

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 Leonardo Belfast

Introduction

We are a city center hotel and are approximately a 5-minute walk into Belfast City Centre. We are located a 3-minute walk from Great Victoria Street bus and railway station with excellent public transport links to trains and buses. We are also affiliated with a private local taxi firm called FonaCab. Our hotel has 270 rooms situated over 5 floors. The ground floor has no bedrooms on it, but every floor is accessible by lift. On every floor there are partly accessible rooms, and we have 5 fully accessible rooms located on the first floor, which is 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 02890533500 or email bfi_operations@leonardohotels.com.

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Pre-Arrival

- The nearest railway station is Great Victoria St. Station and is located approx. a 3 min walk away, access is possible by wheelchair and there is one dropped kerb.
- We use a local taxi firm (FonaCab) who have an accessible taxi service available - they advise that these are pre-booked in advance to ensure availability of suitable vehicle (02890333333).
- All local bus routes operate with low floor buses with access for guests with mobility restrictions. There are a few older single deck buses still in service without a ramp or a designated wheelchair space, but they are on the low floor. A few services are not yet wheelchair accessible, so it's advised to call customer services on 02890666630 to see which journeys will have a wheelchair accessible bus that day.
- All of the bus stops are located at the front and rear of the train station which is around a 2-minute walk away. The streets in the area surrounding the property are of an even build.
- We have restaurant menus available in braille.
- In Belfast city center there are Mobility Scooter Belfast stores which provide products for indoor and outdoor use (07594099026)

Car Parking and Arrival

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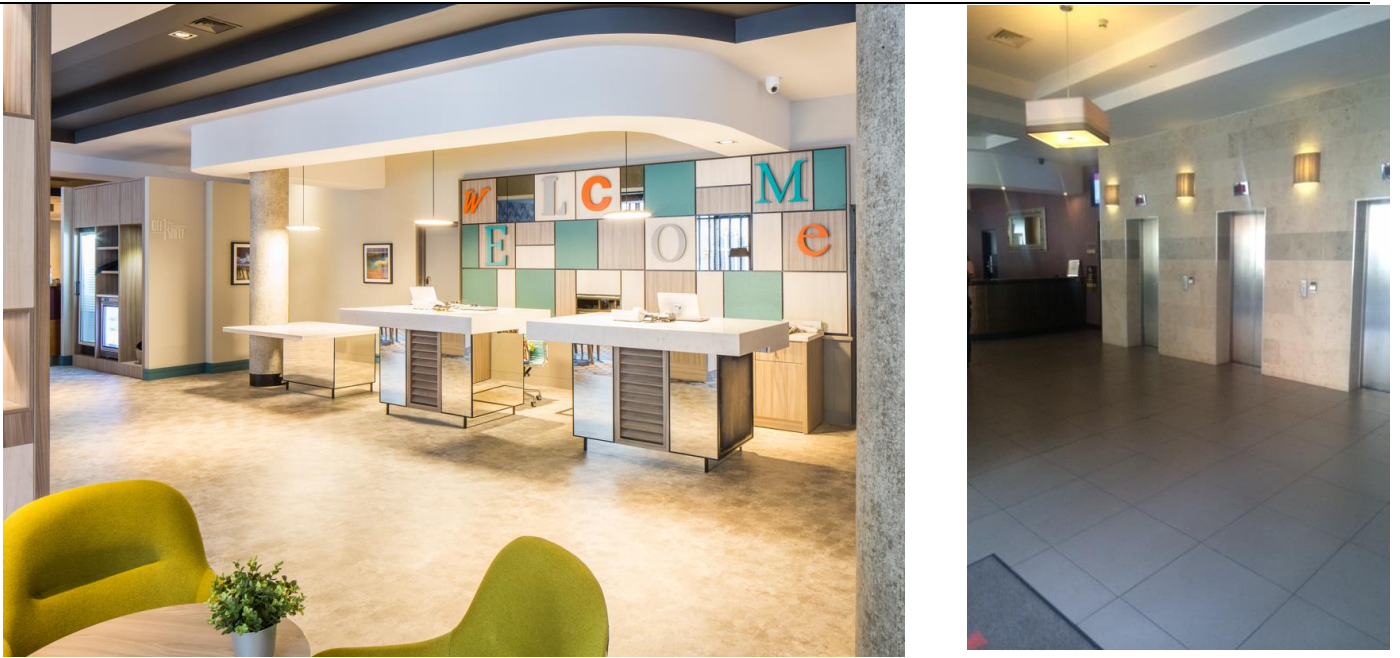
- The main entrance to the hotel is accessible by ramp at Murray St side of the building
- We do not have any onsite parking facilities, but we provide a discounted rate with two car parks in the locality. We do a discounted rate with Value Car Park, directly behind the hotel on Grosvenor Road. The 24-hour rate is £17, and the overnight rate is £8 (5pm-10am). Its opening hours are 06:45-01:00. Your ticket can be validated at the front desk of the hotel. On-street parking is available for accessible customers displaying a valid international Blue Badge.
- 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 are drop off bays outside the front door of the hotel.
- When entering the building there are automatic doors - these automatically close at 11pm with key card entrance 24 hours per day. Our reception is manned 24 hours. There are 3 steps to the main entrance and access by ramp.
- Upon arrival we can give directions to the car park, amenities 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 50".

Main Entrance / Reception / Welcome Area

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- The reception is 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 is level throughout, and 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 with carpeted sections.
- All areas in reception and the lobby are well lit with LED spotlights in the ceilings and we also have floor lamps in reception.
- Staff can check 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 you to pre-book by emailing bfi_operations@leonardohotels.com to arrange this with the Duty Manager.

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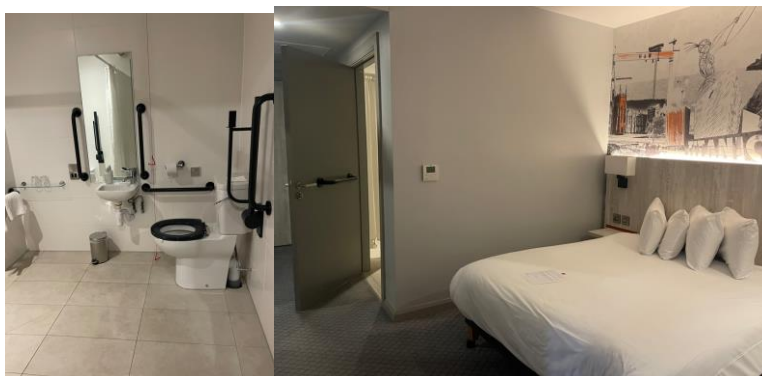


Bedrooms

- We have no ground floor bedrooms, but every floor is accessible by lift.
- On nearly every floor there are partly accessible bedrooms and on the first floor we have five fully accessible rooms. All the beds are lower, bedside units and coffee stations, and there are low shelves and 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.
- We have 3 double bedrooms which are accessible, 1 twin room and 1 triple room. Our semi-accessible rooms are all double configurations. We offer a complimentary room for carers.
- The space next to the bed for wheelchair users to transfer onto the bed is 50".
- The height of the beds to the top of the mattress is 25".

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- The clear space under the beds in the accessible rooms is 5".
- The width of the door to access the fully accessible room is 31"
- The bedroom is lit with LED wall lights, table lamps and 2 spotlights above the bed. Additional lighting can be requested but is not guaranteed.
- The walls and doors are a grey colour, the carpets are grey and teal. There are carpets in the bedroom throughout.
- All bedding is non-feather, non-allergenic bedding can be requested but it is not guaranteed.
- Deaf alerter's are provided free of charge from reception, a hearing loop can be hired if requested in advance.
- Our fully accessible room has a large telephone button. The phones have a flashing light indicator enabling the call to be seen and heard. It is also HAC (Hearing Aid Compatible)
- Instructions on how to activate subtitles on the TV can be obtained from reception.
- We have a flashing LED light above our fully accessible room to alert them when somebody is at the door or to notify the guest in case of evacuation.



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Bathrooms, Shower-rooms and Toilets

- Our fully accessible rooms are furnished with a wet room shower, with a seat attached to the wall. Partly accessible comes with a bath and we can provide a step to gain access into the bath.
- 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 31".
- In fully accessible bathrooms the shower is separate, in the partly accessible bathrooms the shower is above the bath.
- The height of the WC from floor to seat is 19" and the transfer side when looking at the WC is to the right.
- The height of the wash basin is 26" 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 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 in four accessible bathrooms have been embossed with hot and cold tactile markers

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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 58" wide.
- 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 equipped with braille, and they all have mirrors). The lift announces which floor you are on as the door opens.
- The refuge areas are on each corridor stairway with a refuge call point at each.

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 50".
- 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 and we also have floor lamps.
- The flooring is a mixture of marble and carpet.
- There are two TVs in the lobby/lounge area - we also have 2 TVs in our bar.
- Food and drink can be consumed in these areas if requested.
- The nearest WC's and most accessible WC is located on the same level to the right-hand side of reception between the lifts and the bar.

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Restaurant/Dining Room, Bar & Bar area

- The bar and restaurant are located on the ground floor and are accessible through a lift from reception.
- The clear width to each area is 5 feet 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 the flooring is wooden and tiled with a small carpeted area in the restaurant.
- 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 and any allergen information. 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 is white or duck egg blue with some boards and slated used, cutlery silver and the tables do not have cloths on them.
- The nearest WC's and accessible WC are located on the same level just past the bar on the left.

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Public Toilets

- The public/accessible WCs are located on the ground floor between the bar and lifts. The accessible WC is a unisex toilet. It is locked but access is provided on request at reception.
- There are no ramps or steps to gain access to the toilets.
- Both external and internal access doors are 31".

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- 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 17".
- There are grab rails on both sides of the toilet for safety.
- If guests need assistance, there is a red emergency pull cord in the toilet which is linked to our reception desk and alerts reception to provide assistance.

Conference Room

- We have 5 Ground Level.
- There is level flooring 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 lobby areas upon request.
- The floor surfaces are all carpeted
- A hearing loop can be provided if requested in advance.
- There are WC's and accessible WCs on the ground floor. Toilet rooms are provided on the levels above.



and Meeting

Meeting Rooms, 1 is on the access throughout. The for a wheelchair or a

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- The contact for is:
- Meeting & Events
- Email:



conference/meeting hire

Co-ordinator

leonardomeetings@leonardohotels.co.uk

Additional Information

- 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 grey/silver background - pictograms are not used.
- There is a Bupa Health Centre just across from the hotel next to the Tesco Express. The local hospital is the Royal Victoria Hospital, located at 274 Grosvenor Road, Belfast - 02890240503.
- There is complimentary WIFI within all areas of the hotel
- The main attractions in Belfast City Centre such as Titanic Belfast and Crumlin Road Gaol have full accessibility and facilities throughout.

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- All our staff receive regular training including disability awareness training on measures for health and safety and fire evacuation procedures.
- 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 must evacuate the building by using the nearest emergency exit stairwell nearest to your bedroom-the lifts will not be used. The meeting point is at the side of the building on Murray Street beside the school. Each floor contains a refuge point in case of an emergency evacuation.