC, and one unisex facility beside the ladies WC.

Men's WC: There are 2 x 820mm doors (**which some may find heavy to open**) on route to the designated cubicle. The door to the designated accessible WC is also 820mm clear opening and is fitted with a door bar to aid closure. The door opens outwards, with 1240mm clear space opposite the door. There is clear floorspace in the room of **1100x1100mm** minimum which may be too small for some users.



There is a vertical rail beside the basin, and the basin is fitted with a lever operated tap.

There is lateral (sideways) transfer to the WC of 880mm to the right. The height of the WC seat is 480mm.

There is a fold down rail on the transfer side and a horizontal and vertical rail opposite the transfer space.

**There is no shelf beside the WC, and the position of the hand drier is not ideal.** Currently, there is no flashing light linked to the fire alarm system.

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



Unisex WC: The door is 860mm clear opening, with 1720mm clear space opposite the door (which opens inwards). There is clear floorspace of 1500x1500mm.

The floor surface is ceramic tiles.

There is no vertical rail beside the basin, and the basin is fitted with a lever operated tap. There is lateral (sideways) transfer to the WC of 800mm to the left. The height of the WC seat is 490mm.

There is a fold down and a vertical rail on the transfer side and a horizontal rail opposite the transfer space.

There is a narrow shelf beside the WC. Currently, there is no flashing light linked to the fire alarm system. There is an emergency cord in the room beside the WC that is linked to reception.



## Conference & Meeting Rooms



Tower Suite: The main meeting rooms are situated on the upper foyer level, all of which are accessible by wheelchair, with the exception of the **Neville Room (which has 3 x steps up to reach it from two directions (with handrails))**. There are generally wide routes to reach the rooms.

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

Designated accessible WCs and public WCs are situated near the meeting rooms.



The best route to these meeting rooms for wheelchair users is via the main entrance and the lifts, as there are 2 x 140mm high steps (no handrails) at the external entrance to the area and then a staircase with 25 steps leading up to the Tower Suite (with handrails to both sides).

There are 2 sets of sliding automatic doors at this entrance 900mm and 1350mm clear opening.

There are 2 x public WCs at this entrance, but no designated accessible WC. The nearest accessible WCs are on the upper foyer area beside the Tower Suite.

**Please be aware that if Tower Suite 3 and Bridge Suite 1 & 2 are occupied, wheelchair access from the upper foyer area within the hotel may not be possible to Tower Suite 1 & 2 without permission of the event organisers in the occupied rooms. The only alternative wheelchair accessible route is via back of house.**



There are 15 smaller meeting rooms on the 12<sup>th</sup> floor, with lift access to the area.

**Please be aware that there is no designated accessible WC on the 12<sup>th</sup> floor at present.** The nearest designated accessible WC is on the upper foyer level.

## Accessible Bedrooms

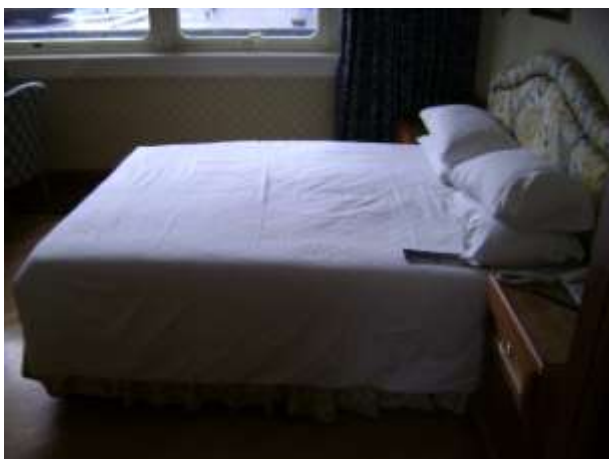
There are 3 rooms designated for disabled guests on the 1st floor. All 3 rooms have wooden surfaced floors and a wheel-in shower. There are 2 evacuation chairs also situated on the 1st floor with a safe working load (SWL) of 136kgs (yellow chair) and 150 kgs (green chair). Fire doors in the corridor are retained in the open position on magnets, until 11pm at night.

There is a bell push outside the bedroom doors (1360mm high) linked to a flashing light in the bedrooms.

All 3 rooms are fitted with an emergency button beside the bed but **currently there is no emergency beacon linked to the hotel fire alarm system, nor other device such as a Deafgard.**

The widths of doors to the rooms are 880mm – **assistance may be required to open the doors which may be heavy for some.** All are situated on corridors that are at least 1500mm wide.

Door handles and keyways are between 960-1000mm above the floor. There are door viewers in two rooms (room 148 – 1200mm high / room 101 – 1550mm high) and none in the door of room 105. Cordless kettles are available and wardrobes have a lowered hanging rail.



There is clear floorspace in all 3 rooms of 1500x2000mm minimum, with clear space of 800mm to the left on one side of the bed and 1500mm to the right on the other.

The beds are 500-560mm high to the top of the mattress. All are divans (**no space under them for a mobile hoist**).

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



There is clear space under the desk of 760mm, **although they may not all be wide enough to accommodate a wheelchair** (620mm wide in room 105).

Assistive bedroom equipment includes:  
Four text enabled channels on TV  
Induction loop in room 148 (for the TV).

## Ensuite shower rooms & WCs



The doors to shower rooms are 900mm clear opening outwards into the bedrooms.

There is clear floorspace of 1500x1500mm minimum within these rooms. (Room 148 pictured).

Currently room 148 does not have a horizontal door bar to aid closure within the room (101 & 105 do have).

The basin in room 148 has two lever operated taps – one hot and one cold (**care should be taken when using water from the hot tap**). There is a lever operated mixer tap in the other two rooms.



**Currently, there is no space beneath the basin in room 148 and clear space of 565mm to 585mm in room 101 and 105.**

There is a single vertical rail beside the basins.

Care should be exercised beside the heated towel rails – which can be switched off.



WC seats are 460mm high and have one horizontal rail for aiding transfer to the WC seat (with the exception of room 105 which has a vertical rail).

WCs also have a fold down rail on the transfer side (which locks in the upright position). There is at least 1250mm space beside the WCs.



Showers have a fold down shower seat 450mm high. The seat size is 270mm deep x 400mm wide. There is a vertical rail in the shower area (rooms 101 & 105). There is a horizontal hand rail beside the seat in room 148. The water temperature is thermostatically controlled. There is angled transfer of 600mm in room 101 & 105 (and no shower curtain); clear space of 1700mm beside seat in room 148 with a shower curtain.

Direction of transfer to WCs and showers by room:

101 – Left hand WC / Right hand shower

105 – Left hand WC / Left hand shower

148 – Right hand WC / Right hand shower

Assistive equipment for the accessible shower rooms includes:

Emergency cord linked to reception.

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