

# ACCESS STATEMENT

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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 Manchester Central



## Introduction

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We are a city centre hotel located in Manchester city centre and are approximately a 10-minute walk into the retail area. We are located adjacent to Deansgate-Castlefield Metrolink (tram) station with excellent public transport links to trains, buses and we use an environmentally friendly taxi firm. We have 265 rooms over 7 floors. The ground floor has 16 bedrooms on it and 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 (0161) 953 8888 or email [mai\\_operations@leonardohotels.com](mailto:mai_operations@leonardohotels.com)

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## Pre-Arrival

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The nearest railway station is Oxford Road Station and is located approx. an 8 min walk away, access is possible by wheelchair and there is a dropped kerb.

We use a local taxi firm (Streetcars) who have an accessible taxi service available - there are several cars in their fleet, and they advise that these are pre-booked in advance as they cannot guarantee they will be available.

All Manchester bus routes operate with low floor buses.

All of the bus stops are located at the front of the hotel which is around a 1-minute walk away.

We have menus available in Large Print

## Car Parking and Arrival

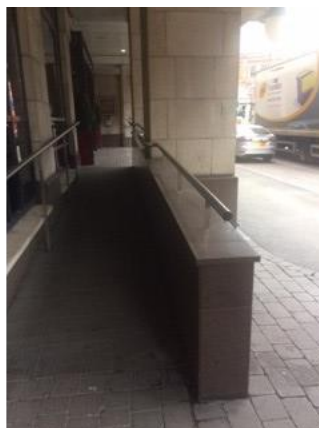
When entering the building there are automatic doors - these are never locked as we have a 24 hour manned reception. There are steps to the main entrance but there is also a ramp.

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Upon arrival we can give directions to the car park if required.

If a guest is not able to take their own luggage to the bedroom – a member of the team will take this to the room for them

The opening width of our automatic doors is 190cms



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### Main Entrance / Reception / Welcome Area

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The reception is located immediately inside the front doors to the right on the ground floor with no steps.

There is a lift available to all floors from the reception area. The ground floor is level throughout, and access is available to all floors by lift. The lifts are 90cms wide.

The bar and restaurant are located on the lower ground floor and are accessed by a lift or the stairs.

Pushchairs and wheelchairs can manoeuvre easily around reception, the lobby and bar areas.

There are chairs and sofas available in reception.

The flooring in the lobby, ground floor, bar and restaurant is of hard surface

All areas in reception and the lobby are well lit with LED spotlights in the ceilings and we also have floor 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.

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We frequently accommodate show rounds of the property - we advise to pre-book with our Sales Manager.



## Bedrooms



We have 16 ground floor bedrooms, but every floor is accessible by lift.

On 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 to the side of the door - these are not raised or in Braille format.

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

The beds in our accessible rooms are doubles.

The space next to the bed for wheelchair users to transfer onto the bed is 70.5".

The height of the beds to the top of the mattress is 22".

The clear space under the beds in the accessible rooms is 7".

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

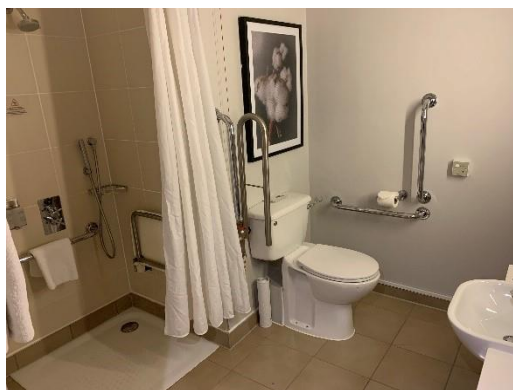
All duvet and bedding is non allergenic.

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 or a member of the team will be available to assist.

## Bathrooms, Shower-rooms and Toilets

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

All bathrooms are equipped with grab rails in the bathrooms and there is flat access from the bedrooms to the en-suites.

The clear door opening width of the bathroom door is 35".

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In fully accessible bathrooms the shower is separate in the partly accessible bathrooms the shower is above the bath.

The height of the WC from floor to seat is 19".

The height of the wash basin 27.5" and there is clear space under the sink.

Support/grab rails are located next to the toilets.

The taps throughout are lever and turn style.

The shower dials are on a turn mechanism only in the partly accessible rooms.

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 with re-set boxes for these located inside the bedroom doors and next to the bed.

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

## Public Areas - Halls, Stairs, Landings, Corridors

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The corridors are well lit with wall lights and spotlights in the ceiling; the corridor width is 58" 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 equipped with braille and they all have mirrors). The lift announces which floor you are on as the door opens.

The refuge areas are located on each corridor stairway with a refuge call point at each one.



## Public Areas - Lounges, Lobbies

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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 91".

These areas are level throughout with access space between furniture, with a combination high and low tables, couches and bucket chairs.

These areas are all well-lit with ceiling lights, wall lights and we also have floor lamps.

The flooring is of hard surface throughout the area.

There is one TV in the lobby area advertising hotel facilities - we have 2 TV's in our bar.

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Food and drink can be consumed in these areas.

The nearest WC's and accessible WC is located on the lower ground floor opposite the lifts.



## Restaurant/Dining Room, Bar & Bar area

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The bar and restaurant are located on the lower ground floor and are level throughout.

The clear width to each area is 116cms for the bar and 124cms for 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.

The flooring is of hard surface throughout.

We are able to accommodate any dietary requests and the allergy guide is available from the team.

Room service is available and breakfast room service is available but needs to be booked by 23:00 the night before.

Both bar and restaurant food will be brought to you when ready, breakfast is a self-service buffet. Assistance is available if necessary.

Staff can help guide through the menu and help read this if required.

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The nearest WC and accessible WC is on the same level opposite the guest lifts.



## Public Toilets

The public/accessible WC's are located on the lower ground floor opposite the lifts. The accessible WC is a unisex toilet and it is not locked.

There are no ramps or steps to gain access to the toilets.

External access door is 90cms.

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

The height of the WC from floor to seat is 43cms.

There is a grab rail (when facing the WC) to the right of the toilet.

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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.



## Conference and Meeting Room

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We have two meeting rooms in total both on the ground level.

The clear door opening width to the meeting rooms is 154cms then 83cms to access each room.

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

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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 Meeting & Events team.

There are WC's and accessible WC's located on the lower ground floor opposite the lifts.



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## Assistance Dogs

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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.

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## Additional Information

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We welcome assistance dogs throughout the hotel.

LED lighting is used throughout the entire building.

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

The local hospital is Manchester Royal Infirmary, located on Grafton Street, Manchester M13 9WL

There is free high speed WIFI at the hotel.

One of the main attraction in the locality is Manchester Central located on Windmill St, Manchester M2 3GX. They have accessible access information on their website, visit <https://www.manchestercentral.co.uk/accessibility>

The Bridgewater Hall is another major attraction located opposite our hotel, they have accessible information on their website by visiting <https://www.bridgewater-hall.co.uk/your-visit/access/>

All of our staff receive regular training that includes disability awareness training.

Upon arrival a PEEPS form will be completed by a Duty/Senior Manager – this will be used to assist your safety should there be an emergency situation.

Each floor contains a refuge point in case of an emergency evacuation. If you have specific access requirements with regards to evacuating during an emergency evacuation please make this known to the Duty Manager during the PEEPS process. 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 the car park of the Bridgewater Hall opposite the main doors of the hotel.

### **Contact Information Address (Inc postcode):**

Leonardo Manchester Central

56 Great Bridgewater Street

Manchester M1 5LE

### **Telephone:**

(0161) 9538888

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# ACCESS STATEMENT

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**Email:** [mai\\_operations@leonardohotels.com](mailto:mai_operations@leonardohotels.com)

**Website:**

[www.leonardohotels.co.uk](http://www.leonardohotels.co.uk)

**Grid Reference:**

Latitude:	53.474949
Longitude:	-2.247259
Easting:	383685
Northing:	397608
Grid reference:	SJ836976
UTM reference:	30U 549960 5925371
Altitude:	44 metres (143 feet)

**Hours Of Operation:**

Open all year

**Local Accessible Taxi:**

Street Cars (0161) 228 7878

**Local Public Transport:**

Transport for Greater Manchester

[www.tfgm.com/](http://www.tfgm.com/)

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