

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 Hotel Croydon



Introduction

We are a city centre hotel located on Wellesley Road, and are approximately a 5 minute walk to the city centre. We are about a 3 minute walk from East Croydon railway station with excellent public transport links to trains, trams and buses. We have 240 bedrooms over 10 floors. All our meeting rooms are located on first & second floor, except one which is located on ground floor. The ground floor has no bedrooms, but every floor is accessible by lift. On every floor, there are fully accessible rooms in each room type (Standard and Executive) suitable for people with all kinds of access needs.

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We look forward to welcoming you. If you have any queries or require any assistance please phone +44 (0) 2084486000 or email cri_operations@leonardohotels.co.uk



Pre-Arrival

The nearest railway station is East Croydon and is located approximately a 5 min walk away, access is possible by wheel chair and there are dropped kerbs.

Our preferred taxi company is Station 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 02086606000.

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Accessible London Buses and Bus Stop Information: London's public transportation system ensures accessibility for all travellers. All London buses are equipped to accommodate passengers with varying mobility needs. For detailed information, please visit the official Transport for London (TfL) website: [TfL Transport Accessibility](#). Moreover,



the closest bus stop to the hotel is a mere 1-minute walk away. You'll find it conveniently located on Wellesley Road. Our dedicated reception team is available 24 hours to assist guests in selecting the most suitable buses to reach their desired destinations.

Car Parking and Arrival

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

We offer 3 parking spaces on site, which are complimentary to blue badge holders only, subject to availability.



Ruskin Square Car Park pictured above, is a 3 minute walk from our hotel and can be accessed from the entrance on Dingwall Road (postcode for sat nav is CR0 0XH). It's also well lit, protected by CCTV, 24 hour security and is open 24 hours a day, Monday to

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Sunday, including Bank Holidays. We offer a discount on parking which is available from reception.

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 automatic sliding doors. There are steps and ramp 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 1.6m

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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 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, ground floor, restaurant and bar is tiling with carpet sections. All areas in reception and the lobby are well lit with LED lights in the ceilings and on the walls.

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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. We have a lowered reception desk too.

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.

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On every floor there are fully accessible bedrooms. All of the beds are double and have low bedside units, coffee stations and there are lower rails in the wardrobes. There is a lower peephole for secure access 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 any standalone 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 and doors can be left open between two rooms if requested.

The space next to the bed for wheelchair users to transfer onto the bed is 70.5" (178cm).

The height of the beds to the top of the mattress is 22" (56cm). 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.

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 and cream. There are carpets in the bedroom throughout.

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. Room is also equipped with 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

We have 2 fully accessible bathroom that has no bath but there is a wet room shower, with a seat attached to the wall.

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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 36" (91cm). 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 and shower seat. 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.

There are 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.

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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 55" wide.

The flooring on all corridors is carpeted.



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

Top floor lift buttons are 54.5" max height and the lift call button is 44.5"



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. This can be located from the sign on the back of your bedroom door. The meeting point is adjacent to the hotel on the

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front by Lansdowne road. For wheelchair users – you will need to proceed to fire safe zone/refuge area. We have 2 evacuation chairs for use in an emergency



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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 tile and carpet rugs. There are TV's near Reception and the bar area.

Food and drink purchased from the hotel can be consumed in these areas if requested. The nearest WC's and accessible WC is located behind the reception area with all level flooring throughout.



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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 tiled with a small carpeted area in the restaurant, bar & lobby.

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 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 reception on the left.



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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 28" (71cm). 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.



Conference and Meeting Room

We have 8 meeting rooms on 1st floor and 6 meeting rooms on 2nd floor. We have 1 meeting room on ground floor level.

The clear door opening width to the meeting rooms is 91cm.

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:

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Meeting & Events Co-ordinator

Tel: +44 0117 3745900 option 3

Email: londonevents@leonardohotels.co.uk



There are WC's and accessible WC's located directly outside of the meeting rooms, on the left.

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Additional Information

As health, comfort and safety are of the utmost importance to us, therefore hotel staff have received disability awareness training. Please do contact our Duty 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.

- We welcome assistance dogs only 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.
- The local hospital is **Croydon University** hospital located on 530 London Road, Croydon, CR7 7YE, Tel: **020 8401 3000**
- The WIFI is complimentary at the hotel.
- All of our staff receive regular training that includes disability awareness training.

Local Equipment Hire: Shopmobility- 02086887336 Care Providers- 02086541065 Nanny M's Mobility Scooters-0188381872

Contact Information Address (Inc postcode):

There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel, London Croydon**
26, Wellesley Road
East Croydon,
CR0 9XY

Telephone: +44 (0) 02084486000

Email: cri_operations@leonardohotels.co.uk

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