

ACCESS STATEMENT 2025

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 Derby City

Introduction

We are a city centre hotel located on King Street and are approximately a 5-minute walk to the city centre. We are about a 20-minute walk from Derby Train station with excellent public transport links to trains and buses. We have 213 bedrooms over 10 floors. Our meeting rooms are located on first floor and is accessible through stairs and lift. Our gym is located on the first floor and accessible for all of our guests. The ground floor has no bedrooms on it, but every floor is accessible by lift. On every floor, there are fully accessible rooms 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 (0) 1332 621 111 or email dbi_operations@leonardohotels.com



Pre-Arrival

The nearest Train Station is Derby Train Station and is located approximately a 20 min walk away, access is possible by wheelchair and there are dropped kerbs. Alternatively, a taxi ride is about 7 minutes, and we have an accessible lay bay where our guests and visitors can wait for the taxi to arrive.

Our preferred taxi company is Albatross 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 01332 345 345.

Albatross Cars

All Derby buses are equipped with accessible access for all travellers. Derby community has created “Accessible Derbyshire” where they provide useful information regarding accommodation, transport, food & drink, and its accessibility for all needs. It is advised to visit their website: <https://www.accessiblederbyshire.org/transport/community-transport/>



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

All cars can stop outside the main doors to the hotel, it is a flat, smooth surface of stone tiles. We have a lay bay straight outside the main entrance, where cars can stop to “drop – off”, so access via taxi is also available.

We offer a parking service on site, which is complimentary to blue badge holders, subject to availability. Our car park has very limited car park spaces and works as first come first serve, however we accommodate accessible car parking for guests who are blue badge holders, please contact Reception with at least 24 hrs prior to arrival.

Chapel Streetcar Park is a 4-minute walk from our hotel and its address is 13 Chapel Street, DE1 3GU. 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. This car park also offers electric charging units.

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

When entering the building there are automatic sliding doors. There are no steps to the main entrance.

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

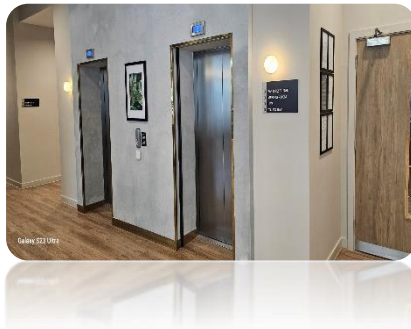
If a guest is not able to take their own luggage to the bedroom - we will take it for them.

The opening width of our automatic doors is 1.6m.

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Main Entrance / Reception / Welcome Area

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. Braille is available beneath the floor option buttons within the lift. The room key is used to call the lift from the ground floor for additional security. 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.



The flooring in the lobby and ground floor is a mix of tiles and carpeted floor, in the bar and restaurant is wooden floor with a carpet section.

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 have a lowered reception desk.

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



Bedrooms

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

We have accessible bedrooms from floor 1st to floor 7th. All of the beds are double and have low bedside units and coffee stations and there are lower rails in the wardrobes. There is a lower peephole for secure access in 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.

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

The beds in our accessible rooms are doubles. Relatives or careers can stay on adjacent rooms upon request, prior to arrival and subject to availability.

The space next to the bed for wheelchair users to transfer onto the bed is 70.5" (178cm).

The height of the beds to the top of the mattress is 26" (66cm).

The bedroom is lit with LED ceiling lights, 2 bedside lights and a lamp. Additional lighting can be requested but is not guaranteed.

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There are carpets in the bedroom throughout. All our bedding and pillows are non-feather.

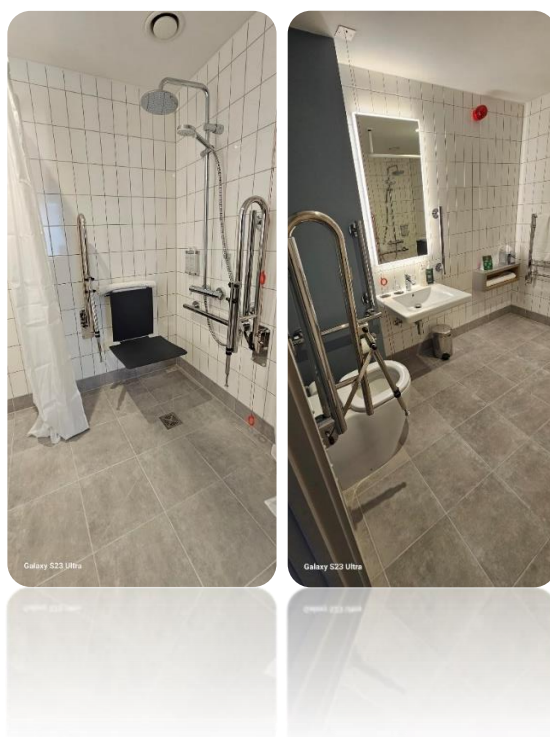
All our accessible bedrooms have telephones. The phones have a flashing light indicator enabling the call to be seen and heard. We also have vibrating pillows (available on request on a first come basis), pull cords and flashing light when the fire alarm sounds. We do not have hoists available.

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

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 and there is flat access from the bedrooms to the en suite.



The 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.

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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

The corridors are well lit with wall lights and spotlights in the ceiling.

The flooring on all corridors is carpeted.



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

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We may not be aware of your requirements so please request that a Personal Emergency Evacuation Plan (PEEP's) 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 PEEPs form on arrival. 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 by the bridge next to the Hotel, where the bench is located. We have 2 evac chairs for use in an emergency.

The refuge points in case of fire are located in the staircase of each floor, bar the 7th floor refuge point is located outside of the lifts, in a secured fire lift lobby.

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 high and low tables, couch and bucket chairs.

These areas are all well-lit with ceiling lights, wall lights and we also have floor lamps.

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

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

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

The nearest WC's and accessible WC is located behind the bar area with all level flooring throughout.



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Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are located on the ground floor.

The bar is located to the right-hand side of Reception, and the Restaurant is located to the other side of the Reception Desk. All floor throughout is flat and accessible.

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 with a small, carpeted area across the different areas of the ground floor.

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.

All of our crockery white with some boards and slated used, cutlery silver and the tables do not have cloths on them.





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The nearest WC's and accessible WC are located on the same level just past the bar on the right-hand side, past the lifts.

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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Conference and Meeting Room

We have 4 meeting room, and they are all located on 1st floor, which is accessible via stairs or lifts from Reception – ground floor.

The clear door opening width to the meeting rooms is 91cm.

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.

The contact for conference/meeting hire is:

Meeting & Events Co-ordinator

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Tel: +44 01332 621 111 option 3

Email: dbi_operations@leonardohotels.com

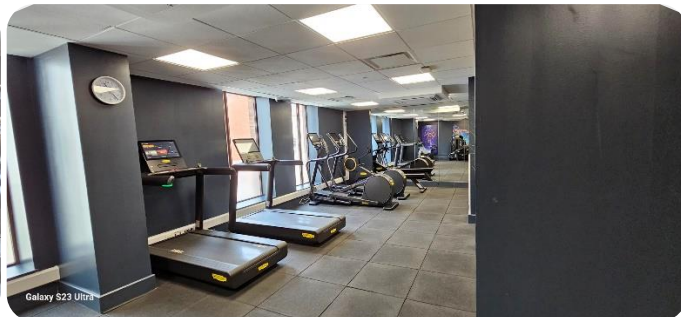


There are WC's and accessible WC's located directly outside of the meeting rooms.

Gym and Leisure

Our gym and leisure facilities are located on the 1st floor which is accessible through lifts. It is tiled rubber flooring throughout the gym.

The Fitness Centre features Technogym cardio and resistance machines, our fitness centre is open from 06:00-23:00. Towels and cold water are available at no charge and located inside the gym. There are emergency call buttons in the gym.



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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.



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Additional Information

LED lighting is used throughout the entire building.

The signage used in the hotel is of a medium font on a clear background - pictograms are not used.

The local hospital is

Royal Derby Hospital

Uttoxeter Road, Derby, DE22 3NE

General phone numbers

Main switchboard (for patient enquiries)	01332 340 131
Emergency Department	01332 340 131 (opt 1)

There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel Derby**
King Street,
Derby,
DE1 3DB

Telephone: +44 (0) 1332 621 111

Email: dbi_operations@leonardohotels.com

Website: <https://www.leonardo-hotels.com/derby/leonardo-hotel-derby>