

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 Hotel Chester

Introduction

We are a city centre hotel located on Pepper St, and located within the city centre. We are about a 15 minute walk from Chester Central railway station with excellent public transport links to trains and buses. The immediate landscape is level.

We have 94 bedrooms over 2 floors. Our gym is located on the second floor and accessible for all of our guests. The ground floor has no bedrooms, but every floor is accessible by lift. On every floor, there are fully accessible rooms in a standard room type 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 1244 667600 or email lbg_reception@leonardohotels.co.uk



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Pre-Arrival

The nearest railway station is Chester Station and is located approximately a 15 min walk away, access is possible by wheelchair and there are dropped kerbs.



Our preferred taxi company is King Cabs 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 01244 343434.



All Chester buses are equipped with accessible access for all travellers. The only restrictions are for travellers using a very large electric wheelchair or large mobility scooter. It is advised to contact their advice line for further guidelines: <https://www.accessable.co.uk/cheshire-west-and-chester-council/cheshire-west-and-chester/access-guides/chester-bus-interchange>



There are bus stops directly outside 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

Cars are not permitted to stop outside the main doors to the hotel and we do not have any car parking facilities at the Hotel. The entrance is a flat, smooth surface of stone tiles.

Grosvenor Shopping Centre car park is a 5-minute walk from our hotel and can be accessed from the shopping centre up 9am - 6pm daily or via the entrance on Newgate St. (Sat nav postcode is CH1 1DE. It is well lit, protected by CCTV and is open 24 hours a day, Monday to Sunday, including Bank Holidays. If this is full, then there is the NCP Car Park on Pepper Street which is £20.00 for 24 hours however it does close at 10pm. (Sat nav postcode CH1 1DF)

We offer a discount on parking for the NCP which is available from reception.

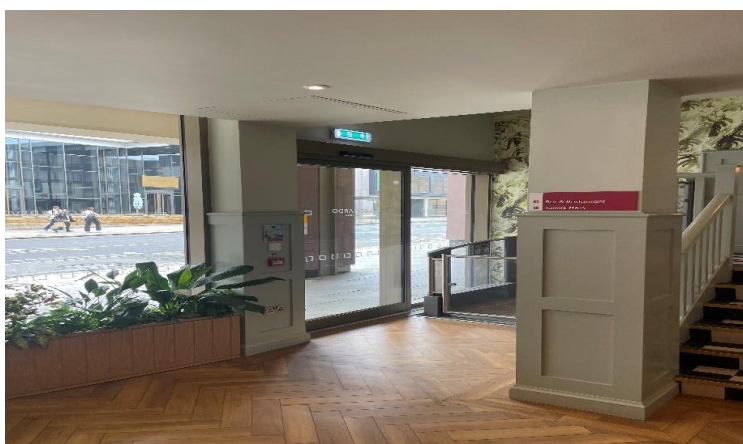
The surface from the car park to the hotel is cobbles and paving slaps.

When entering the building there are automatic sliding doors. There are 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 1.18m.



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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 2 lifts' available to all floors from the reception. 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 and the lobby, there are sofas available in the reception area.



The flooring in the lobby, ground floor, bar and restaurant is wooden. The breakfast buffet area is ceramic tiles.

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 along with a hearing loop.

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



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Bedrooms

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

On every floor there is a fully accessible bedroom (standard class). 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.

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 the 1st floor.

The space next to the bed for wheelchair users to transfer onto the bed is 180cm.

The height of the beds to the top of the mattress is 60cm. The bed base goes all the way to the floor.

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.

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The walls are a cream colour and the doors are dark brown, carpets are different shades of grey, purple and cream. There are carpets in the bedroom throughout and bathrooms are a vinyl floor.

All our bedding and pillows are non-feather.

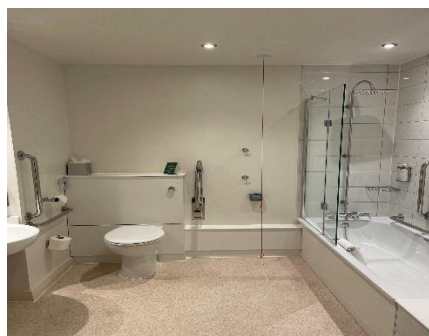
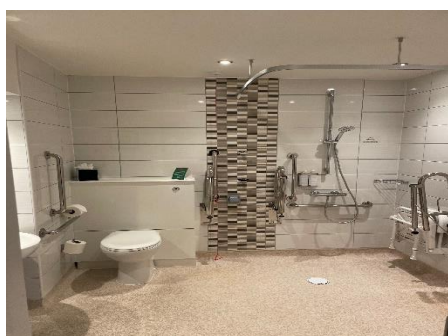
All of our accessible bedrooms have telephones. The phones have a flashing light indicator enabling the call to be seen and heard. We also have 1 vibrating pillow (available on request on a first come basis), pull cords and flashing light when the fire alarm sounds. We do not have hoists available.

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

Bathrooms, Shower-rooms and Toilets

Accessible rooms are a mixture of wet room showers, with a seat attached to the wall and a shower over the bath. The accessible baths are 45cm high, both types of accessible bathroom have multiple handrails and emergency pull chords.

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



The clear door opening width of the bathroom door is 80cm.

The height of the WC from floor to seat is 48cm's and the transfer side when looking at the WC is to the left.

The height of the washbasin is 78cm's 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.

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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 corridor width is 120cm narrowing to 115cm around some of the pillars. The corridor fire doors open to 86cm wide. Rooms 130-139 and 203-212 are not accessible by chair.

The flooring on all corridors is carpeted with a cream and purple colour scheme.



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

Top floor lift buttons are 107cm max height and the lift call button is 105cm



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

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nearest emergency exit stairwell nearest to your bedroom. The meeting point is Broad Plain (through the arch). We have 1 evac chair for use in an emergency.

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 central seating area.

These areas are all well-lit with ceiling and wall lights.

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

There is a TV's in the bar area.

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

The nearest WC's and accessible WC is located through the restaurant area.



Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are located on the ground floor and are accessible through a lift from reception.

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The clear width to each area 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 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. 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 beige or white with some boards and slates 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 through the corridor.



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Public Toilets

There is clear space for a wheelchair (when facing the WC) to the left hand side and this is 100cm).

The height of the WC from floor to seat is 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.

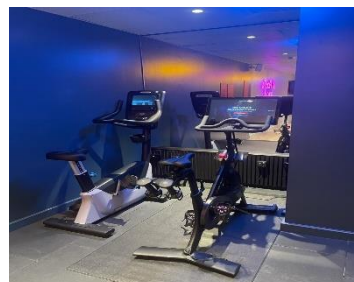
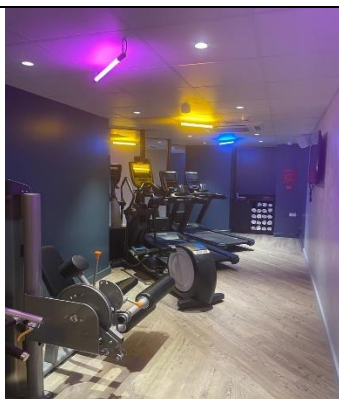
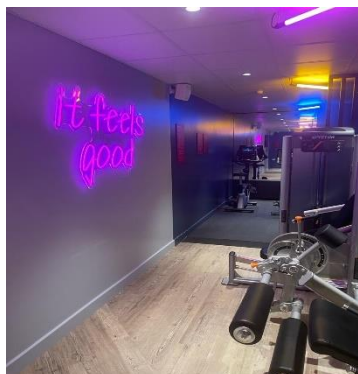


Gym and Leisure

Our gym and leisure facilities are located on the 2nd 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 are available 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.

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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 red background - pictograms are not used.

The local hospital is

Countess of Chester Hospital

Heath Park, Chester, Cheshire, CH2 1HJ

General phone numbers

Main switchboard (for patient enquiries)	01244 365000
Emergency Department	0117 342 1000

There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel Chester**
Pepper Street,
Chester,
CH1 1DW

Telephone: +44 (0) 1244 667600



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Email: LCG_Operations@leonardohotels.co.uk

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

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.