

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 Swindon

### Introduction

---

The hotel is a town centre located property located on Fleming Way and Princess Street. The hotel is a 10-minute walk to Swindon Railway station. There is a Thames Down bus stop to the side of our main hotel entrance. We use the local taxi company Veezo Cars or Swoop. There is a hotel car park with 60 parking spaces with 3 accessible parking spaces. There is a gradual to medium hill to walk to and from Old Town which is around a 15% incline. The immediate landscape is all level. We have 229 bedrooms over 9 floors, there are no bedrooms on the ground floor. The hotel has 3 lifts which are all accessible. We have 12 accessible bedrooms across 8 floors. The hotel has 7 meeting rooms located on our 1<sup>st</sup> floor, which are all accessible by lift.

We look forward to welcoming you to Leonardo Hotel Swindon. If you have any queries or require any assistance, please call us on +44 (0)1793 445600 or email [SWI\\_Reception@leonardohotels.com](mailto:SWI_Reception@leonardohotels.com).



### Pre-Arrival

---

The nearest railway station is Swindon Railway Station located a 10-minute walk from the hotel. Access is possible by wheelchair and there is one dropped curbed.

Our preferred taxi company is Veezu Swindon contactable on +44 (0)1793 701 701, there is also an app available via the app store. We have a tablet available at reception to make these bookings. Veezu can offer pre-booked accessible vehicles, but these must be pre-booked.

All Thamesdown bus routes operate with low floor buses. There are a few older single deck buses still in service without a ramp or designated wheelchair space. They are all lower floors. A few services are not yet wheelchair accessible and they recommend calling their customer services team on +44 (0)1793 428428.

The bus stops are located on Fleming Way to the side of the main hotel entrance which is around a 1-minute walk away. The streets in the area surrounding the property are of an even build.

## Car Parking and Arrival

---

We have limited onsite parking facilities using the SAT NAV address of SN1 2NN. There are 60 spaces with 3 accessible spaces available. It is a cost of £6.00 per night and these charges must be paid at reception. Car registration details must be entered onto the tablet at reception otherwise this will result in a £100.00 fine regardless of payment being taken at the hotel. Our car park is managed by a third party and any vehicles not parked in a space, parked in a loading bay or parked in accessible bay without a blue badge will be fined a minimum of £100.00. Whale bridge car park located on Islington Street SN1 1TN. It has 10 accessible parking spaces and 12 parent and child spaces and is open 06:30 to 23:00. There is a 24 hour exit available. This is available Monday-Sunday.

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

The car park is well lit and en-route to the hotel there is street lighting. There is a drop off bay opposite the hotel and a dropped kerb nearby.

When entering the building there are automatic doors, these are locked from 23:00-06:30. We have a 24 hour manned reception desk. There are no steps into the main entrance or ramps as there is a level access throughout.

Upon arrival we can give instructions to the car park.

If a guest is not able to take their luggage to their room we are able to assist.

The opening width of our automatic doors is 61" which is 155cm.

## 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 reception. The ground floor is level throughout and access is available to all floors by lifts.

Pushchairs and wheelchairs can manoeuvre easily around reception, the lobby and the bar and restaurant areas. There are chairs and sofas in our reception lobby area.

The flooring in the lobby and ground floor is ceramic tile, in the bar and restaurant it is wooden with small sections of carpet.

All areas in the lobby and reception are well lit with LED spotlights in the ceilings and we also have floor lamps in reception.

Guests can be checked in by staff at the reception desks. We also have a lowered desk available for people in wheelchairs at reception. We can check in guests in other areas if needed.

If hearing loops are required, please do request this.

We frequently accommodate show rounds of the property, we advise to pre-book this in with our team and you can organise this with [SWI\\_Reception@leonardohotels.com](mailto:SWI_Reception@leonardohotels.com).



## Bedrooms

---

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

On nearly every floor there are fully accessible bedrooms. All of the beds are lower, bedside unit and coffee stations are lower, and there are lower rails in the wardrobes.

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

The beds in our accessible bedrooms are doubles. These rooms all interconnect to a standard room so carers or relatives can stay next door and the doors can be opened. We offer complimentary room for carers.

The space next to the bed for wheelchairs user to transfer onto the bed is 70.5" which is 178cm.

The height of the bed to the top of the mattress is 22" which is 56cm.

The clear space under the beds in accessible rooms is 7" which is 18cm.

The bedroom is lit with LED wall lights and 2 spotlights above the bed. Additional lighting can be requested but is not guaranteed.

The walls and doors are purple with one wall in the bedroom with wallpaper which are a mixture of purple and white. There are patterned carpets in the bedroom throughout.

All duvets and pillows are non-feathered. Non-allergenic bedding can be requested.

Hearing impairment systems are provided free of charge. Hearing loops can be provided from reception if requested in advance.

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



## Bathrooms, Shower-rooms and Toilets

---

A fully accessible bedroom has no bath in the bathroom but there is a wet room shower. This has a seat attached to the wall. All bathrooms are equipped with grab rails in the bathrooms and there is flat access from the bathroom into the en-suites.

The clear door opening width of the bathroom is 35" which is 89cm.

The height of the toilet from floor to seat is 19" which is 48cm, and the transfer side when looking at the toilet is to the right.

The height of the wash basin is 27.5" which is 70cm, there is clear space under the sink.

Grab rails are located next to the toilet.

The taps throughout are lever and turn style.

The bathrooms are well lit with wall lights and florescent tubes over the mirrors which are fully encased.

There are red emergency pull cords located in the bathrooms with re-set boxes for these located inside the bedroom doors and next to the bed.

Our taps are 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 corridor width is 58.5" which is 148.5cm.

The flooring on all corridors is carpeted.

We have three lifts from reception to all floors. These all come with audible announcements. The lift buttons are also equipped with braille and they all have mirrors. The lift announces which floor you are on as the door opens. The top floor buttons are 26" which is 117cm in height.



# ACCESS STATEMENT 2025

---

Each floor contains a refuge point in case of an emergency evacuation. If you have specific access needs and requirements with regards to evacuating a building during an emergency please make this known to reception who will complete a personal evacuation form with you. Should the fire alarm sound during your stay you will need to evacuate the building by using the nearest emergency exit stairwell nearest your bedroom. The meeting point is in our car park near the rear of the hotel with a sign stating emergency meeting point.





## Public Areas – Lounges and Lobbies

---

Our lobby area is located immediately inside the front door with level entry. These are accessible through the main front doors which have a clear opening of 91”.

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

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

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

There is an information TV over the Reception desk in the lobby and we have a large TV in our bar.

Food and drink can be consumed in these areas.

The nearest public toilets and accessible toilet are located on the same level just past the reception desk on the right-hand side of the Main Entrance. The accessible toilet has a pull cord in the bathroom which can be re-set in the bathroom.





## Restaurant/Dining Room, Bar & Bar area

---

The bar and restaurant are located on the ground floor and are level throughout. The clear width to each area is 59" which is 150cm and more from the bar to the restaurant. 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 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 of ordering.

We can provide room service throughout the day and offer a 24-hour menu.

Both bar and restaurant food will be brought to you when ready. Breakfast is self-service buffet. Assistance is available if needed.

Staff can read out the menu also if required.

Our crockery is a mixture of colours and our cutlery is silver. The tables do not have clothes on them.

The nearest toilet and facilities are located on the same level past the reception desk on the right-hand side of the main entrance.



## Public Toilets

---

Public and accessible bathrooms are located on the ground and 1<sup>st</sup> floor. The accessible bathroom is unisex and is locked, please request the key from reception.

There are no steps or ramps to gain access.

Both external and internal doors are 35" which is 989cm.

There is a clear space for a wheelchair when facing the toilet and to the left-hand side there is 28" which is 71cm.

The height of the toilet from the floor to the seat is 19" which is 48cm.

There is a grab rail when facing the toilet to the left.

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

Our taps in our accessible toilet is marked with a tactile mark to distinguish hot and cold.



## Conference and Meeting Room

---

We have 7 meeting rooms on the 1<sup>st</sup> floor. These are accessible by lift.

The clear door opening width to our meeting rooms is 49" which is 124.5cm.

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

All areas are well lit with spotlights and wall lights.

Furniture can be moved into suites and also the lobby area upon request.

The floors are all carpeted.

Meeting & Events Co-ordinator

Tel: +44 0117 3745900 option 3

Email: [londonevents@leonardohotels.co.uk](mailto:londonevents@leonardohotels.co.uk)

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



## 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

---

We welcome assistance dogs only.

LED lighting is used throughout the entire building.

The signage used in the hotel is of a medium font on a red background.

The local hospital is

### Great Western Hospital

Marlborough Road  
Swindon  
SN36BB

### General phone numbers

Main switchboard (for patient enquiries) and Emergency Department	01793 604020
--	--------------

There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel Swindon**  
**Fleming Way**  
**Swindon**  
**SN1 2NG**

Telephone: +44 (0) 1793 445600

Email: [SWI\\_reception@leonardohotels.com](mailto:SWI_reception@leonardohotels.com)

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