

ACCESS STATEMENT

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 Milton Keynes

Introduction

At Leonardo Hotel Milton Keynes we aim to cater for the needs of all visitors in our 279-bedroom Hotel. The following statement is a summary of our provision. If you have any specific requests please feel free to call us on 01908 843700 and we will endeavour to help.

Pre-Arrival

The closest train station is; Milton Keynes Central Station which is within a 15 minute walk from the hotel. When exiting the train station head straight use the underpass to “Midsummer Boulevard ” and continue to follow the road. We are located 0.3miles along this road on the right hand side.

Arrival & Car Parking

The Hotel postcode is **MK9 2HP**, if you are using Satellite Navigation this will bring you directly outside the hotel. We **do not** have our own car park, however, we recommend guests use the car park located adjacent to the hotel. Parking can be found across the road from the hotel on Midsummer Boulevard. This is ‘Off Street Parking’ pay and display operated by Milton Keynes Council. Charges apply between the hours of 7am - 6pm and payment can be made via a meter, over the phone or via the “RingGo” smartphone app and can be paid in advance.

We have a turning circle located in front of the hotel where guests are able to be dropped off or drop off luggage while finding a location to park their cars.

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There are no steps leading into the hotel. The front door has sensors inside and out and opens when motion is detected; it is approximately 2.9 metres wide providing easy access.

On entry to the hotel there is a large lobby with 2 spacious seated areas. Our reception desk has 4 stations and also a lower desk for disabled guests to check in. There are 3 lifts which accommodate 13 people or 1000KG per lift, and are able to access each guest level. The width of the lift doors are 900mm wide

We do not have porter service; however, we are happy to assist guests with their luggage. The city centre is a 5 – 10 minute walk away.

Public Areas

Breakfast is served in the restaurant on the ground floor; this is all on the same level for easy access. Some furniture is flexible and can be moved on request. Tables are 750mm high. Opening times are Monday – Friday 6.30am until 10am, Saturday and Sunday 7.00am until 11.30am. Breakfast is a self-service buffet; however, a member of staff would be available to help if required. We serve food in the bar from 12noon, this also situated on the ground floor with no obstructions. We have various size tables from 650mm to 1090mm. Coffee can be purchased from the bar area. We do not serve lunch in the restaurant. Dinner is served from 18.00pm until 22.00 serving a la carte menu in our restaurant.

Public Areas – WC

Public toilets are located on the ground and 1st floor, both with no obstructions. There is also a disabled toilet on both floors with baby changing facilities. Background music is played throughout the ground and 1st floor.

Bedrooms

We have 279 bedrooms over 10 floors; there are 3 lifts and 2 stairwells. Our standard rooms size is 22M2 and our disabled rooms are 24M2. The stairwells have an enclosed lobby with a disabled refuge point and intercom connection to reception in the event of an evacuation. All rooms are fully Air Conditioned providing heating and cooling. Bedroom and bathroom doors are 900mm wide; our disabled bedroom doors are wider.

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We have 6 fully adapted and 6 partially adapted disabled rooms. Beds are 500mm high but can be raised on blocks on request. Our lower level disabled rooms have electronic door openers for assist when leaving the room. Televisions have remotes and are able to provide subtitles. There is an upright chair in the rooms. All rooms have an ensuite bathroom with shower, although our disabled rooms have wheelchair accessible wet rooms. The edge of the bath is 44cm high; there are good colour contrasts of floors, wall fittings and fixtures.

Assistance Dogs

We welcome trained assistance dogs at all of our Leonardo Hotels across the UK and Ireland, in line with the Equality Act 2010 (UK) and the Disability Act 2005 (Ireland). Guests with assistance dogs are welcome to stay in all of our hotels and visit all public areas, including meeting and events, restaurants, and bars. Our team is trained to support guests with assistance dogs, ensuring a comfortable and accessible stay. If you have specific needs or require any adjustments during your stay, please contact the hotel in advance so we can make the necessary arrangements.

Additional Information

If the alarm bells sound continuously, a full evacuation must be carried out. Evacuation plans are located on the back of every bedroom and meeting room doors. There are 4 final fire exit doors leading out of the building and as mentioned, 3 refuge points on each floor for disabled guest to go to in the event of a fire with an intercom which links to reception. There are also red flashing lights in our disabled rooms for non-hearing guests. The hotel own a "Deaf Alerted" if required.

The fire assembly point in the underpass in front of the hotel towards the Train Station.

Assistance dogs are welcomed into the hotel.

Contact Information

Leonardo Hotel Milton Keynes
Milton Keynes
MK9 2HP

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Telephone 01908 843 700

Fax 01908 843 777

Email: leonardohotelmiltonkeynes@leonardohotels.com

Website: www.leonardohotels.com

Hours of operation: We are open 24 hours with both reception and switchboard coverage.
