



Accessibility Guide

Welcome to The Grand, Brighton

We are committed to providing excellent service for all guests and ensuring everyone can enjoy a comfortable and accessible experience. This guide outlines our accessible facilities, services, and support available throughout the hotel.

Accessible entrances & public areas

Step-free access to the hotel via the event entrance.

Automatic door entry.

Level or ramped access to:

- Reception & concierge desk.
- Lounge.
- Restaurant.
- Accessible guest lifts serving all floors.
- Meeting & event spaces.

Wheelchair-accessible public restrooms on the ground floor.

Dedicated seating area during check-in for guests who may need it.

Assistance available for doors, luggage, and navigation by hotel staff.

Guest rooms & accessible facilities

We offer a selection of accessible rooms. Features include:

- Wheelchair-accessible doorways and circulation space.
- Height-adjusted switches, handles & amenities.
- Accessible bathrooms featuring:
 - Roll-in shower.
 - Grab rails.
 - Non-slip flooring.
 - Accessible sink & lowered mirrors.
 - Emergency pull-cord alarm system.
- Telephone with direct access to Guest Services.
- Visual and audible alert systems (where available)

Accessible rooms can be booked by contacting our reservations team to ensure availability and suitability.

**Assistance for guests with visual impairments.**

- Staff available to assist with orientation around the property.
- Guide dogs and registered support animal's welcome.
- Audio fire-alarm support. (staff evacuation assistance if required)

Assistance for Guests With Hearing Impairments.

- Hearing Induction Loop available at reception.
- Written hotel information and emergency procedures available.
- Subtitled TV programming.

Parking & Transport.

- Drop-off point outside the front doors.
- Step-free route from parking to hotel entrance.
- Assistance with luggage and valet support available.

Dining & Food Service Accessibility.

- Step-free access to all dining areas.
- Tables suitable for wheelchair access.
- Accessible restrooms near dining facilities.
- Assistance available for buffet service if required.
- Ability to accommodate dietary needs and allergies. (please notify us in advance)

On-Site Support & Services.

- Trained accessibility-aware team.
- 24-hour assistance available.
- Mobility equipment recommendations from local providers.
- Medication refrigeration on request.
- Emergency evacuation assistance procedures in place.

Contact & Assistance.

For questions, special requirements or to discuss your visit in more detail, please contact us:

- **Phone:** +44 (0)1273 224300



- **Email:** info@grandbrighton.co.uk
- **Live chat:** Available on website - www.grandbrighton.co.uk

We encourage guests to share any accessibility needs in advance so we can provide the best possible experience.

Feedback & Continuous Improvement.

We welcome feedback on accessibility to improve our services.

Please email grand.reception@leonardohotels.com or speak to a member of our team during your stay.

Commitment to Inclusion.

The Grand, Brighton is dedicated to ensuring that every guest feels welcome, respected, and comfortable. We continuously evaluate and upgrade our facilities and services to enhance accessibility for all.