



ACCESS STATEMENT 2024

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 The Midland Manchester Hotel

Introduction

We are a city centre hotel located on 16 Peter Street, M60 2DS, and are based within Manchester city centre. We are about a 20-minute walk from Manchester Piccadilly railway station and 5 minutes away from Oxford Road station. The hotel is situated near transport links to trains, trams and buses. The walkway landscape to all stations is all level. All buses in Manchester are required to take wheelchairs and adapted to do so, as are all trams.

We have 312 bedrooms over 8 floors (including lower Ground Floor and Mezzanine). Our meeting rooms are located on the lower ground floor, ground floor and 1st floor. Our Spa area is located on the lower ground floor and are accessible for all our guests, including an accessible treatment room and relaxation space. The ground floor has no bedrooms on it, but every floor is accessible by lift. On floors M, 1, 2 there are fully accessible rooms in all room types (besides suites and Superior Double Doubles) suitable for people with all kinds of access needs.

We look forward to welcoming you. If you have any queries or require any assistance, please phone +44 161 236 3333 or email reception@themidlandmanchester.co.uk

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Pre-Arrival

The nearest railway station is Oxford Road Station and is located approximately a 5 min walk away, access is possible by wheelchair and there are dropped kerbs.

Our preferred taxi company is Street Cars 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 0161 228 7878



We also offer a self-service kiosk at reception to book and pay for Uber taxis. Black taxis, which are fully adapted for wheelchairs, can be booked via ManTax at <https://www.mantax.co.uk/contact-us/>

A taxi rank is also located by the Hotel's front entrance on Peter St.

All Manchester buses and Trams are equipped with accessible access for all travellers.

There are bus stops just a 2-minute walk from the Hotel and our reception staff is available 24 hours to advise on the correct buses to get you to your destination.



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Car Parking and Arrival

The Midland does not have an on-site parking facility.

There are 11 disabled parking bays across the road from the main entrance of the hotel on Peter Street, which are free for UK Blue Badge Holders. These are operated by Manchester City Council and cannot be booked.

We recommend the below Parking options for non-Blue Badge Holders.

Q-Park First Street – Secure parking

11 minute walk from hotel

M15 4FN

2.3m Height Limit

Secure parking

NCP Manchester Central & NCP Great Northern – public parking

3 minute walk from hotel

M2 3GX & M3 4EE

2.1m Height Limit

Public parking

Please see our website contact page for details on discounts for the above car parks.

As you arrive at The Midland you will find a lay-by which can be used for dropping off and picking up (there is a maximum wait time of 15 minutes).

When entering the building there is a level paved route from the disabled parking into the hotel where the main entrance has a ramp on either side along with two small manually operated revolving doors or a press button automated side door; as well as three manually operated wide access doors. The automated door is available on the right hand side ramp.

Upon arrival, we can give directions to the car park etc.

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Concierge will be available to assist with luggage or equipment and our front of house team are on duty 24 hours.

Main Entrance / Reception / Welcome Area

The Reception desk is located on the ground floor of the hotel in the entrance lobby, again with a ramp on either side of the internal entrance. There are 3 lifts available to all floors from the reception. Braille is available beneath the floor option buttons within the lift. Upon request, reception staff will also brief you on our evacuation policy. If you feel that you will require specific assistance in the event of an evacuation, please ask the receptionist. The manager on shift will then be able to fill a Personal Emergency Evacuation Plan (PEEP) form with yourselves to ensure we are aware of all your needs.

Pushchairs and wheelchairs can be manoeuvred easily around the reception area, and there are chairs and sofas available in reception.



The flooring in the lobby and ground floor is marble flooring.

All areas in reception and the lobby are well lit with LED lights and LED Chandeliers in the ceilings. There is a large glass atrium ceiling which floods the lobby with natural light during the day. Lighting is reduced to a low level in the evenings.



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You will be offered a personal check-in service with a full explanation of the hotel's facilities together with a familiarisation tour if requested prior to arrival.

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Bar & Lounge Areas

The Champagne Bar & Lounge, The Tea Room at The Midland, and Adam Reid at The French are located up 6 steps from the main lobby level. Mobility reduced guests can use our accessible self-operated lift. All lifts have tactile buttons at standard height. 4 accessible toilet facilities are located within easy reach of all of our Public and Meeting Room Areas, without the need to use the self-operated lift. Mount Street Dining Room and Bar is located at lobby level.

Tea Room Entrance –
Accessible via Lobby
Accessible Lift



Lobby Accessible Lift



Champagne Bar & Lounge
Entrance – Accessible via
Lobby Accessible Lift



Mount Street Entrance –
Accessible via Entrance
ramp



The French Entrance –
Accessible via Lobby
Accessible Lift & walkway
via the Lounge Bar



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Mount Street Restaurant

Mount Street Restaurant is located on the ground floor and is fully accessible.

The clear width to each area is 5 feet.

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

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

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

We will happily provide room service where necessary, and further charges may apply.

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

Staff will read out the menu if required.

All of our crockery is blue, green, beige or cream with some boards and slates used, cutlery silver and the tables do not have cloths on them.

The nearest accessible WC is located on the same level at the entrance to the restaurant.





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The French Restaurant

The French Restaurant is located on the ground floor and is accessible via the self-operated lift.

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

The lights in the restaurant are dimmed.

We try to accommodate any dietary requests and ask that we be informed in advance if possible. We require advance notice if you require Gluten free options.

Dishes will be brought to you when ready. Staff can read out the menu if required.

Our crockery is of various colour and design, boards and slates are used, cutlery silver and the tables do not have cloths on them.

The nearest accessible WC is located within The French Restaurant.

The Tea Room at The Midland

The Tea Room at The Midland is located on the ground floor and is accessible via the self-operated lift.

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

The lights in the restaurant are bright and well lit.

We try to accommodate any dietary requests and ask that we be informed in advance if possible. We require advance notice if you require Gluten free options.

Dishes will be brought to you when ready. Staff can read out the menu if required.

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Our crockery is white with gold trim, the cutlery is silver and the tables have white cloths on them.

The nearest accessible WC is located at the entrance of the Tea Room.

Public Toilets

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 19" (48cm).

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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Bedrooms

The Midland has 10 purpose built disabled rooms situated on the first, second and third floors. We do not have ground floor bedrooms, but every floor is accessible by lift.

Nineteen of our suites / bedrooms interconnect to make a double room. Horizontal and vertical grab rails are positioned at the side of the toilet. Transfer space and turning of at least 120cm either side of beds. The flooring in our bedrooms is short pile carpet and the flooring in the bathrooms is tiled. Reading lamps are provided. Coolers are supplied in each room and room service is 24 hours. Items of furniture can also be moved or removed on request, preferably before checking in just to ensure we have everything prepped for you. Wheel-in shower / wall mounted drop-down seat and appropriate grab rails. Emergency pull cords link directly to reception from both the bedroom and bathroom.





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

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.

The walls and doors are of a cream colour, with one wall in the bedroom a dark blue colour and the carpets are different shades of blue and cream. There are carpets in the bedroom throughout.

All our bedding and pillows are non-feather.

All of 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), 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.

In the event of fire alarm activation, these rooms have a sounder, and a visual aid can be requested at reception. In the event of an emergency a member of the team will assist with your evacuation, if you have requested a PEEP form upon arrival it will diffuse any complications during an evacuation as the phones will be very busy. Fire evacuation advice is provided on the back of your bedroom door and a disabled refuge area equipped is situated on every floor in case staff need to summon extra assistance during your evacuation. We have 4 evac-chairs on site, one on 1st floor, 1 on 2nd floor, and 2 on

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3rd floor. If you would like to specifically book one of our access rooms, please contact our UK call centre on 0845 034 5777.

Please note, we do not have accessible versions of the following rooms:

- Superior Double
- Junior Suite
- Midland Suite

Bathrooms, Shower-rooms and Toilets

A fully accessible room will have either a wet room shower, with a seat attached to the wall, or an accessible bathtub, with grab rails and an extended access point to the rear. The bathtubs are standard and do not have doors etc. Please let us know as soon as possible which of these rooms, you would prefer.



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

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

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 wall lights, which are fully encased. The towels are white.

There are red emergency pull cords located in the bathroom.

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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 55" wide on all floors, except the 6th floor which is slightly thinner. There is a single doorway adjacent to the east stairwell, if necessary this can be circumnavigated by accessing the corridor by turning left out the lift and following the corridor to the left around the front of the building. The accessible bedrooms are not through this doorway.

The flooring on all corridors is carpeted.

We have three lifts from reception to all floors - these all come with audible announcements.

Top floor lift buttons are 54.5" max height and the lift call button is 44.5"

We will not be automatically aware of your requirements so please request that a Personal Emergency Evacuation Plan (PEEP) form is carried out by the Duty Manager on arrival. If you have specific requirements with regards to evacuating during an emergency evacuation please make this known to reception when we complete the PEEP form. 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 assembly point is on the plaza outside Manchester Central Convention Centre, to the rear of the building.



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Meeting & Event Rooms

Our Meeting Rooms are located on the First Floor (**The Lancaster, The Rolls, The Royce, The Derby, The Houghton and The Chester**); The Ground Floor (**The Alexandra Suite and The Trafford**); and the Lower Ground Floor (**The Victoria Suite**) and are easily accessible from Reception. The First Floor Meeting Rooms are easily accessed via the lifts; The Alexandra Suite (Ground Floor) has a platform stair lift on its staircase which is accessed from the Reception foyer. The Petersfield Suite is also accessible by a platform lift down into the room; this is located at the end of The Auden Way. The Victoria Suite (Lower Ground Floor) can be accessed via The Main Reception lifts.

The Stanley Meeting room is the only meeting room that has steps only access across the hotel due to its design.

Please notify your conference or banquet Organiser for specific seating or staging requirements.

Accessible toilets are located within easy reach of all of our Public Areas, Meeting Rooms and Banqueting Suites.

The clear door opening width to the meeting rooms is at least 32".

All areas are well lit with spotlights and wall lights.

Furniture can be moved in the event areas upon request.

The contact for conference/meeting hire is:

Meeting & Events Co-ordinator

Tel: +44 161 236 3333 option 1

Email: northeventplanning@leonardohotels.co.uk



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Gym and Leisure

The Spa at The Midland is located on the Lower Ground Floor and can be accessed via the elevators from all floors. The facilities are set over one level, with step-free access to poolside, relaxation space, and changing rooms. Accessible lockers for guests using wheelchairs are provided, as well as accessible WC and shower.

The upper level of the gym has ramped access to exercise machines, free weights and bike. DDA approved workout plans have been tailored to our facilities and are available from the spa reception.

Sauna/Steam Room also benefit from step-free access. Pool and Jacuzzi do not have a step free access. Seating is provided in both the Sauna and Steam Room and access into the relaxation pool is via poolside ladders.



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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

There is good network coverage for mobile phones within the hotel, as well as free wifi.

LED lighting is used throughout the entire building.

The signage used in the hotel is a mixture of clear perspex and gold embossed.

The local hospitals are **Salford Royal Infirmary**, Oxford Road, Manchester M13 9WL, and **Manchester Royal Infirmary** can be contacted on 0161 264 0420 & 0161 276 1234 respectively. As always, in an emergency, please dial 999 and alert the hotel reception, who will always have a first aider on duty.

Local equipment hire companies: The Wheelchair Centre, 229 Droylsden Road, Audenshaw, Manchester M34 5ZT. Tel: 0161-370 2661