

## Royal Lancaster London Accessibility Statement

In 2017, Royal Lancaster London celebrated 50 happy years by unveiling the results of a stunning £85 million renovation, which took three years to complete. During this time, the design team worked closely with our Accessibility Consultant to ensure the hotel is in line with the expectations of all guests who desire five star hospitality service in luxurious surroundings.

The team at Royal Lancaster London is currently undertaking accessibility awareness training.

Please note, we request that anyone wishing to make an enquiry or booking at the hotel informs us in advance of any special needs that they may have in order for us to meet their personal requirements.

### ON ARRIVAL

Our car park will reopen in early June 2019. Until this time, short term drop-off (maximum twenty minutes) for luggage or passengers is possible at the front entrance to the hotel.

A portering service is available for help with luggage.

If arriving by train, the hotel is able to order a taxi for guests with advance notice.

At the hotel entrance, there is level access to the reception and Nine Kings suite, which are both located on the ground floor.

The Forest Suites, Park Lounge Bar, Park Restaurant and Nipa Thai, all located on the first floor as well as the Westbourne Suite located on the lower ground floor can all be accessed via the guest lifts in the lobby. Each lift door's width is 960 mm.

### PARKING

The nearest Disabled Parking Bay is in Stanhope Terrace, just across from the hotel entrance.

Our Doormen will generally guide guests to the parking spaces on Stanhope Terrace and Gloucester Terrace and also, at busy times, to Spring Street.

For accompanied Guests who may be dropped off at the front entrance, the nearest public car park is Queensway (£30.00 for 24 hours).

Free parking is available daily on any single yellow line in the vicinity of the hotel between 18.30 and 06.30 hours and all day on Sundays for all drivers. This is on a first come, first served basis.

Between 6:30 and 18:30 from Monday to Saturday, parking is charged at £4.90 per hour (or £7.35 per hour for diesel vehicles). Please call +44 (0)20 7125 9090 to register and pay or text +44 (0)7860 022205 and quote location: 8372.

Blue Badge holders are permitted an extension of 60 minutes without additional charges.

### From June 2019:

The car park on the second floor is flat and with a level surface and provides close access to the hotel lifts. Regular charges apply.

There is a glass door from the car park into the hotel with a 24 hour communication link to our hotel security.

Five new and fully compliant guest lifts run from the car park level up to the guest floors and down to the reception and front entrance, which leads out onto the street. Each lift door's width is 960mm.

### CHECK IN

Our reception team will be pleased to check in a guest in a wheelchair at an adjoining table.

We do not have a hearing loop at reception.

Each guest will be roomed by a member of staff on check in to ensure they are fully familiarised with all the accessible facilities in their room and items are positioned to suit their particular requirements.

A PEEP (Personal Emergency Evacuation Plan) Form will be offered on check in to ensure the guest's individual needs are taken into account in the unlikely event of an emergency.

## **RESTAURANTS & BARS**

Most of the ground floor facilities are on one level including reception and Living Lounge, plus Hyde Bar, where waiter service is offered.

The Forest Suites, Nipa Thai, Park Restaurant and Park Lounge Bar are all located on the first floor and are easily accessible via wheelchair.

Island Grill restaurant is only reachable from the street via the Bayswater Road entrance; a 3-4 minute walk away around the corner from the main reception. There are several steps to the Island dining area which may need to be ascended by a wheelchair step-climbing device. For this, we recommend contacting the hotel in advance to discuss wheelchair compatibility, possible weight limitations or any other issues.

Where access to the Island dining area with the step-climbing device is not feasible, we will be pleased to serve the full Island Grill in Park Restaurant.

Most dietary requirements can be catered for by prior arrangement.

A table near the door in the dining room can be arranged for easy access.

Chairs are non-fixed in the dining room and chairs with arms are available in the dining room on request.

A large print menu is available on request.

## **OTHER INFORMATION**

Guide dogs are welcome in all areas, including the restaurants & bars

## **THE GROUND FLOOR AND PUBLIC TOILETS**

The lounge and corridors on the ground floor are well lit with good colour contrast.

Our receptionists will be pleased to assist guests if required.

The accessible toilet on the first floor is reachable via the guest lift.

## **BEDROOMS**

We have four accessible rooms, located on the 16<sup>th</sup> and 17<sup>th</sup> floors, each comprising 31 square metres, allowing easy mobility within the room. Each room has an interconnecting door for travel companions or carers.

The entrance door width to the room is 640mm.

An automated opening door allows lone wheelchair users to enter and leave the room unassisted. Please reserve this room in advance.

Bedroom door viewing holes are set at two levels for the convenience of wheelchair users.

Wardrobe hangers are also positioned at two levels.

The bed in these rooms may be moved to facilitate right or left sided preferences, and the raised bed height allows for a portable hoist to be installed close to the bed, by prior guest arrangement.

Bedroom lighting is of different light levels.

Non-feather or synthetic pillows are available upon request

A flip down bathroom stool features within each accessible room shower.

The accessible rooms are fitted with audio beacons and integrated vibrating pillows are available upon request.

Emergency pull cords are available in each accessible room (one on either side of the bed, one by the shower and one by the toilet), providing 24 hour emergency assistance.

Stylish, foldaway handrails are fitted in each bathroom, as required. Consideration is made for the right or left handed orientation of the guest at the point of check in.

A Personal Emergency Evacuation Plan is available for guests to advise whether they should have any special needs in the event of an emergency.

Each guest will be personally roomed on check in to ensure they are fully familiarised with all accessible facilities and that all items are positioned to suit their particular requirements.

Guest Safety Zones are located on the north stairwells and will be pointed out to the guest on rooming.

Large font menus are available on request.

## **LIFTS**

Four of our five modern guest lifts run between the 18<sup>th</sup> floor and the Westbourne Suite lobby on the lower ground floor. A small ramp allows access from this lobby to inside the Westbourne Suite.

These newly installed lifts have audio functionality and also raised buttons (not braille). All guest lifts are suitable for wheelchair users. The lift doors' width is 960mm.

Stairwells have handrails on both sides of the stairs.

## **OTHER INFORMATION**

The hotel has one wheelchair (for internal use only), and with prior notice, can obtain a further wheelchair to be on site.

Guide dogs are welcome.

A member of the team will be available at reception 24 hours a day.

Room service is available to guests 24 hours per day.

The hotel has no signs or literature in Braille

In the event of an emergency, each floor has a designated safety zone at the north side stairwell, next to the fireman's lift. This is manned by a 24 hour telecom link to the hotel operator.

The guest room floors and all public areas are covered by 24 hour high definition CCTV.

## **TRAINING**

We are pleased to advise that all our front of house colleagues will attend initial accessibility awareness training during their induction, followed by the ongoing Access Champ Accessibility for Hospitality training program during the course of their employment.

Thorough Stepclimber training and LOLER testing is ongoing to ensure all relevant staff are confident in using these devices.