

ACCESS STATEMENT

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 Hotel Cheltenham



Introduction

We are an edge of town centre located hotel and are approximately a 5 minute drive from Cheltenham Spa train station that has excellent public transport links to trains, buses and we use an environmentally friendly taxi firm. We have 122 rooms over 3 floors. Our ground floor rooms house our fully accessible rooms - suitable for people with all kinds of access needs.

Our hotel contains easy to use platform lifts that operate in the split level lounge and guest room access areas

We look forward to welcoming you. If you have any queries or require any assistance please phone 01242 232691 or email TCH_operations@leonardohotels.com.

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Pre-Arrival

The nearest railway station is Cheltenham Spa Station and is located approx a 20 min walk away or 5 minutes in a taxi, access is possible by wheelchair with lifts available at the platform.

We use a local taxi firm who have an accessible taxi service available - there are 7/8 cars in their fleet, and they advise that these are pre-booked in advance as they cannot guarantee they will be available.

Most bus routes operate with low floor buses. There are a few older single deck buses still in service without a ramp or a designated wheelchair space, but they are low floor. A few services are not yet wheelchair accessible, so it's advised to call customer services on 01452 418630 to see which journeys will have a wheelchair accessible bus that day.

All the bus stops are located at the front of the train station. To take the bus from the town centre to Leonardo Hotel, take the buses which are running to Arle Court roundabout. The streets in the area surrounding the property are of an even build.

Wheelchairs are available via hotel reception, or can be pre booked in advance

Car Parking and Arrival

We do have onsite parking facilities however wheelchair access will be via the front entrance. The hotel has over 200 spaces with accessible spaces located in the front car park.

The surface from the car park to the front of the hotel is even tarmac and paved.

The car park is well lit and en route to the hotel there is street lighting. There are drop off bays opposite the front door, and a dropped kerb nearby

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When entering the building there are automatic doors and a 24 hour manned reception. There are no steps to the main entrance; however there are two platform lifts in the lobby of the hotel to access the guest rooms.

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 51"

Main Entrance / Reception / Welcome Area



The reception is located immediately inside the front doors on the ground floor with no steps.

There is a lift available to all floors from the reception. The ground floor split level throughout and has access via platform lifts. Access is available to all floors by lift.

Pushchairs and wheelchairs can manoeuvre easily around reception, the lobby and bar areas.

There are chairs and sofas available in reception.

The flooring in the lobby and ground floor is marble, in the bar and restaurant is wooden and carpeted sections.

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All areas in reception and the lobby are well lit with LED spotlights in the ceilings and we also have a desk lamp in reception.

Staff can check you in at the main reception desk but we could offer a check in in another area if requested. There is a lower desk available for people in wheelchairs at the main reception.

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



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Bedrooms

We have 40 ground floor bedrooms, with every other floor accessible by lift.

All the beds and bedside units are lower, with lower rails in the wardrobes.

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

All furniture in the bedrooms can be moved around at the guests request and can also be removed.

The beds in our accessible rooms are doubles. We offer a complimentary room for carers.

The space next to the bed for wheelchair users to transfer onto the bed is 70".

The height of the beds to the top of the mattress is 20".

The clear space under the beds in the accessible rooms is 5".

The bedroom is lit with LED wall lights, desk lamp and floor standing lamp.

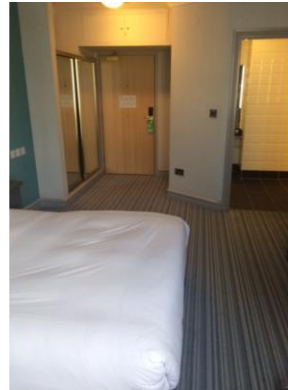
Additional lighting can be requested but is not guaranteed.

The walls and doors are of a grey colour, with one wall in the bedroom a turquoise colour, the carpets are blue and grey. There are carpets in the bedroom throughout.

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All bedding is non-feather, Non allergenic bedding can be requested but it is not guaranteed.

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



Bathrooms, Shower-rooms and Toilets

- 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 in the bathrooms and there is flat access from the bedrooms to the en-suites.
 - The clear door opening width of the bathroom door is 34".
 - The height of the WC from floor to seat is 18" and the transfer side when looking at the WC is to the left.
 - The height of the wash basin 29.5" and there is clear space under the sink.
 - Support/grab rails are located next to the toilets.
 - The taps throughout are lever and turn style.
 - The shower dials are on a turn mechanism only in the partly accessible rooms.
 - The bathrooms are well lit with wall lights and florescent tubes over the mirrors which are fully encased.
 - The towels are white.
 - There is red emergency pull cords located in the bathrooms with re-set boxes for these located either side of the bed.
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Public Areas - Halls, Stairs, Landings, Corridors

- The corridors are well lit with wall lights and spotlights in the ceiling; the corridor width is 122" wide.
 - The flooring on all corridors is carpeted.
 - We have one small lift from reception to all floors - these all come with audible announcements (the lift buttons are equipped with braille and they all have mirrors). The lift announces which floor you are on as the door opens.
 - Door opening to access the lift is 29"
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Public Areas - Lounges, Lobbies

Our lobby/lounge area is located immediately inside the front door with split level access to the lower lounge. These are accessed through the main doors which have a clear opening width of 51".

These areas are level throughout with access space between furniture, with a combination of high and low tables, couches and bucket chairs.

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

The flooring is a mixture of marble and carpet.

There is one TV in the lobby/lounge area

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

The nearest WCs are located on the lower level and accessed by stairs, with an accessible WC located on the ground level just past the reception on the left-hand side.

Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are located on the ground floor and are level throughout. There are a few steps in the bar to a raised area however these do not prevent gaining access.

The clear width to each area is 122" for the bar and 66" for the restaurant.

There is space for wheelchairs and push chairs 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.

The flooring is wooden with a small, carpeted area at the front of the restaurant.

We try to accommodate any dietary requests and ask that we are informed in advance.

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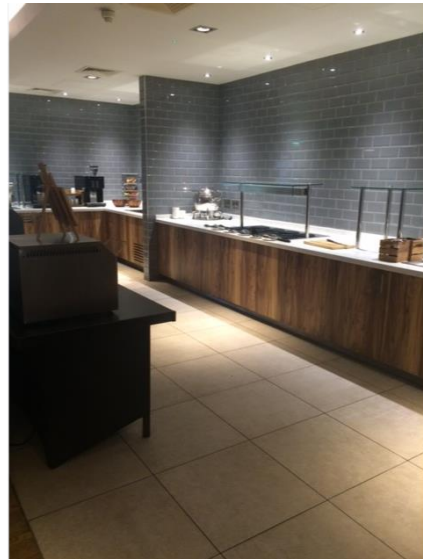
While we don't provide room service in our standard offering, we will happily provide room service where necessary.

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.

All of our crockery is white, cutlery silver and the tables do not have cloths on them.

The nearest WC is on the lower level accessed by stairs with an accessible WC is on the ground level just past the restaurant.



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Public Toilets

The public/accessible WCs are located on the ground floor just past the restaurant. The accessible WC is a unisex toilet, and it is not locked.

There are no ramps or steps to gain access to the toilets.

Both external and internal access doors are 33".

There is clear space for a wheelchair (when facing the WC) to the left-hand side and this is 39".

The height of the WC from floor to seat is 19".

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.



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Conference and Meeting Room

- We have 13 meeting rooms in total. 12 on the ground level and 1 on the third floor. All rooms on ground floor can be accessed directly or via the lobby platform lifts.
- The clear door opening width to the main meeting room is 64".
- There is level access throughout, supported by platform lifts to. Floor covering 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 also the lobby areas upon request.
- The floor surfaces are all carpeted
- The contact for conference/meeting hire is Cheltenham_Conference@leonardohotels.com

A hearing loop can be provided if requested in advance.

- There are WC's and accessible WC's located near to the main reception



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Assistance Dogs

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.

Additional Information

As health, comfort and safety are of the utmost importance to us, therefore hotel staff have received disability awareness training. Please do contact our Front Office Manager if there is something that needs our attention. We will endeavour to ensure that your individual needs are met wherever reasonably possible.

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

Personal Emergency Evacuation Plan (PEEP)

We understand that many disabled people will be able to leave the building unaided; however, some may require assistance. Therefore, we would like to offer you the opportunity to have a Personal Emergency Evacuation Plan (PEEP) to ensure that you can leave the building safely in the event of an emergency. The plan will explain what options you wish to take in the event of a fire evacuation. The plan will also state who is designated to assist you in our evacuation should you require this.

- We welcome assistance dogs and would provide a water bowl.
 - LED lighting is used throughout the entire building.
 - The signage used in the hotel is of a medium font on a red background - pictograms are not used.
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- The local hospital is Cheltenham General, located on Sandford Road, approximately 10 minutes drive.
- There is complimentary premium WIFI at the hotel.
- All of our staff receive regular training that includes disability awareness training.

If you have specific access requirements with regards to evacuating during an emergency evacuation please make this known to reception. Should the fire alarm sound during your stay you will need to evacuate the building by using the nearest emergency exit stairwell nearest to your bedroom. The meeting point is in the car park located at the front of the hotel.

Contact Information Address (Inc postcode):	Leonardo Hotel Cheltenham, Gloucester Road, Cheltenham, GL51 OTS
Telephone:	01242 232691
Email:	Cheltenham_Reception@leonardohotels.com
Website:	www.leonardohotels.co.uk/hotels/cheltenham
Grid Reference:	SO910219
Hours Of Operation:	Open all year
Local Carers:	able to provide details of people who volunteer for caring duties.
Local Equipment Hire:	Available on request
Local Accessible Taxi:	Must be pre-booked in advance
Local Public Transport:	Stagecoach busses

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