

## 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.

In July, Royal Lancaster London was proud to be awarded the Accessibility Award at The Catey Awards 2019 for our commitment to ensuring our facilities are accessible for all.

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

On entering the front door, there is level access to both the Reception, lobby and Nine Kings Suite on the ground floor.

A short term drop-off (maximum twenty minutes) for luggage or passengers is possible at the hotel forecourt.

The Forest Suites conference rooms on the first floor, the Lounge bar, Nipa Thai restaurant, Park Restaurant and Westbourne Suite can all be accessed by Guest Lifts. Each lift door's width is 960 mm.

Porterage service is available for help with luggage.

If arriving by train, our Concierge will be pleased to arrange a taxi for resident Guests, with advance notice (Tel: 020 7551 6134).

### IN-HOUSE PARKING

The car park on the second floor is flat and level with close access to the hotel lifts.

Valet parking is available from 0700-2300 hours.

Regular charges apply: 2 hours £12; 4 hours £20.00; 6 hours £30.00; 24 hours £45.00

There are 25 spaces available on a first come, first served, basis; one of which is a designated Accessible parking space with extra room for manoeuvrability.

This space may be booked in advance (for hotel residents only) at the time of the reservation or directly via our Concierge (Tel: 020 7551 6134) with 24 hours' notice.

There is a glass door from the Car Park into the Hotel with a 24 hour video communication link to our hotel security. Guests travelling solo with a wheelchair will be met at this level and escorted to Reception or to the lifts.

Five brand new fully compliant Guest lifts run from the car park level to the Guest floors and also down to the main body of the Hotel, and lead to the street. (Each Lift door's width is 960 mm).

### EXTERNAL 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 external Car Park is Queensway (£30.00 for 24 hours).

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

At other times (Mon – Sat 0830-1830) parking is charged at £4.90 per hour or for Diesel vehicles £7.35 per hour

(Tel: 020 7125 9090 to register and pay or Text to 07860022205 and quote location: 8998).

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

## **TRANSPORTATION**

Most London taxis accept regular wheelchairs, however for larger wheelchair requirements arrangements may be made in advance via our Concierge desk. We recommend that you provide as much notice as possible.

London buses are available outside the hotel, which are accessible to all except very large electric wheelchairs or large mobility scooters.

## **CHECK IN**

The receptionist will be pleased to check in a Guest with a wheelchair at an adjoining low level table.

A Hearing Loop facility is available on Reception and Concierge desks.

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

## **RESTAURANTS & BARS**

Most of the ground floor facilities are on one level, including Reception, Hyde Café and Living Lounge. Waiter service will be offered for the bar.

The Forest Suite, Nipa Thai restaurant, Park Restaurant and first floor Lounge are wheelchair accessible via the lifts.

The Island Grill restaurant is currently only reachable from the street, 3-4 minutes 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 menu in the Park Restaurant or Lounge.

Most diets can be catered for by prior arrangement.

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

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

A large print menu is available on request.

## **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.

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

The entrance door width to most rooms is 640 mm.

The entrance door width to regular Accessible rooms is 670 mm

The entrance door width to the Accessible room with motorised door is 720 mm. (N.B. An automated opening door allows lone wheelchair users to enter and leave the room unassisted). Please reserve this room in advance.

Wardrobe hangers are also positioned at two levels.

The bed in these rooms may be moved to facilitate right or left sided preferences.

The raised bed height (127 mm) allows for temporary 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, however advance notification is strongly recommended.

## **SAFETY AND SECURITY**

A PEEP (Personal Emergency Evacuation plan) form will be offered on check in to ensure all special safety needs are taken into account, in the unlikely event of an emergency.

Guest Safety Zones for use in an emergency are located on the North stairwells of each floor next to the fireman's lift. This is manned by a 24 hour telecom link to the hotel operators and are pointed out to the Guest on rooming.

For Guests with hearing impairment, the accessible rooms are fitted with audio beacons and integrated vibrating pillows are available upon request.

Our team members are First Aid trained and a defibrillator is available on site. The hotel is minutes away from St Mary's hospital in Paddington.

The room digital safe is set at low level for easy access.

The Guest rooms' corridors and all public areas are covered by 24 hour high definition CCTV.

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

## **LIFTS**

Four of our five modern Guest lifts run between the 18<sup>th</sup> floor and the Westbourne Suite lobby in the lower ground floor. A small ramp allows access from this lobby to the actual suite, or alternatively the stepclimbing device may be used.

The 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.

There is an internal handrail on three sides.

The lifts are covered by 24 hour cctv.

## **OTHER INFORMATION**

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

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

A Zimmer walking frame may be loaned on request.

Long handled door stops are available for wheelchair users.

For all specialised equipment ( e.g. hoist apparatus, electronic mattresses etc.), ordered by the Guest from a third party for use in their room, we recommend this is clearly labelled "ACCESS" with the name of the Guest and "CONCIERGE". Our team will ensure this is delivered to your room with your luggage on check in.

Clinical waste disposal and Sharps bins service may be arranged with prior notice.

Reception is manned 24 hours a day.

Room service is available to serve any Guests wishing to have meals in their rooms – including selected meals from the Nipa Thai and Island Grill after 1800 hours.

The hotel has no signs or literature in Braille.

The Accessible toilet on the first floor is reachable by the lift.

All stairwells have handrails on both sides of the stairs.

## TRAINING

We are pleased to advise that all our Guest facing employees attend initial accessibility awareness training at their induction, followed by ongoing Access Champ Accessibility for Hospitality training program.

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

*The Royal Lancaster London has an open, dynamic, approach to accessibility matters and we welcome feedback and suggestions from our Guests.*

*Throughout your stay with us, you can be assured that our team will be on hand to give advice and ensure your comfort and safety.*