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## ACCESS STATEMENT 2025

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

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### ACCESS STATEMENT FOR LEONARDO HOTEL ABERDEEN

We are a city centre hotel located on Guild Street within Union Square Shopping Centre, in the centre of Aberdeen. We have two entrances: Guild Street, which is accessible via our -1 Level and 1st Floor within Union Square Shopping Centre. We are approximately a 2-minute walk from both Aberdeen Railway Station and Aberdeen Bus Station, and a 5-minute walk from Union Street, which locates multiple local bus routes. The walk from both bus and train stations is indoor and fully accessible with lifts and escalators.

Our property contains 203 bedrooms over seven floors. Our bar, restaurant and five meeting rooms are located on the ground floor. There are no bedrooms on the ground floor, but all areas of the property are accessible by lift. Our standard rooms are situated on floors one to five. We have five accessible rooms all with a walk in shower on floors one to four and one located on seventh floor. Partially accessible rooms which contain baths are available from floors one to five as well. Our rooms with walk-in showers are suitable for people with all kinds of access requirements. Superior rooms are also on floor five with a number also being on floor seven. Executive rooms are on the sixth floor.

We look forward to welcoming you to Aberdeen. Should you have any queries or require any assistance, please contact us via phone +44 1224 381 200 or via email [aberdeen\\_reception@leonardohotels.com](mailto:aberdeen_reception@leonardohotels.com)

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## PRE-ARRIVAL

The nearest railway station is Aberdeen Railway Station and is located approximately a 2-minute walk away, walkways from the station go into Union Square shopping centre. Our Hotel is located on the 1st floor of the centre and we are accessible via the lifts and escalators.

Our preferred taxi company for travel from alternative areas of the city is Aberdeen Taxis. We recommend phoning them in advance to book wheelchair accessible taxis. Taxis can be booked through our Front Office Team or alternatively on +44 1224 200 200

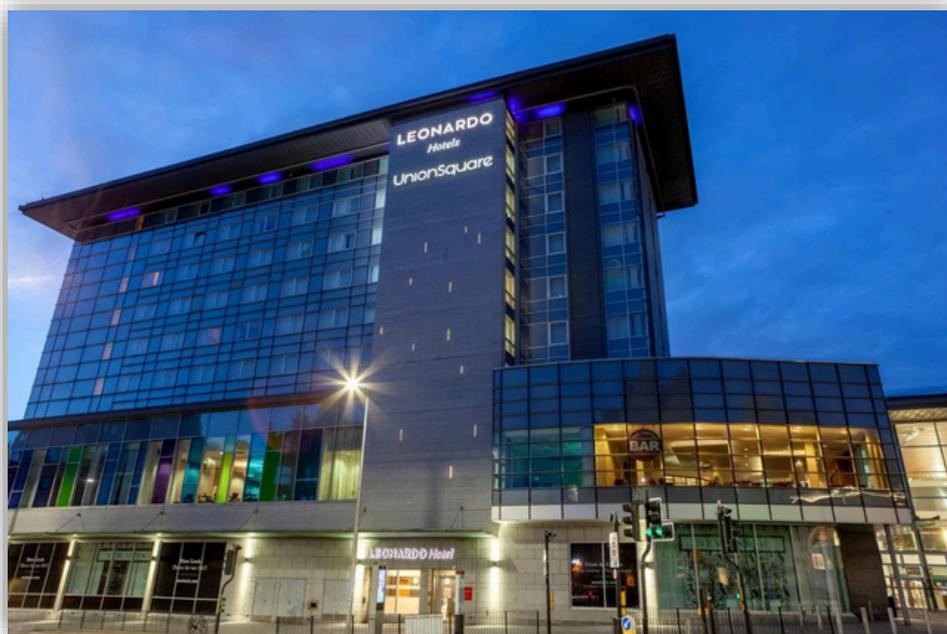


All Aberdeen Buses are equipped with accessible access for travellers. There are restrictions on some routes, which affect travellers using very large electric wheelchairs or mobility scooters. It is advised to contact the customer advice line for further guidance:

<https://www.firstbus.co.uk/aberdeen/help-and-support>

<https://www.stagecoachbus.com/help-and-contact/contact-us>

There are bus stops located 2 minutes away at Aberdeen Bus Station, and a 5-minute walk away on Union Street. Our Front Office Team is available 24/7 should you require any advice on bus routes.



## CAR PARKING & ARRIVAL

Due to bus gates in front of the hotel, our guests are unable to pull up to the front of our Guild Street entrance. However, guests traveling into the city by car can travel via the Bridge Street intersection, onto Wapping Street and unload any luggage across the road by the Station Hotel. The road is on a slight decline around 5% and is located just across the road from our Guild street entrance.

We suggest parking in either of Union Square's Shopping Centre car parks:

South College Street Multi-storey Car Park – 3-minute walk away, passing through Aberdeen Railway Station. The car park contains a lift and stairs access to Level 6 which has a walkway into the railway station and shopping centre. There is signposting for Leonardo Hotel throughout. There is a slight slope leading down from Level 6 of the car park to the access point from the car park to the station. The footbridge leading from the car park to station concourse there is either steps or a lift with step free access from the concourse into Union Square. Please note that South College Street Car Park has kerbs.

We suggest parking on Level 9 or above for the £7.00 rate covering 24 hours. The car park has 456 spaces, with six are blue badge parking bays located on Level 6. The dimensions of the designated Blue Badge parking bay(s) surveyed are 255cm x 480cm (8ft 4in x 15ft 9in). The car park does have a maximum height restriction barrier of 220cm (7ft3in). This is a pay and display car park from levels 6-13. There is also 10 electrical vehicle-charging spaces located on Level 1.

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The Car park is accessible 24 hours a day, the walkway from the shopping centre and railway station is not accessible 24 hours a day. The postcode for this car park is AB11 6FD.

Union Square Car Park - 2 minute walk coming directly through Union Square. This car park is made up of both open air and multi-storey parking spaces. All levels of the car park are accessible. The car park has 1200 spaces which include 54 blue badge bays and 31 family spaces. Rates and spaces are available for electrical vehicle charging facilities. The car park is located off Palmerston Road and Market Street, has a height restriction of 220cm (7ft 3in) and a barrier control system in place. There is surface level parking spaces and multi-storey spaces, those spaces in the multi storey are accessible by lift into the shopping centre and directly onto street level. The price to park for 24 hours is £18.00 which can be settled via the payment machines. These can be found inside the building, lift lobbies of the car park and in the open car park by the bike racks. The post code for this car park is AB11 5RG.



The car park surfaces on both sites are tarmac.

Car parks are well lit and have 24 hour CCTV in operation.

On entering the property from our Union Square Shopping Centre, there are automatic sliding doors and step free access. If you are using our -1 Level Entrance on Guild Street, you will be required to press the buzzer which enables us to let you in. Once checked-in, your key will allow you 24 hours access though this door. Our -1 entrance is a manual door which is accessible via the lifts and stairs to allow movement to all other floors of the property.



## MAIN ENTRANCE / RECEPTION / WELCOME AREA



Reception is located immediately through our Union Square Shopping Centre entrance (Level 1), this is our ground floor. Two lifts are available to all floors from our welcome area/lobby. Braille is available on all lift buttons. Your room key will allow you access to your floor by holding on the card reader in the lift. Access to Levels 0 & -1 does not require a key. There is a slight sloping of the floor at reception, however the rest of the ground floor is even throughout. Wheelchairs, mobility scooters and pushchairs are easily manoeuvrable through all areas of the building and seating is provided throughout our reception, bar, restaurant and the welcome area/lobby. All our public area have wide hallways and wide doorways.



Flooring in the welcome area/lobby is smooth tile with carpeted seating areas, the bar/restaurant is wood floored with a carpet section and our breakfast restaurant is both tiled and carpeted. All areas of the ground floor are well lit.

Show rounds of the property can be arranged with our team – we advise pre-booking this with our management team on +44 1224 200 200 or contacting [aberdeen\\_reception@leonardohotels.com](mailto:aberdeen_reception@leonardohotels.com)

## BEDROOMS



The property has no rooms located on the ground floor; however each floor is accessible by lift or stairs.

We have fully accessible rooms available on floors one to four and seven, these floors also cover our standard rooms. We have accessible rooms with a bath available on the first to sixth floors. Certain rooms are interconnecting and doors are only open by request.

Our accessible rooms contain one double bed, which is lower down and have low bedside units and coffee stations. There are lower rails in the wardrobes, a low peephole, fridge (superior and executive rooms only) and a safe (superior and executive rooms only) in each room as well as an iron and board. Windows are semi-restricted as per our health and safety policy, however there is air conditioning in all rooms.



Bedroom doors are marked with door numbers on the front – these are not raised in braille format.

The desk, cupboards and wardrobe are fitted – however the chair and extra table can be removed on request.

Our accessible rooms are containing only double beds. Relatives/carers can stay in an interconnecting room available on floors one to five & seven.

The space next to the bed for wheelchair users to transfer onto the bed is 138cm

The bed height (top of mattress) is 54cm, the bed base has a gap from the floor to the base of 15cm in height, which allows any hoists needed to be used. We do not provide hoists in our hotel.

Bedrooms are well lit with regular light bulbs and have bedside lights and a desk lamp. Walls are a cream colour and bedrooms are carpeted.

All bedding and pillows are non-feather.

All accessible rooms have telephones with a ringer and flashing light, allowing calls to be seen and heard. We also have one vibrating pillow (available on request). Pull cords are fitted to the rooms and there is a flashing light installed for fire evacuation purposes.

Instructions on how to activate to activate subtitles on the TV can be obtained from reception.

## BATHROOMS, SHOWER-ROOMS & TOILETS

All fully accessible rooms, have only a walk in shower are equipped with a shower seat, and grab rails. Showers have step free access from the room.

Door openings for the bathrooms are 89cm wide.

The WC height from the floor is 49cm and the transfer side when looking at the WC is to the 190cm.

The height of the washbasin is 78cm and there is clear space under the basin.

The shower dials are on a turn mechanism only.

The bathrooms are well lit with ceiling lights, fully encased. All towels are white.

That bathroom taps are embossed with hot and cold tactile markers.

Pull cords are installed in the bathroom.



## PUBLIC AREAS – HALLS, STAIRS, LANDINGS & CORRIDORS



The corridors are well lit with spotlights; the corridor width is 178cm wide.

The flooring in all corridors is carpet.

There are two lifts to all floors with audible announcements.

There is a manual door between the lifts and corridors and is 89cm.

Top floor lift buttons are 117cm max height and the lift call button is 46cm. The lift card reader is 125cm high.

We may not be aware of your requirements so please request that a Personal Emergency Evacuation Plan (PEEP) is carried out by the Duty Manager on arrival. If you have any specific requirements with regards to evacuating during an emergency evacuation, please make this known to reception when we complete the PEEP form on arrival. Should the fire alarm sound during your stay, you will need to evacuate the building using the nearest emergency exit stairwell nearest to your bedroom. The meeting point is Guild Street outside Union Square Shopping Centre. We have two Evac Chairs for use in an emergency.

We test our Fire alarm weekly every Thursday at 2pm.

## PUBLIC AREAS – LOUNGE & LOBBY



Our lobby and lounge area is located immediately inside the front entrance on Union Square Level 1 (our ground floor) with level entry. The entrance for our lounge bar is 181 cm wide. These areas are level throughout with access space between furniture, with a combination of high and low tables, sofas and bucket chairs.

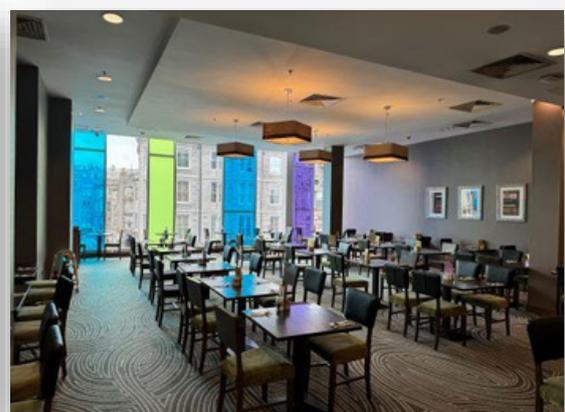
These areas are well lit with ceiling lights and lamps.

The flooring in the lounge bar is wood and the lobby is tiled. There is partial sections carpeted in seated areas.

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

The nearest WCs and accessible WC is located towards the breakfast restaurant with level flooring and manual doors.

## RESTAURANT/DINNING ROOM, BAR & BAR AREA



The bar and restaurant are located on the Union Square Level 1 (our ground floor) and are accessible through a lift or stairs from higher floors.

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 evening but remain on during the day, and the flooring is wooden and tiled with carpeted area in restaurant.

We try to accommodate any dietary requests and ask that we be informed in advance. Our menus contain calorific information and indicate if they are 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 required.

Staff can read out the menu if needed.

All our crockery is white, cutlery silver and the tables do not have cloths on them.

The nearest WC's and accessible WC are located on the same level between reception and restaurant areas.

## PUBLIC TOILETS

There is clear space for wheelchair (when facing the WC) to the left-hand side and this is 110cm. The door opening width is 89cm with room to manoeuvre.

The height of the WC from floor to seat is 48cm.

There is grab rail (when facing 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. The taps in our accessible public toilets are marked with tactile mark to distinguish hot and cold.



## CONFERENCE AND MEETING ROOMS



We have five meeting rooms on Union Square Level 1 (our ground floor). One meeting room is in the main vicinity of the reception lobby, the remaining four meeting rooms are in our main conference area just past our restaurant.

The clear door opening width to the conference area is 141cm.

There is level access throughout. Either floor is suitable for wheelchair or a pushchair.

All areas are well lit with spotlights.

Furniture can be moved in the suites and the lobby areas upon request.

The contact for conference/meeting hire is:

Meeting & Events Co-ordinator

Tel: +44 1224 725252

Email: [aberdeen\\_conference@leonardohotels.com](mailto:aberdeen_conference@leonardohotels.com)

There are WC's and accessible WC's located in lobby area between reception and restaurant.



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## ADDITIONAL INFORMATION

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### Shopmobility

Allows our guests to rent wheelchair, scooters, walker & rollers that guests can utilise when staying. See below link for further information.

[Shopmobility - Able Deen](#)

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There is complimentary WIFI throughout the hotel.

Same day Laundry services available.

Address:       Leonardo Hotel Aberdeen  
                  Union Square  
                  Guild Street  
                  Aberdeen  
                  AB11 5RG

Telephone: 01224 381 200