

# ACCESS STATEMENT

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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 East Midlands Airport

### Introduction

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We are a Airport Hotel and are approximately a 20-30 minute drive into Derby / Nottingham town centre. We are located adjacent to East Midlands Parkway railway station with excellent public transport links to trains and we use an environmentally friendly taxi firm. We have 164 rooms over 2 floors. The ground floor has 82 bedrooms on it, and we have one fully accessible room, with walk in shower.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01332 850700-or email [tem\\_operations@leonardohotels.com](mailto:tem_operations@leonardohotels.com).



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## Pre-Arrival

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- The nearest railway station is East Midlands Parkway Station and is located approx a 15 min drive away, access is possible by wheel chair and there is one dropped kerb.
- We use a local taxi firm who have an accessible taxi service available - there are 7/8 cars in their fleet and they advise that these are pre-booked in advance as they cannot guarantee they will be available for short notice.
- All bus routes operated with low floor buses. There are a few older single deck buses still in service without a ramp or a designated wheelchair space, but they are low floor. A few services are not yet wheel chair accessible, so its advised to call customer services on 01332814000 to see which journeys will have a wheelchair accessible bus that day.
- Wheelchairs are available from the Airport

## Car Parking and Arrival

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- We do have any onsite parking facilities however it has 335 spaces.
  - The surface from the car park to the hotel is even tarmac / brick paving.
  - The car park is well lit and en route to the hotel there is street lighting. There are drop off bays opposite the front door, and a dropped kerb nearby
  - When entering the building there are automatic doors - these are never locked as we have a 24 hour manned reception. There are no steps to the main entrance or ramps there is level access throughout.
  - 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 91"
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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.
  - 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 and a small carpeted section.
  - All areas in reception and the lobby are well lit with LED spotlights in the ceilings and we also have floor lamps in reception.
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- 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 with our Sales Manager.



## Bedrooms

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- We have 82 ground floor bedrooms.
  - All the beds are lower, bedside units and coffee stations and there are 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.
  - The beds in our accessible rooms are doubles.
  - The space next to the bed for wheelchair users to transfer onto the bed is very large.
  - The height of the beds to the top of the mattress is 22".
  - The clear space under the beds in the accessible rooms is 3".
  - The bedroom is lit with an LED ceiling light and 2 spotlights above the bed. Additional lighting can be requested but is not guaranteed.
  - The walls and doors are of a grey colour, with one wall in the bedroom a sandy colour, the carpets are blue. There are carpets in the bedroom throughout.
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- All bedding is 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 in if requested in advance.
- Instructions on how to activate subtitles on the TV can be obtained from reception.



## Bathrooms, Shower-rooms and Toilets

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- 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-suites.
  - The clear door opening width of the bathroom door is 35".
  - In fully accessible bathrooms the shower is separate.
  - 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 27.5" 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.
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- 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. Also the other reset box is located on the floor next to the chair.
- Our taps in our accessible bathrooms have been embossed with hot and cold tactile markers.



## Public Areas - Halls, Stairs, Landings, Corridors

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- 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.
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## Public Areas - Lounges, Lobbies

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- 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 91".
- These areas are level throughout with access space between furniture, with a combination of high and low tables, couches and 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 2 TV's in the lobby/lounge area - we have 1 TV's in our bar.
- Food and drink can be consumed in these areas if requested.
- The nearest WC's and accessible WC is located on the same level just past the restaurant on the left hand side, or next to the Southwell suite.

## Restaurant/Dining Room, Bar & Bar area

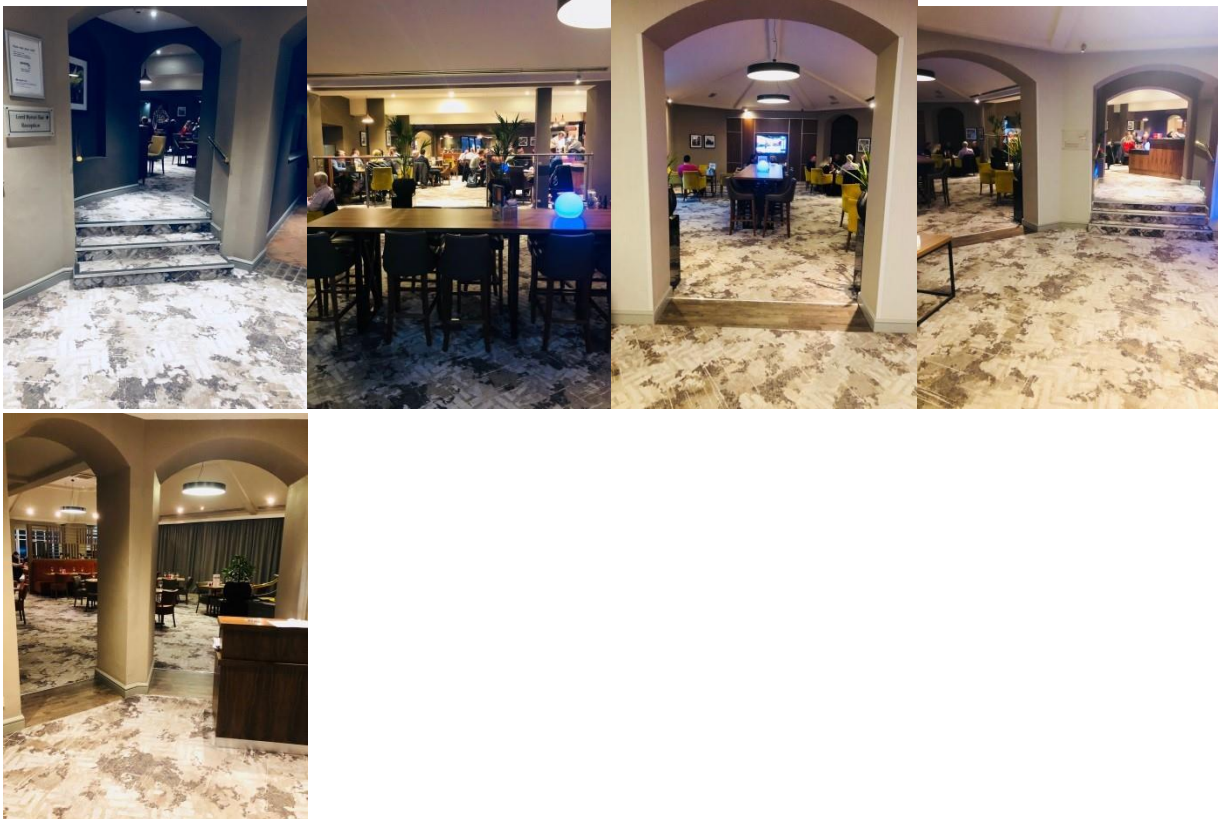
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- The bar and restaurant are located on the ground floor and are level throughout. There are a few steps in the bar to a raised area however these do not prevent gaining access, as there is a ramp adjacent.
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- The clear width to each area is 62" for the bar and 56" for the restaurant.
- There is space for wheelchairs and push chairs 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.
- We try to accommodate any dietary requests and ask that we are informed in advance.
- 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, cutlery silver and the tables do not have cloths on them.
- The nearest WC and accessible WC is on the same level just past the restaurant. Also toilets are available next to the Southwell Suite.





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## Public Toilets

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- The public/accessible WC's are located on the ground floor just past the restaurant. The accessible WC is a unisex toilet and it is not locked.
- There are ramps or steps to gain access to the toilets.
- Both external and internal access doors are 35".
- There is clear space for a wheelchair (when facing the WC) to the left hand side and this is 28".
- The height of the WC from floor to seat is 19".
- 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.
- Our taps in our accessible public toilets are marked with tactile mark to distinguish hot and cold.

## Conference and Meeting Rooms

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- We have 11 meeting rooms in total. 10 on the ground level.
- There is level access throughout.
- All areas are well lit with spotlights and wall lights.
- Furniture can be moved in the suites and also the lobby areas upon request.
- The floor surfaces are all carpeted
- The contact for conference/meeting hire is 01332 815820

A hearing loop can be provided if requested in advance.

- There are WC's and accessible WC's located directly outside of the meeting rooms.
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## Additional Information

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As health, comfort and safety are of the utmost importance to us, therefore hotel staff have received disability awareness training. Please do contact our Front Office Manager if there is something that needs our attention. We will endeavour to ensure that your individual needs are met wherever reasonably possible.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.

### **Personal Emergency Evacuation Plan (PEEP)**

We understand that many disabled people will be able to leave the building unaided; however, some may require assistance. Therefore, we would like to offer you the

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opportunity to have a Personal Emergency Evacuation Plan (PEEP) to ensure that you can leave the building safely in the event of an emergency. The plan will explain what options you wish to take in the event of a fire evacuation. The plan will also state who is designated to assist you in our evacuation should you require this.

- We welcome assistance dogs.
- 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 free WIFI at the hotel.
- All of our staff receive regular training that includes disability awareness training.

## PERSONAL EMERGENCY EVACUATION PLAN:

Name: \_\_\_\_\_ Room Number \_\_\_\_\_

: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Departure \_\_\_\_\_

Date \_\_\_\_\_

Days in Hotel \_\_\_\_\_:

## AWARENESS OF PROCEDURE

**I will need to be informed of a fire emergency requiring evacuation by:**

Existing alarm system	q	
Visual alarm system	q	
other (please specify)	q	_____

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### DESIGNATED ASSISTANCE:

(The following people have been designated to give you assistance to get out of the building in an emergency).

Name Duty Manager -  
Contact details 2803 (Dial from Room)

Name Night Manager -  
Contact details 2803 (Dial from Room)

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