

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 London City**

Introduction

We are a centrally located hotel on Cooper's Row, just a short 5-minute walk from the historic Tower of London—an iconic castle and UNESCO World Heritage Site. Fenchurch Street railway station is only 4 minutes away on foot, offering excellent connections via train, tube, and bus. Tower Hill Underground Station is conveniently situated right outside our entrance, less than a minute's walk away.

The walk to and from the Tower of London includes a gentle incline of approximately 15%, though the immediate area around the hotel is flat and easily navigable.

Our property features 317 guest rooms spread across 12 floors. Meeting rooms are located on the first floor, while our heated swimming pool, gym, and spa are situated in the basement and available to all guests. Although there are no bedrooms on the ground floor, all levels are accessible via lift. Most floors include a mix of partially and fully accessible rooms, designed to accommodate a wide range of accessibility needs.

We look forward to welcoming you. Should you have any questions or require assistance, please don't hesitate to contact us at +44 (0) 20 7863 3700 or email us at llc_operations@leonardohotels.co.uk



Pre-Arrival

The nearest railway station is Fenchurch Street Station and is located approx. a 4 min walk away, access is possible by wheel chair and there is one dropped kerb.

The closest underground station is Tower Hill which have step free access from street to train.

Our preferred taxi company is Black Taxis with all cars being wheelchair accessible. They can be booked via our Concierge or alternatively can be contacted via 02077369958.



All London 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: 020 7737 2339 or alternatively contactus@transportforall.org.uk.

There are bus stops just a 4-minute walk from the Hotel and our Concierge is available 24 hours to advise on the correct buses to get you to your destination.

The bus stops are located at on Tower Gateway opposite the Tower Gateway DLR entrance which is around a 5-minute walk away. The streets in the area surrounding the property are of an even build.

Car Parking and Arrival

All cars can stop outside the main doors to the hotel; it is a flat, lightly rough surface of stone tiles.

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

Minories Car Park is a 5-minute walk from our hotel and can be accessed on 1 Shorter St, London E1 8LP. It has 5 disabled spaces 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 slaps.



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

When entering the building there are automatic sliding doors. There are steps to the main entrance on one side and level access on the other.

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.

Main Entrance / Reception / Welcome Area

The reception is located immediately inside the front doors on the ground floor with no steps. There are 3 lift's available to all floors from the reception with steps, however we have a wheelchair accessible lift up the stairs. 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 and there are chairs and sofas available in reception.

The flooring in the lobby and ground floor is wooden flooring, in the bar and restaurant is ceramic tiling with a wooden section.

All areas in reception and the lobby are well lit with LED spotlights in the ceilings and we also have table 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 to pre-book by contacting lhc_operations@leonardohotels.co.uk



Bedrooms

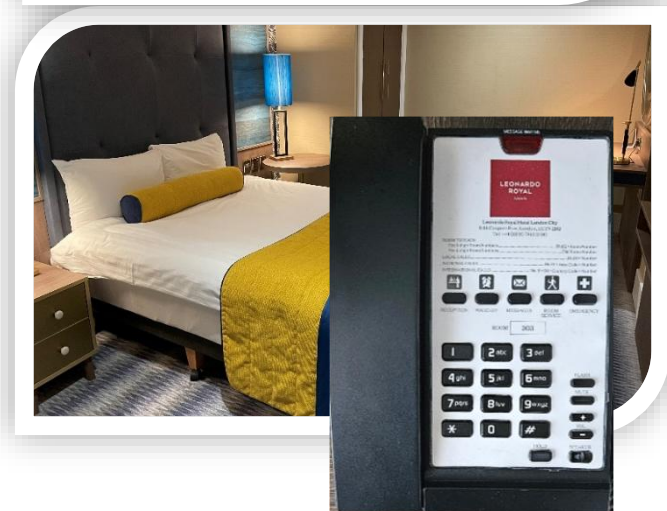
All guest floors are accessible by lift, although there are no bedrooms located on the ground floor. Nearly every floor feature both fully and partially accessible rooms. These rooms are thoughtfully designed with lower beds, bedside units, coffee stations, and wardrobes equipped with lower rails for ease of use. While bedroom doors are clearly marked with numbers, they are not in raised or Braille format. Furniture within the rooms can be rearranged or removed upon request to suit individual needs



Accessible rooms are furnished with double beds and are designed to interconnect with adjacent standard rooms, allowing carers or relatives to stay nearby. We also offer a complimentary room for carers. For wheelchair users, the space beside the bed for transfer measures 70.5 inches (178 cm), with the bed height reaching 22 inches (56 cm) to the top of the mattress. There is a 7-inch (18 cm) clearance beneath the bed.



Lighting in the rooms includes LED wall lights and two spotlights above the bed, with additional lighting available upon request, though not guaranteed. The décor features cream-colored walls and doors, a sandy accent wall, and blue carpeting throughout. All bedding provided is non-



feather to accommodate allergy-sensitive guests.

A selection of our accessible bedrooms has large button telephones. The phones have a flashing light indicator enabling the call to be seen and heard.

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



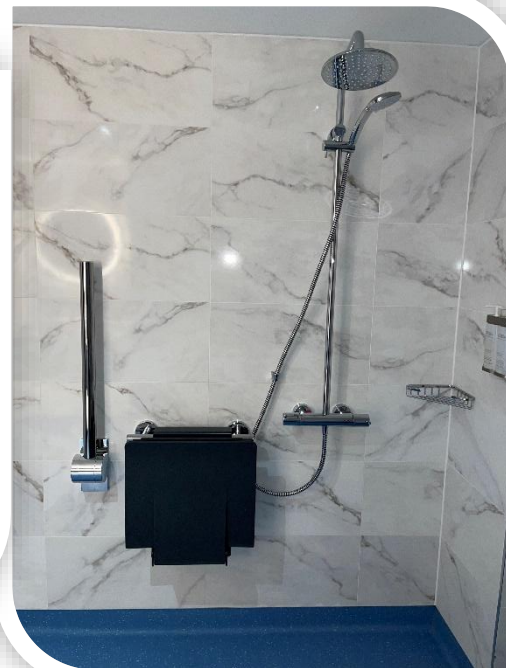
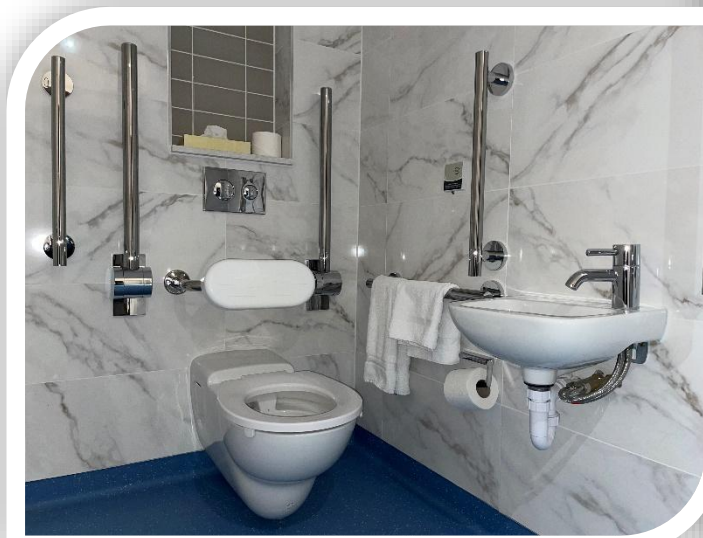
All of our bathroom toiletries are eco-friendly, sustainably certified, and free from parabens, reflecting our commitment to both guest well-being and environmental responsibility. Leonardo Royal London City Hotel is a part of Green Tourism initiative, rewarded in 2025 with the Gold Green Tourism distinction.

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

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



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 wash basin 27.5" (70cm) and there is clear space under the sink.

Support/grab rails are located next to the toilets.

The shower dials are on a turn mechanism only.

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

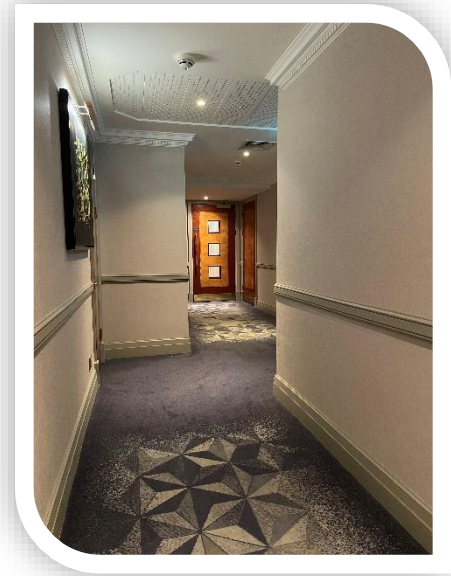
The towels are white.

There is red emergency pull cords located in the bathrooms.

Our taps in our accessible bathrooms have been embossed with hot and cold tactile markers.

Public Areas - Halls, Stairs, Landings, Corridors

The hotel corridors have been thoughtfully designed to prioritize both guest safety and comfort. They are brightly illuminated with a mix of wall-mounted and ceiling spotlights, ensuring excellent visibility at all times. Comprehensive fire safety measures are in place, including smoke detectors, fire alarms, and sprinkler systems throughout guest areas. In case of a power failure, emergency lighting automatically activates to guide guests safely.

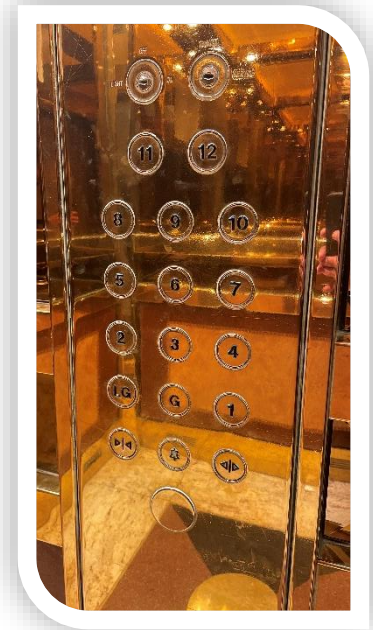


Corridors feature clearly visible, illuminated fire exit signage, and fire doors are installed to help contain smoke and flames, safeguarding evacuation routes. Security is further supported by CCTV monitoring in public areas. The corridors are fully carpeted with non-slip materials to minimize the risk of slipping, and their 50-inch width allows easy access for wheelchair users and emergency personnel.

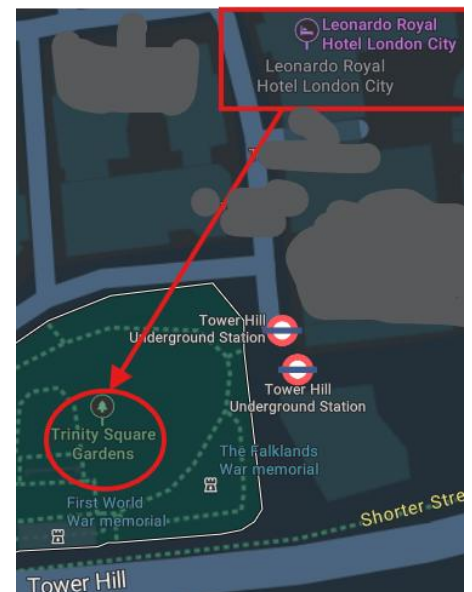
Evacuation maps and instructions are prominently displayed on corridor walls and behind guest room doors, outlining escape routes and designated assembly points. To enhance security, keycard access is required to enter guest room corridors, helping to prevent unauthorized access and ensure guest privacy.

There are three lifts available from the reception area, providing access to all floors. Each lift is equipped with audible voice announcements for ease of use, and the control buttons are tactile to support guests with visual impairments.

All lifts also feature mirrors. The highest lift buttons, located on the top floor panel, are positioned at a maximum height of 50 inches (127 cm) for accessibility.



If you have any specific accessibility needs related to emergency evacuation, please inform the reception team upon arrival. In the event that the fire alarm is activated during your stay, you will be required to exit the building using the nearest emergency stairwell located close to your room. The designated assembly point is Trinity Square Gardens.



Public Areas - Lounges, Lobbies

Our lobby and lounge area is located directly inside the main entrance, which offers level access through doors with a clear opening width of 1.6 metres. The space is fully level throughout and thoughtfully arranged with



accessible pathways between furnishings. Seating includes a mix of high and low tables, sofas, and bucket chairs to accommodate various preferences.

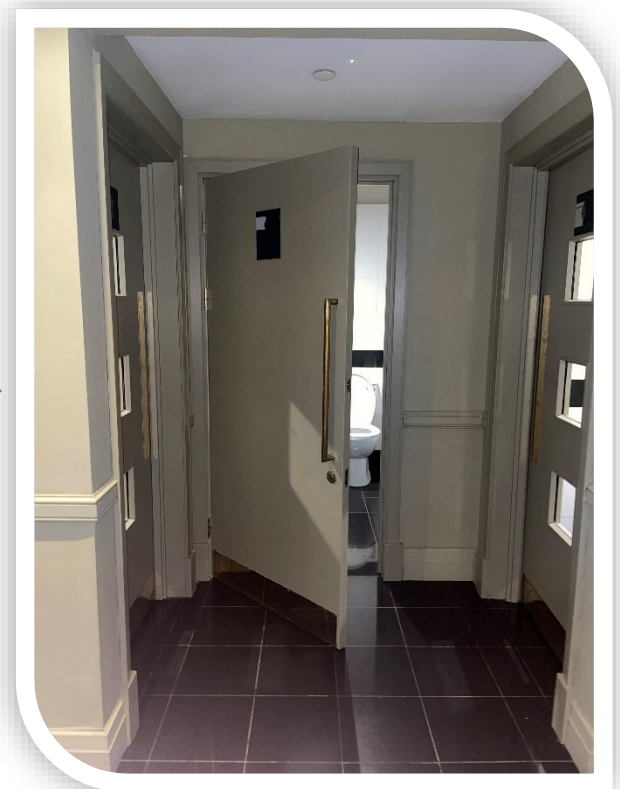
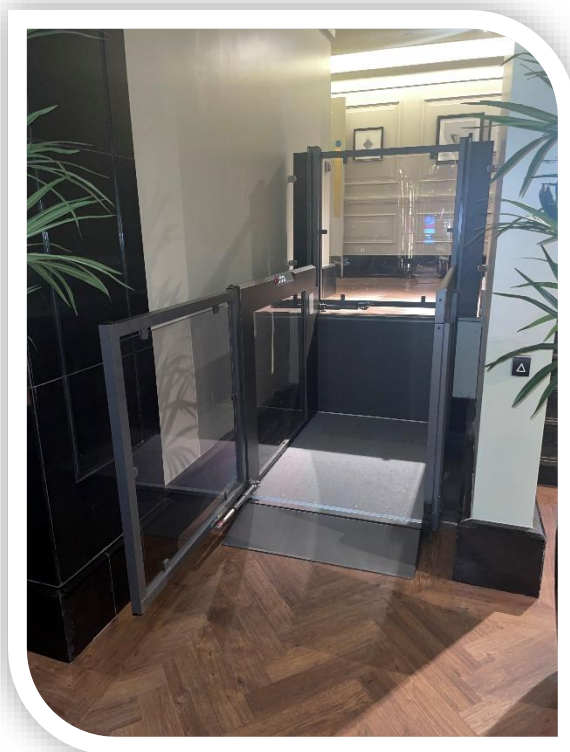
The area is well-lit with a combination of ceiling lights, wall fixtures, and floor lamps, creating a welcoming and comfortable atmosphere. Flooring is a blend of wood and carpet, adding both style and comfort underfoot. An information screen is positioned above the reception desk for guest convenience.



Guests are welcome to enjoy food and beverages in the lounge upon request.

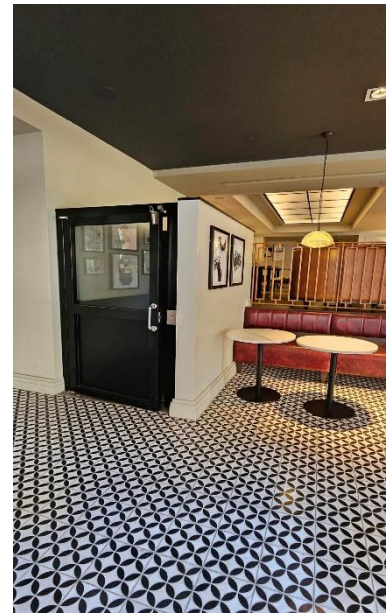


The nearest standard and accessible toilets are located on a slightly raised level just beyond the reception desk, to the right of the main entrance. These facilities can be reached via lift or stairs.



Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are situated on the ground floor and can be accessed via a lift from the reception area. There is a clear passage of at least five feet between the bar and restaurant, allowing easy movement throughout. Both spaces are designed to accommodate wheelchairs and pushchairs, and furniture can be rearranged upon request to ensure comfort and accessibility. Leo's restaurant and bar can be accessed as well terrace by wheelchair users, from the adjacent entrance close to Roman Wall via restaurant lift.



Lighting in these areas is gently dimmed in the evenings to create a relaxed atmosphere, while during the day, the spaces remain well-lit. Flooring consists of a combination of wood and tiles, with a small carpeted section in the restaurant for added warmth.

We are happy to cater to dietary requirements and kindly ask that guests inform us in advance. Room service is available when needed. Meals from both the bar and restaurant are served directly to your table once prepared, while breakfast is offered as a self-service buffet—assistance is available if required.

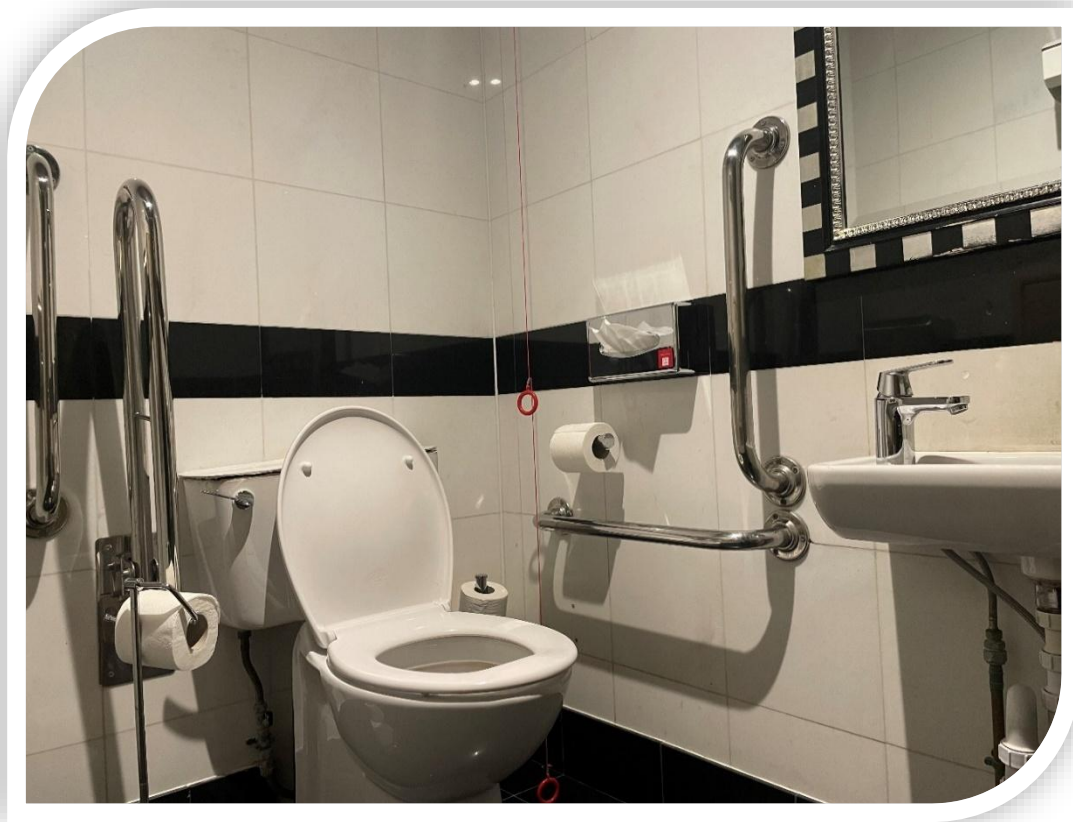
For guests with visual impairments, staff are available to read menus aloud, and Braille menus can be provided upon request. All tableware is consistent, with white crockery, silver cutlery, and uncovered tables for ease of use.

The nearest standard and accessible toilets are located on the same level, just past the bar on the left-hand side.

Public Toilets

The nearest standard and accessible toilets are located on an upper level, just beyond the reception desk on the right-hand side of the main entrance. These facilities can be reached via a lift. The accessible toilet is unisex and remains unlocked for ease of access.

Both the external and internal doors to the accessible toilet have a clear opening width of 35 inches (89 cm). There is a 28-inch (71 cm) clear space to the left of the toilet (when facing it), allowing for wheelchair positioning and transfer. The toilet seat height is 19



inches (48 cm) from the floor.

A grab rail is installed to the left of the toilet for additional support. For added safety, a red emergency pull cord is available inside the toilet and is connected directly to the

reception desk. The taps in the accessible public toilet are marked with tactile indicators to distinguish between hot and cold water.

Conference and Meeting Rooms

The hotel offers a total of twelve meeting rooms, all located on the first floor, which is fully accessible via lift. Each meeting room features a clear door opening width of five feet, ensuring ease of access. The entire floor provides level access throughout, making it suitable for wheelchair users and guests with pushchairs.



All meeting and lobby areas are well illuminated with a combination of spotlights and wall-mounted lighting. The flooring across these spaces is fully carpeted, providing a comfortable and professional environment. Furniture within the meeting suites and adjacent lobby areas can be rearranged upon request to accommodate specific layout or accessibility needs. Washroom facilities as well as disabled toilets, are located on the

same floor with all meeting rooms and are accessible for persons that are using wheelchair.

For enquiries regarding conference or meeting room hire, please contact:

Meetings and Events team

☎ Tel: +44 0161 774 1743

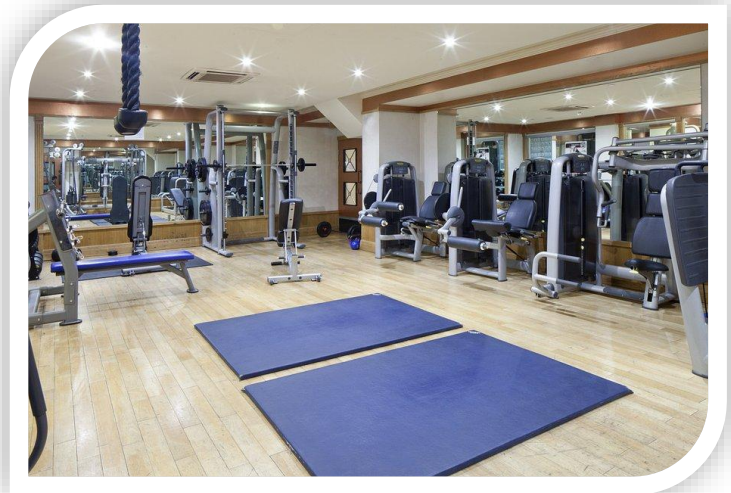
✉ Email: londonevents@leonardohotels.com

Spa and Leisure

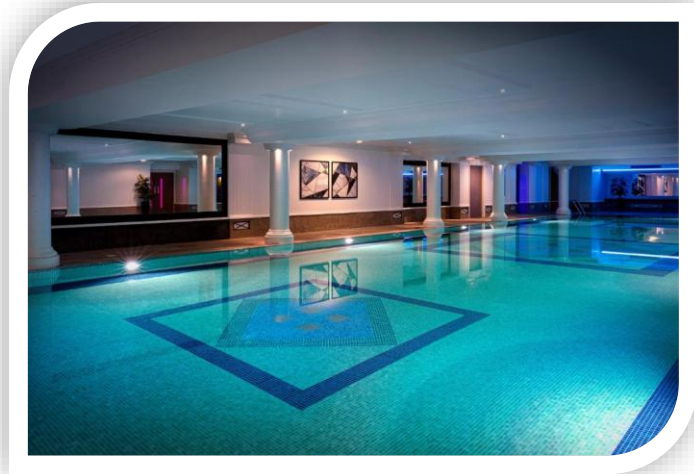
Our spa and leisure facilities are located on the basement level and are fully accessible via lift. The entire area features tiled flooring for a clean and modern finish.

The Fitness Centre, operated by Rena Spa, is equipped with state-of-the-art Technogym cardio and resistance machines. It is open Monday – Friday: 06:30am – 10:00pm

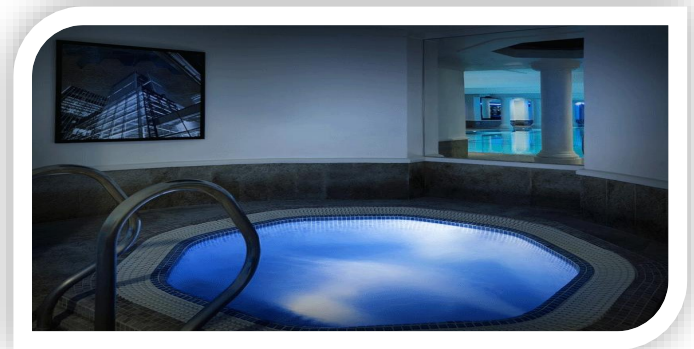
Saturday, Sunday & Bank Holidays: 07:00am – 09:00pm, offering guests a convenient space to maintain their fitness routines.



Our heated swimming pool includes both steps and a flat walkway for easy access, with seating available nearby for relaxation. The pool is open Monday – Friday: 06:30am – 10:00pm and Saturday, Sunday & Bank Holidays: 07:00am – 09:00pm. Children are welcome to swim during designated hours: 9:30–11:30, 14:30–16:30 and 20:00–21:30.



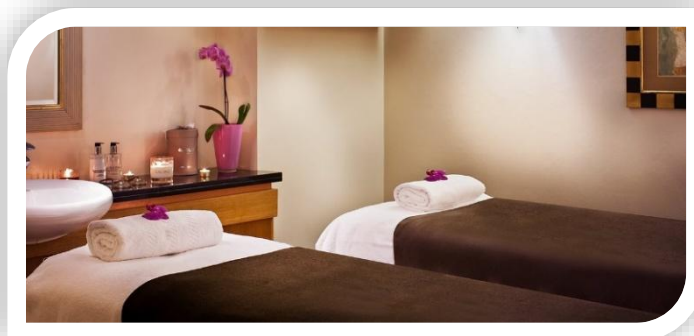
A dedicated reception desk is located within the spa and leisure area, where our professional therapists are available to assist with any questions or requests. We offer two treatment rooms where guests can enjoy a variety of spa treatments. The spa operates daily from 06:30 to 21:30, and we recommend booking treatments in advance to ensure availability.



Separate male and female changing facilities are available, each equipped with toilets and showers for guest convenience. Complimentary towels and lockers are provided. The entire spa area is fully accessible to wheelchair users and guests with pushchairs.



For safety and peace of mind, emergency call buttons are installed in both the gym and pool areas. Additionally, all public facilities within the spa are monitored through motion sensors and security cameras to ensure a safe and secure environment.



Additional Information

The entire hotel is illuminated using energy-efficient LED lighting. Signage throughout the property features medium-sized font on a blue background for clarity; however, pictograms are not used.

For medical assistance, the nearest hospital is:

The Royal London Hospital

Whitechapel Road, London E1 1FR

- Main Switchboard (Patient Enquiries): +44 (0)20 7377 7000
- Newham: +44 (0)20 7476 4000
- Whipps Cross: +44 (0)20 8539 5522

Complimentary Wi-Fi is available throughout the hotel for all guests.

Hotel Contact Details:

Leonardo Royal London City

8–14 Cooper's Row, London EC3N 2BQ

☎ Telephone: +44 (0)20 7863 3700

✉ Email: londoncityreservations@leonardohotels.co.uk

🌐 Website: Leonardo Royal London City

Local Transport & Services:

- **Accessible Taxi Service:** London Black Taxis – +44 (0)20 7736 9958
- **Public Transport:** Fenchurch Street Train Station and Tower Hill Underground Station are nearby.

For any additional information or specific requirements, guests are encouraged to contact the hotel directly.

This is Royal