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# ACCESS STATEMENT 2025

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This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors

## Access Statement for Leonardo Cardiff

### Introduction

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We are a city centre hotel located on Queen Street, which is the city centre of Cardiff. We are about a 10-minute walk from Cardiff Queen Street station and 20 minutes' walk from Cardiff Central train station with excellent public transport links to trains and buses. The commute from them is flat and Cardiff centre is pedestrianised. We have 142 bedrooms over 3 floors. Our meeting rooms are located on ground and first which are both accessible by lift. The ground floor has no bedrooms on it, but every floor is accessible by lift. On second and third floor there are fully accessible bedrooms which are set out with a double and single bed.

We look forward to welcoming you. If you have any queries or require any assistance, please phone +44 (0) 29 20785590 or email [Cardiff\\_Reception@leonardohotels.com](mailto:Cardiff_Reception@leonardohotels.com)



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### Pre-Arrival

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The nearest railway station is Cardiff Queen Street, which is, located approximately a 10 min walk away, access is possible by wheelchair and there are dropped kerbs.

Our preferred taxi company is Dragon Taxi and on request, they will send a taxi that is wheelchair accessible. They can be booked via our front office team or alternatively can be contacted via 029 2033 3333

For information about accessible travel in Cardiff via bus please visit the Traveline Cymru website where you can use a route planner to ensure the travel means will be possible.

There are bus stops just a few minutes' walk from the Hotel and our reception staff is available 24 hours to advise on the correct buses to get you to your destination.

### Car Parking and Arrival

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All cars can stop in the taxi rank to the right of the hotel which is just a minutes' walk from the front doors alternatively if parked in the car park we are able to bring guests through the rear of the hotel if the guest calls the main reception number.

We offer 52 car parking spaces on site, which are complimentary to blue badge holders, subject to availability.

NCP Greyfrairs Car Park is a 3-minute walk from our hotel and can be accessed from the entrance on Greyfrairs Road (postcode for sat nav is CF103AD). It's also well lit, protected by CCTV and is open 24 hours a day, Monday to Sunday, including Bank Holidays. We offer a discount on parking which is available from reception.

The surface from the car park to the hotel is even tarmac / paving slabs.

When entering the building there is a self-use accessible lift to the right-hand side of the steps and the main doors to the hotel are automatic sliding doors.

If a guest is not able to take their own luggage to the bedroom - we will take it for them.

The opening width of our automatic doors is 1.6m

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### Main Entrance / Reception / Welcome Area

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The reception is located immediately inside the front doors on the ground floor with no steps. There are 3 lifts' available to all floors from the reception. The ground floor is level throughout. Pushchairs and wheelchairs can be manoeuvred easily around reception, lobby and bar area, and there are chairs and sofas available in reception.

All areas in reception and the lobby are well lit with LED lights in the ceilings and on the walls.

Staff can check in at the main reception desk but we could offer a check in in another area if requested.



We frequently accommodate show rounds of the property - we advise to pre-book with our operations Manager

### Bedrooms

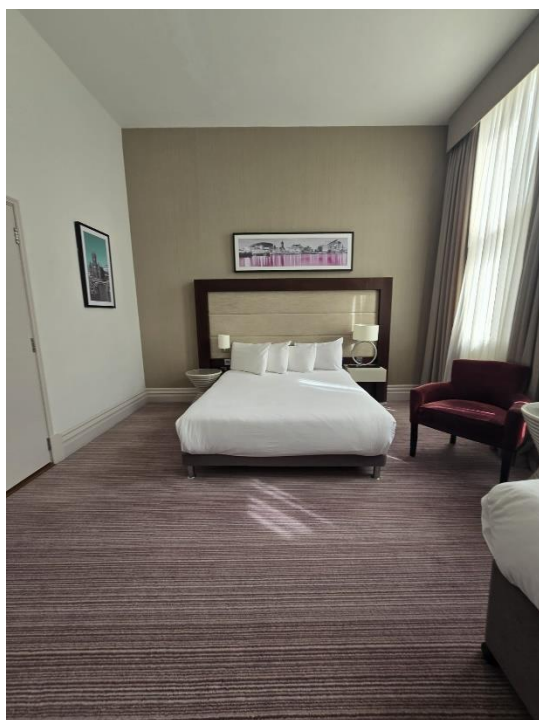
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We do not have ground floor bedrooms, but every floor is accessible by lift.

On floor 2 and 3 there is fully accessible bedrooms. All the beds are lowered double beds with a single bed of regular height. These rooms have low bedside units and coffee stations and there are lower rails in the wardrobes. There is a fridge and mini safe in

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each room as well as an iron and board. Windows do not open and there is air-conditioning in every room.



Bedroom doors are marked with the door number on the front - these are not raised in Braille format.



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furniture is fitted (desk, cupboards, wardrobe) but the chair and table can be removed if requested.

The beds in our accessible rooms are doubles 21" from floor.

The space next to the bed for wheelchair users to transfer onto the bed is 47" (119cm).

The height of the beds to the top of the mattress is 21" (53cm).

The bedroom is lit with LED ceiling lights, 2 bedside lights and a strip light installed into the headboard. Additional lighting can be requested but is not guaranteed.

All our bedding and pillows are non-feather.

All our accessible bedrooms have telephones. The phones have a flashing light indicator enabling the call to be seen and heard. We also have 1 vibrating pillow (available on request on a first come basis), pull cords and flashing light when the fire alarm sounds. We do not have hoists available.

Instructions on how to activate subtitles on the TV can be obtained from reception.



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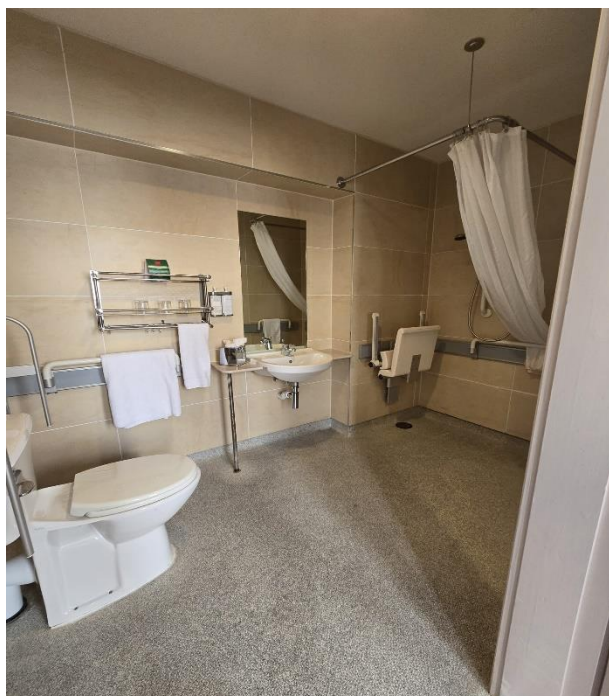
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### Bathrooms, Shower-rooms and Toilets

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A fully accessible room has no bath in the bathroom but there is a wet room shower, with a seat attached to the wall.

All bathrooms are equipped with grab rails and there is flat access from the bedrooms to the en suite.



The clear door opening width of the bathroom door is 36" (91cm).

The height of the WC from floor to seat is 19" (48cm) and the transfer side when looking at the WC is to the left.

The height of the washbasin 29" (73cm) and there is clear space under the basin.

Support/grab rails are located next to the toilet and shower seat.

The shower dials are on a turn mechanism only.

The bathrooms are well lit with ceiling lights and LED lights in the mirrors, which are fully encased. The towels are white.

There is red emergency pull cords located in the bedroom and bathroom.

Our taps in our accessible bathrooms have been embossed with hot and cold tactile markers.

### Public Areas - Halls, Stairs, Landings, Corridors

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The corridors are well lit with wall lights and the ceiling; the corridor width is 54" wide.

The flooring on all corridors is carpeted.

We have three lifts from reception to all these do not have audible announcements

Top floor lift buttons are 46" max height call button is 40"

We may not be aware of your requirements so please request that a Emergency Evacuation Plan (PEEP's) is by the Duty Manager on arrival. If you have specific requirements about evacuating during an emergency evacuation, please make this known to reception when we complete the PEEPs form on arrival. Should the fire alarm sound during your stay you will need to stay in your room and the team/fire brigade will come and assist you.



spotlights in

floors -

and the lift

Personal  
carried out

## Public Areas - Lounges, Lobbies

Our lobby/lounge area is located immediately inside the front door with level entry. These are accessed through the main doors, which have a clear opening width of 1.6m.

These areas are level throughout with access space between furniture, with a combination of soft seating in the lobby and bar style furniture in the restaurant.

These areas are all well-lit with ceiling lights and wall lights.

The flooring is a mixture of wood, tile and carpet rugs.

There are TV's near Reception and the bar area.

Food and drink can be consumed in these areas if requested.

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The nearest WC's and accessible WC are in the back of the restaurant or past reception all with level flooring throughout.

### Restaurant/Dining Room, Bar & Bar area

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The bar and restaurant are located on the ground floor.

There is space for wheelchairs and pushchairs and furniture can be moved if necessary.



The lights in the bar and restaurant are dimmed in the evenings but remain on during the day, and the flooring is wooden and tiled.

We try to accommodate any dietary requests and ask that we be informed in advance. Our menu's contain calorific information and indicate if Gluten Free. Non-dairy milk is available as standard.

We will happily provide room service where necessary.

Both bar and restaurant food will be brought to you when ready, breakfast is a self-service buffet. Assistance is available if necessary.

Staff can read out the menu if required.

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The nearest WWC's and accessible WC are located on the same level just at the back of the restaurant on the left.





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### Public Toilets

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There is clear space for a wheelchair (when facing the WC) to the left-hand side and this is 28" (71cm).

The height of the WC from floor to seat is 16" (40cm).

There is a grab rail (when facing the WC) to the left of the toilet.

If guests need assistance, there is a red emergency pull cord in the toilet, which is linked to our reception desk.

Our taps in our accessible public toilets are marked with tactile mark to distinguish hot and cold.

### Conference and Meeting Room

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We have two meeting rooms on ground floor level and seven on first floor, all which are accessible apart from Prince's suite, which has three steps to enter (conference organisers are informed prior to booking).

The clear door opening width to the meeting rooms is between 31" – 57" (78cm – 144cm) If this is a concern please speak to the meeting and events team on the contact details below prior to the date of the booking so they can ensure you are attending a conference in a room which can be easily accessed.

There is level access throughout. Either floor is suitable for a wheelchair or a pushchair.

All areas are well lit with spotlights and wall lights.

Furniture can be moved in the suites and the lobby areas upon request.



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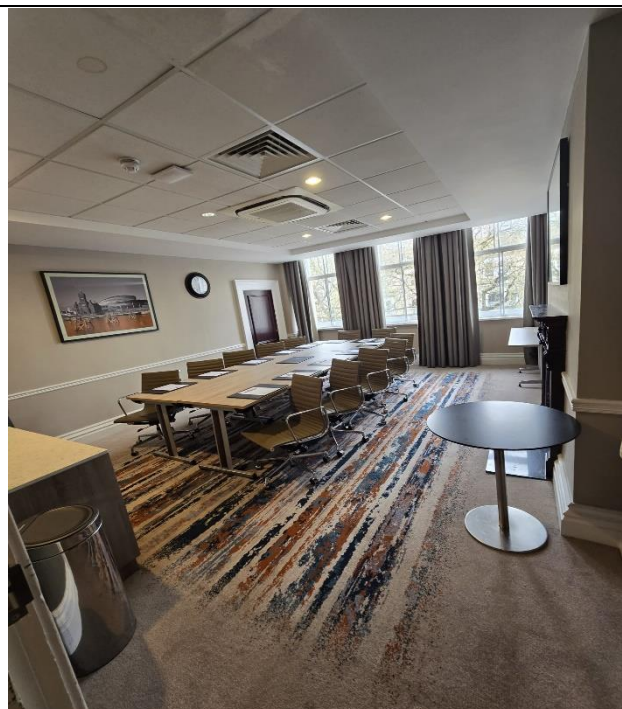
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Meeting & Events Co-ordinator

Tel: 02920785590 option 3

Email: [Cardiff\\_Conference@leonardohotels.com](mailto:Cardiff_Conference@leonardohotels.com)

There are WC's and accessible WC's located one the same floor as all meeting rooms.



## Gym and Leisure

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Our hotel has no gym facilities but can supply information for gym a 5-minute walk (extra charges apply)

## Assistance Dogs

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We welcome trained assistance dogs at all of our Leonardo Hotels across the UK and Ireland, in line with the Equality Act 2010 (UK) and the Disability Act 2005 (Ireland). Guests with assistance dogs are welcome to stay in all of our hotels and visit all public areas, including meeting and events, restaurants, and bars. Our team is trained to support guests with assistance dogs, ensuring a comfortable and accessible stay. If you have specific needs or require any adjustments during your stay, please contact the hotel in advance so we can make the necessary arrangements.



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### Additional Information

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LED lighting is used throughout the entire building.

The local hospital is

### University Hospital of Wales

Heath Park, Cardiff, CF14 4XW

### General phone numbers

Main switchboard (for patient enquiries)	<a href="tel:02920747747">029 2074 7747</a>
Emergency Department	<a href="tel:02920747747">029 2074 7747</a>

There is complimentary WIFI throughout the hotel.

Address:

**Leonardo Hotel Cardiff**

**Park Place,**

**Cardiff,**

**CF10 3UD**

Telephone: 02920785590

Email: [cardiffreception@leonardohotels.com](mailto:cardiffreception@leonardohotels.com)

Website: <https://www.leonardohotels.co.uk/hotels/cardiff>