

ACCESS STATEMENT 2024

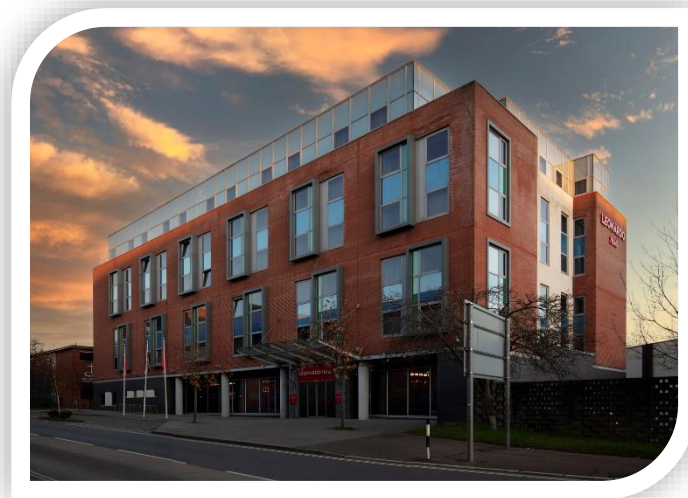
This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors

Access Statement for Leonardo Exeter

Introduction

We are a city centre hotel located on Western Way, and are less than 2 minutes walk to the city centre. We are about a 10 minute walk from Exeter Central railway station with excellent public transport links to trains and buses. We have 170 bedrooms over 5 floors. Our meeting rooms are located on the lower ground floor. Our ground floor consists of 9 bedrooms, however every floor is accessible by lift. We have accessible rooms on all floors, consisting of walk in showers or lowered baths and are 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 (0) 1392 312400 or email Exeter@leonardohotels.com



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Pre-Arrival

The nearest railway station is Exeter Central station and is located approximately a 10 min walk away, access is possible by wheel chair and there are dropped kerbs.

Our preferred taxi company is Apple Taxis 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 01392 666666



All Exeter buses are equipped with accessible access for all travellers. They also have some low floor, easy access buses which can carry a limited number of wheelchairs, approved mobility scooters. You can access a journey assistance card if you need support when you got on their buses. This can be accessed through the below link.

<https://www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards>



The main bus station is less than a 2-minute walk from the Hotel and our reception staff are available 24 hours to advise on the correct buses to get you to your destination.

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Car Parking and Arrival

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

Summerland Gate Car Park is across the road from our hotel and can be accessed from the entrance on Belgrave Road (postcode for sat nav is EX1 2LB). It's also well lit, protected by CCTV and is open from 7.00am – 2.00am, Monday to Sunday, including Bank Holidays. We offer a discount on parking which is available from reception.

Triangle Car Park is around the back of the hotel and is a 2 minute walk to the front entrance of the hotel. It is accessed on Russell Street (postcode for sat nav is EX1 2BL). It is an open air car park, council run car park, open 24 hours a day, Monday to Sunday, including Bank Holidays. This one is chargeable in the car park, however, Disabled drivers legitimately displaying a valid blue badge may park for free in any space.

The surface from the car park to the hotel is even tarmac / paving slabs.

The car park is well lit and on 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 no 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 1.4m.

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Main Entrance / Reception / Welcome Area

The reception is located immediately inside the front doors on the right hand side on the ground floor with no steps. There are 2 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.

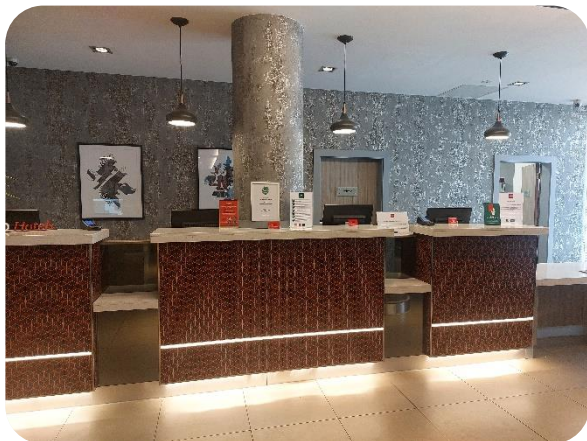


The flooring in the lobby is ceramic tiling and in the bar and restaurant is wooden flooring with a carpet section in the restaurant.

All areas in reception and the lobby are well lit with LED lights in the ceilings.

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 to the side of the main desk.

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



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Bedrooms

We have 9 ground floor bedrooms, however every floor is accessible by lift.

On every floor there is a fully accessible bedroom. All of the beds are double and have low bedside units and coffee stations. There is a lower peephole for secure access and an iron and board in the room. The windows open with restricted access 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 each floor.

The space next to the bed for wheelchair users to transfer onto the bed is 1.4m.

The height of the beds to the top of the mattress is 0.52m.

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 purple colour, with one wall in the bedroom which has a locally inspired feature wall, with purple and green colours. The carpets are different shades of purple and yellow. There are carpets in the bedroom throughout.

All our bedding and pillows are non-feather.

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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 5 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

A fully accessible room has no bath in the bathroom but there is a wet room shower, with a seat attached to the wall.

We also have partially accessible rooms that have a lowered bath in the bathroom.

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 0.84m.

The height of the WC from floor to seat is 0.47m and the transfer side when looking at the WC is to the right in the fully accessible rooms and the left in the partially accessible rooms.

The height of the washbasin 0.70m and there is clear space under the basin.

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Support/grab rails are located next to the toilet and shower seat as well as in the bath.

The shower and bath 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.

Public Areas - Halls, Stairs, Landings, Corridors

The corridors are well lit with wall lights and spotlights in the ceiling; the corridor width is 1.46m wide.

The flooring on all corridors is carpeted.



We have two lifts from reception to all floors.

Top floor lift buttons are 1.10m max height and the lift call button is 1.06m.



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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. The meeting point is the Triangle Car Park out the back of the hotel. We have 1 evacuation chair 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 1.4m.

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 and wall lights.

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

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

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

The nearest WC's and accessible WC is located past the bar towards our ground floor rooms and is level 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.

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 white or duck egg blue with some boards 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, towards the ground floor rooms.



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Public Toilets

There is clear space for a wheelchair (when facing the WC) to the right hand side and this is 0.22m.

The height of the WC from floor to seat is 0.48m.

There is a grab rail (when facing the WC) to the right 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.





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Additional Information

LED lighting is used throughout the entire building.

The signage used in the hotel is of a medium grey font on a white background.

The local hospital is

Royal Devon and Exeter Hospital

Royal Devon & Exeter Hospital Barrack Road, Exeter EX2 5DW

General phone numbers

Main Switchboard 01392 411611

There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel Exeter**
Western Way,
Exeter,
EX1 2DB

Telephone: +44 (0) 1392 312400

Email: Exeter@leonardohotels.com

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