

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 Royal Southampton Grand Harbour

Introduction

We are a city centre hotel located on West Quay Road and are approximately a 5-minute walk to the city centre, a gradual hill leading up to West Quay Shopping Centre. We are about a 15 - 20-minute walk to Southampton Central railway station with excellent public transport links to trains and buses. We have 173 bedrooms over 5 floors. We have 4 meeting rooms and 4 Event Suites that are located on the Mezzanine Floor with the large Mayflower Suite located on the ground floor. Our gym is located on the Mezzanine and accessible for all of our guests, the pool is situated on the Ground floor and access to it for disabled guest can be found at the Concierge Desk. The ground floor and Mezzanine has no bedrooms on it, but every floor is accessible by lift. Floors 1 – 4 have accessible rooms on them and there are a total of 9 in the hotel.

We look forward to welcoming you. If you have any queries or require any assistance, please phone +44 (0) 238063 3033



ACCESS STATEMENT

Pre-Arrival

The nearest railway station is Southampton Central and is located approximately a 15-20 min walk away, access is possible by wheelchair and there are dropped kerbs.

Our preferred taxi company is West Quay 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 02380 999 999

All Southampton buses are equipped with accessible access for all travellers.

There are bus stops just a 5-minute walk from the Hotel and our reception staff is available 24 hours to advice on the correct buses to get you to your destination.

Car Parking and Arrival

All cars can stop outside the main doors to the hotel, it is a flat and the main entrance pathway is made up of smooth surface of stone tiles

We offer a parking service on site, which is complimentary to blue badge holders, subject to availability.

West Quay Car Park is a 5-minute walk from our hotel and can be accessed from the entrance on Harbour Parade (postcode for sat nav is SO15 1ST). It's also well lit, protected by CCTV and is open 24 hours a day, Monday to Sunday, including Bank Holidays.

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 by the front of hotel, and a dropped kerb nearby

When entering the building there are 2 automatic double doors and a manual revolving door. There are no steps to the main entrance.

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

ACCESS STATEMENT

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

Main Entrance / Reception / Welcome Area

The reception is located immediately inside the front doors to the left on the ground floor with no steps. There are 3 lift's available to all floors from the reception. Braille is available beneath the floor option buttons within the lift. 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 granite flooring, in the bar it has hard vinyl flooring and restaurant is tiled at the entrance and carpeted after.

All areas in reception and the lobby are well lit

Staff can check in at the main reception desk, but we could offer a check in in another area if requested. We have a hearing loop available upon request.

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.

On floors 1-4 we have accessible bedrooms, there are a total of 9 in the hotel. 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 and a fridge and mini safe 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.

ACCESS STATEMENT

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 carers can stay next door with an interconnecting room available on floors 1-4.

The height of the beds to the top of the mattress is 26" (66cm). The bed base goes all the way to the floor.

The bedroom is lit with 2 bedside lights and a strip light installed into the headboard, a tall free-standing lamp and a Desk Lamp

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. 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 do not have hoists available.

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

Bathrooms, Shower-rooms and Toilets

Our accessible room has a lower bath in the bathroom which also has a hand shower on a 1.5m hose and a static shower higher up. Other rooms have shower cubicles which have 6inch step to get into, room change can be requested at reception if bath is too difficult to access

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

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.

Support/grab rails are located next to the toilet.

ACCESS STATEMENT

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.

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.

The flooring on all corridors is carpeted.

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

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 in the main carpark next to the carwash. We have a refuge point on each floor located on the spa fire escape, this will be indicated on arrival when the peep form is created. This can also be found by rooms ending in 51 (e.g. 151, 251, 351, 451 and 551), we have 1 evac chair on site

ACCESS STATEMENT

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 rugs.

There is a large TV in the bar area.

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

The nearest WC's and accessible WC is located to the left of reception, but there are also other WC's located in the Restaurant.

Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are located on the ground floor and are accessible throughout, the Restaurant has access via a ramp leading down to the seating area.

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 carpeted 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. 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.

ACCESS STATEMENT

All of our crockery is beige some boards and slated used, cutlery silver and the tables do have white cloths on them for the MPW restaurant.

The nearest WC's and accessible WC are located on the same level in the Restaurant, if dining in the bar then nearest WC's are located by Reception.

Public Toilets

There is clear space for a wheelchair (when facing the WC) to the left hand side

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.

ACCESS STATEMENT

Conference and Meeting Room

We have the Mayflower Conference Suite located on the ground floor, 4 meeting rooms and 4 conference suites on the Mezzanine.

The door opening width to the meeting rooms is 91cm, the Suite have larger access as the all have double doors that can be held open by door guards.

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

Tel: 02382 549145

Email: lsg_sales@leonardohotels.com

There are WC's and but accessible is only available on the ground floor

ACCESS STATEMENT

Gym and Leisure

Our gym and leisure facilities are located on the Mezzanine 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 – these are buttons fitted to the wall rather than the usual red pull cords.

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.



ACCESS STATEMENT

Additional Information

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

The local hospital is

Non-Emergency / Walk in Centre

Royal South Hants Hospital

Graham Road, Southampton SO14 0YG

Main switchboard (for patient enquiries)	023 8054 0087
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Accident & Emergency

Southampton General Hospital

Tremona Road, Southampton SO16 6YD

General phone numbers

Main switchboard (for patient enquiries)	023 8077 7222
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There is complimentary WIFI throughout the hotel.

Address: **Leonardo Royal Southampton Grand Harbour**
5 West Quay Road,
Southampton,
SO15 1AG

Telephone: +44 (0) 23 8063 3033

Email: southamptongrandharbour@leonardohotels.co.uk

Website: www.leonardohotels.co.uk/hotels/southampton/leonardo-grand-harbour