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 Royal London City

Introduction

We are a city centre hotel located on Cooper's Row, and are approximately a 5 minute walk to Tower of London, London's iconic castle and World Heritage Site. We are about a 4 minute walk from Fenchurch railway station with excellent public transport links to trains, tubes and buses; Tower Hill tube station is right outside the entrance (about 1 minute walk). There is a gradual - medium hill to walk to and from Tower of London, (about 15%) but the immediate landscape is all level. We have 317 bedrooms over 12 floors. Our meeting rooms are located on the first floor. Ou2r heated swimming pool, gym and spa facilities are located in the basement accessible for all of our guests. The ground floor has no bedrooms on it, but every floor is accessible by lift. On nearly every floor there are partly accessible rooms and fully accessible rooms - 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) 20 7863 3700 or email llc_operations@leonardohotels.co.uk.

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Pre-Arrival

The nearest railway station is Fenchurch Street Station and is located approx. a 4 min walk away, access is possible by wheel chair and there is one dropped kerb.

The closest underground station is Tower Hill which have step free access from street to train.

Our preferred taxi company is Black Taxis with all cars being wheelchair accessible. They can be booked via our Concierge or alternatively can be contacted via 02077369958.

All London buses are equipped with accessible access for all travellers. The only restrictions are for travellers using a very large electric wheelchair or large mobility scooter. It is advised to contact their advice line for further guidelines: 020 7737 2339 or alternatively contactus@transportforall.org.uk.

There are bus stops just a 4-minute walk from the Hotel and our Concierge is available 24 hours to advise on the correct buses to get you to your destination

The bus stops are located at on Tower Gateway opposite the Tower Gateway DLR entrance which is around a 5 minute walk away. The streets in the area surrounding the property are of an even build.

Car Parking and Arrival

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

We offer a parking service which is complimentary to blue badge holders, subject to availability.

Minories Car Park is a 5 minute walk from our hotel and can be accessed on 1 Shorter St, London E1 8LP. It has 5 disabled spaces and is open 24 hours a day, Monday to Sunday, including Bank Holidays.

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

The car park is well lit and en route to the hotel there is street lighting. There is a drop off bay opposite the front of hotel, and a dropped kerb nearby

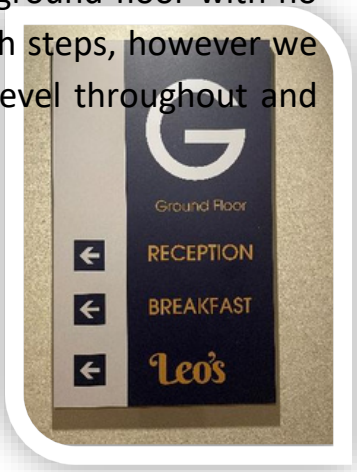
When entering the building there are automatic sliding doors. There are steps to the main entrance on one side and level access on the other.
Upon arrival we can give directions to the car park etc.

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 1.6m

Main Entrance / Reception / Welcome Area

The reception is located immediately inside the front doors on the ground floor with no steps. There are 3 lift's available to all floors from the reception with steps, however we have a wheelchair accessible lift up the stairs. The ground floor is level throughout and access is available to all floors by lift.



Pushchairs and wheelchairs can manoeuvre easily around reception, the lobby and bar areas and there are chairs and sofas available in reception.

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

All areas in reception and the lobby are well lit with LED spotlights in the ceilings and we also have table lamps in reception.
Staff can check in at the main reception desk but we could offer a check in in another area if requested. There is a lower desk available for people in wheelchairs at the main reception.

We frequently accommodate show rounds of the property - we advise to pre-book with our Deputy General Manager, Vishant Malpotra

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Bedrooms

We have no ground floor bedrooms, but every floor is accessible by lift.

On nearly every floor there are both fully accessible and partly accessible bedrooms. All of the beds are lower, bedside units and coffee stations and there are lower rails in the wardrobes.

Bedroom doors are marked with the door number on the front - these are not raised in Braille format.

All furniture in the bedrooms can be moved around at the guests request and can also be removed.

The beds in our accessible rooms are doubles. These rooms all interconnect to a standard room so carers/ relatives can stay next door and the doors can be left open between the 2 rooms. We offer a complimentary room for carers.

The space next to the bed for wheelchair users to transfer onto the bed is 70.5" (178cm).

The height of the beds to the top of the mattress is 22" (56cm).

The clear space under the beds in the accessible rooms is 7" (18cm).

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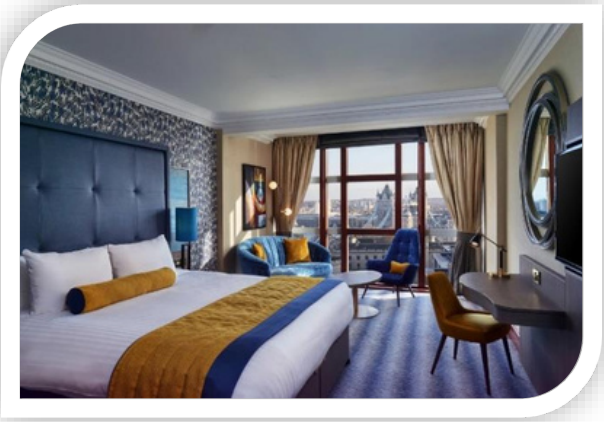
LEONARDO ROYAL Hotel London City

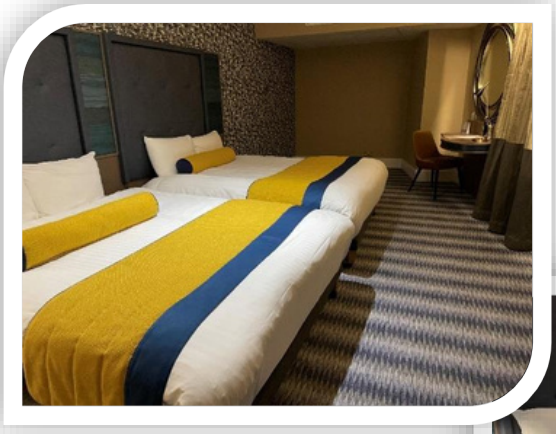
The bedroom is lit with LED wall lights and 2 spotlights above the bed. Additional lighting can be requested but is not guaranteed.

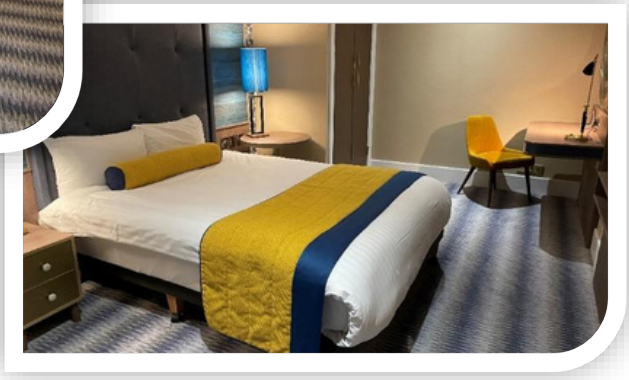
The walls and doors are of a cream colour, with one wall in the bedroom a sandy colour, the carpets are red. There are carpets in the bedroom throughout.
All our bedding is non feather.



A selection of our accessible bedrooms has large button telephones. The phones have a flashing light indicator enabling the call to be seen and heard.

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

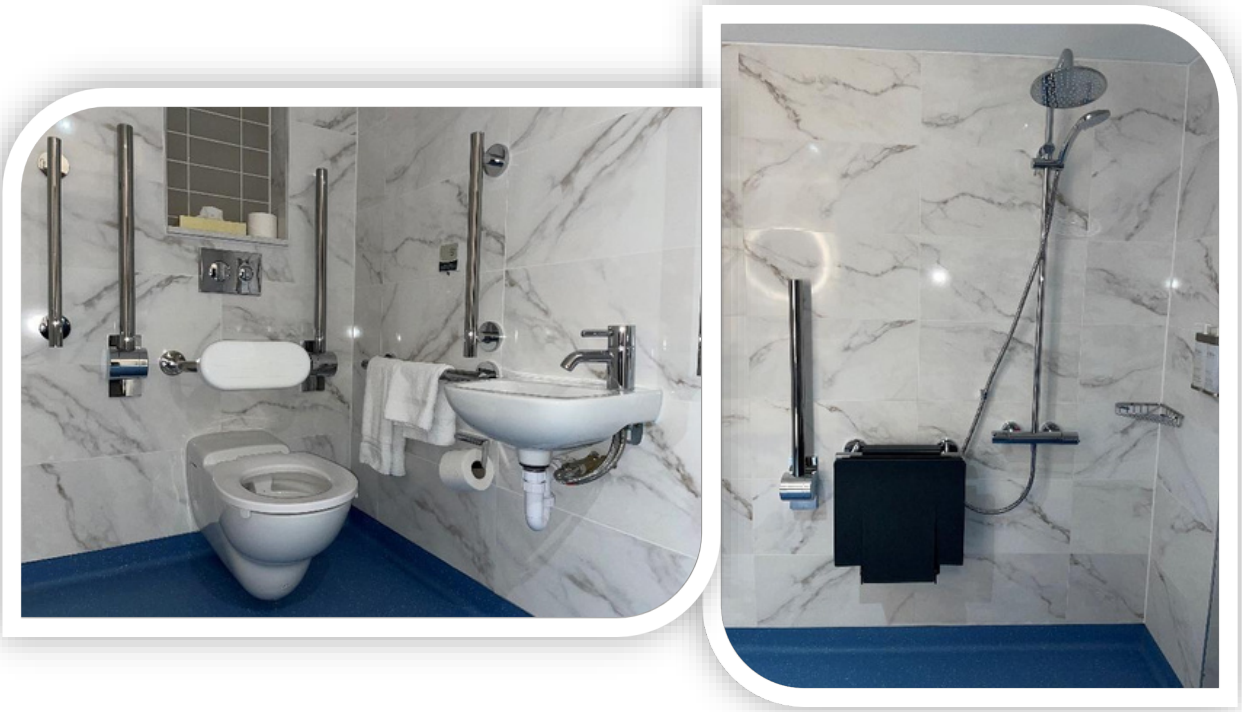




Bathrooms, Shower-rooms and Toilets

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

All bathrooms are equipped with grab rails in the bathrooms and there is flat access from the bedrooms to the en suite.
The clear door opening width of the bathroom door is 35" (89cm).



The height of the WC from floor to seat is 19" (48cm) and the transfer side when looking at the WC is to the left.
The height of the wash basin 27.5" (70cm) and there is clear space under the sink.

Support/grab rails are located next to the toilets.

The shower dials are on a turn mechanism only.

The bathrooms are well lit with wall lights and florescent tubes over the mirrors which are fully encased.

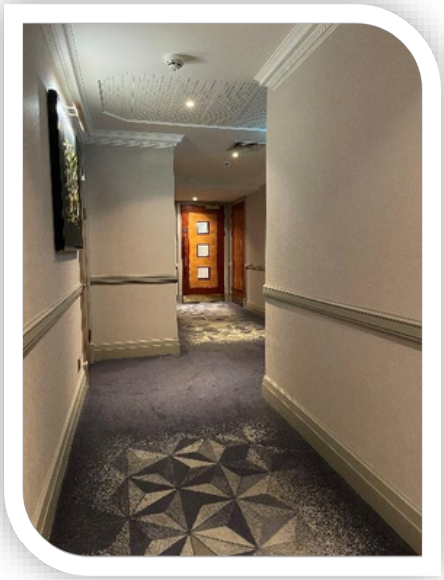
The towels are white.

There are red emergency pull cords located in the bathrooms.

Our taps in our accessible bathrooms have been embossed with hot and cold tactile markers.

Public Areas - Halls, Stairs, Landings, Corridors

The corridors are well lit with wall lights and spotlights in the ceiling; the corridor width is 50” wide.



The flooring on all corridors is carpeted.

We have three lifts from reception to all floors - these all come with audible announcements (the lift buttons are tactile and they all have mirrors).
Top floor lift buttons are 50” max height

If you have specific access requirements with regards to evacuating during an emergency evacuation please make this known to reception. 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 Trinity Square Gardens.

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 1.6m.

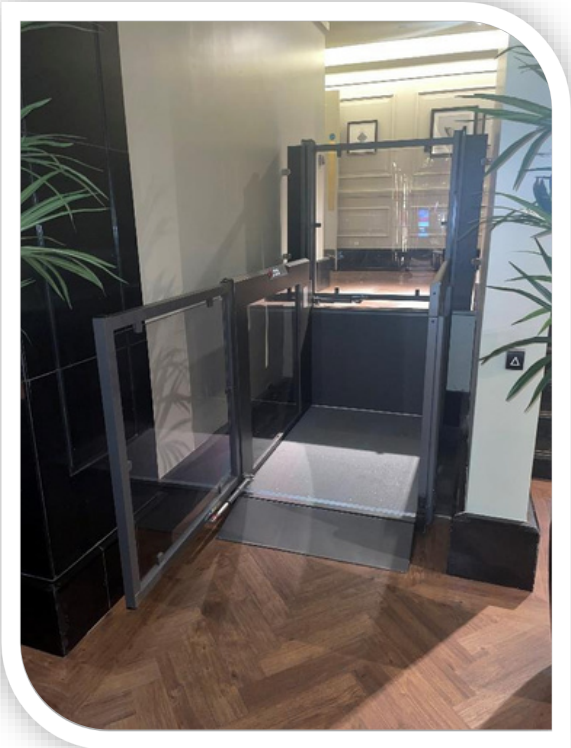
These areas are level throughout with access space between furniture, with a combination of high and low tables, couch and bucket chairs.
These areas are all well-lit with ceiling lights, wall lights and we also have floor lamps.

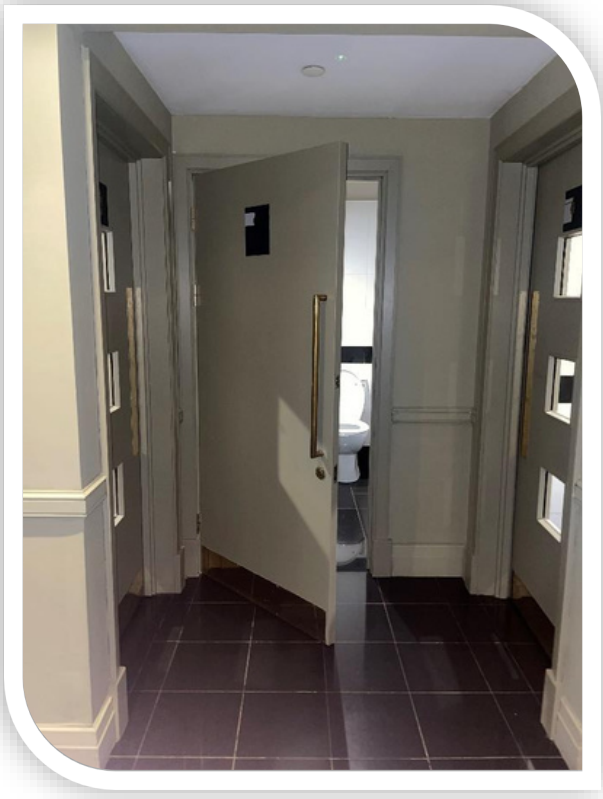
The flooring is a mixture of wood and carpet.

There an information TV over Reception desk in the lobby.

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

The nearest WC's and accessible WC are located on a higher level just past the reception desk on the right hand side of Main Entrance accessible through a lift or by stairs.





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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.

The clear width to each area is 5 feet and more from the bar to the restaurant.

There is space for wheelchairs and push chairs 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 are informed in advance.

We will happily provide room service where necessary.

Both bar and restaurant food will be bought to you when ready, breakfast is a self-service buffet. Assistance is available if necessary.
Staff can read out the menu if required and we also provide on request menus in braille.

All of 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 just past the bar on the left.

Public Toilets

The nearest WC's and accessible WC are located on a higher level just past the reception desk on the right hand side of Main Entrance accessible through a lift. The accessible WC is a unisex toilet and it is not locked.

Both external and internal access doors are 35" 989cm).

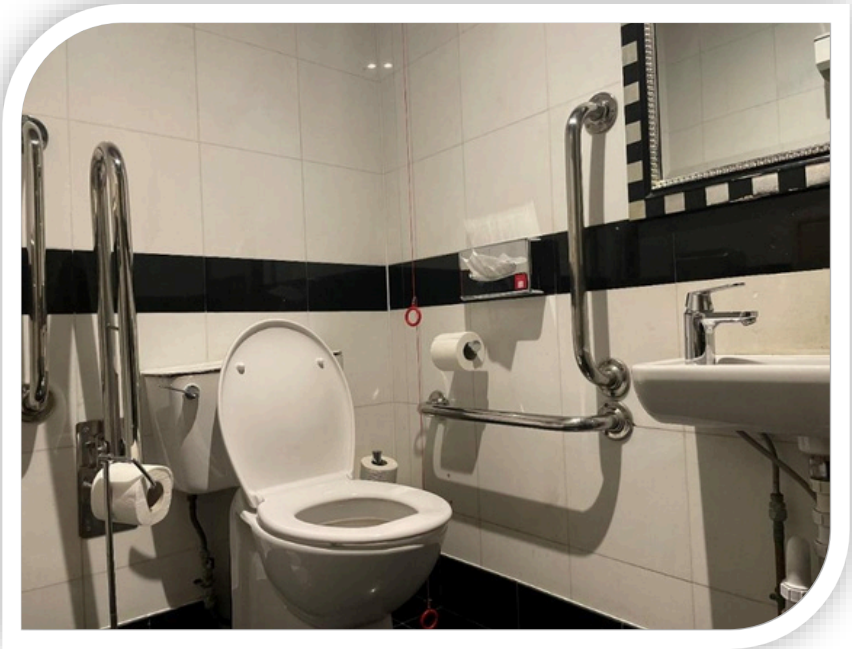
There is clear space for a wheelchair (when facing the WC) to the left hand side and this is 28" (71cm).

The height of the WC from floor to seat is 19" (48cm).

There is a grab rail (when facing the 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.

Our taps in our accessible public toilets are marked with tactile mark to distinguish hot and cold.



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Conference and Meeting Rooms

We have 12 meeting rooms in total. On the 1st floor level are all accessible by lift.

The clear door opening width to the meeting rooms is 5 feet.

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

All areas are well lit with spotlights and wall lights.

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

The floor surfaces are all carpeted

The contact for conference/meeting hire is:

Dori Gal, Meeting & Events Co-ordinator

Tel: +44 20 7863 3700 | Email: dori_gal@leonardohotels.co.uk

There are WC's and accessible WC's located directly outside of the meeting rooms, on the left.

Spa and Leisure

Our spa and leisure facilities are located in the basement which is accessible through lifts. It is tiled flooring throughout.

The Fitness Centre features Technogym cardio and resistance machines, our fitness centre is open from 0600-2200 and is operated by Rena Spa.
The swimming pool is heated with seating available; there are both steps and flat walk way to the swimming pool area. Our swimming pool is open from 0600-2200 and children can swim between 1000-1200 and 1400-1800.

There is a reception desk in the spa and leisure area where one of our therapists can answer any questions or queries.

We have 2 treatment rooms available and guests can book various treatments. Our spa is open daily from 0600-2200 and we advise that any treatments are booked in advance. There are separate male and female changing rooms along with toilets and showers. Towels and lockers are available at no charge. There is wheelchair and pushchair access throughout our spa area. There are emergency call buttons in the gym and pool area.

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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

LED lighting is used throughout the entire building.

The signage used in the hotel is of a medium font on a blue background - pictograms are not used.

The local hospital is: **The Royal London Hospital** Whitechapel Rd, London E1 1FR

General phone numbers

Main switchboard (for patient enquiries)	0207 3777 000
For Newham	020 7476 4000
For Whipps Cross	020 8539 5522

There is complimentary WIFI throughout the hotel.

Address: Leonardo Royal London City
8-14 Cooper's Row, London EC3N 2BQ
Telephone: +44 (0)20 7863 3700
Email: londoncityreservations@leonardohotels.co.uk
Website: https://www.jurysinns.com/hotels/london/leonardo-london-city

Local Accessible Taxi: London Black Taxis +44 (0) 207 736 9958.

Local Public Transport: Fenchurch Street Train Station / Tower Hill Underground

Any further information can be provided by contacting the hotel directly.