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 Hotel Hinckley Island

Introduction

We are a centrally located hotel situated on Watling Street/A5. The M69 & M1 are both located a short drive away from the property. The M69 being less than a minute from the property and the M1 is a further 10 miles (10 minutes) when travelling East Bound. The nearest Town Centre, Hinckley, can be reached via car within 5 minutes. Nuneaton can be reached by car in 15 minutes. Hinckley Railway Station is the closest railway station whilst Nuneaton Train Station also within easy reach. We have 362 bedrooms over 3 floors, all of which are accessible via x2 lifts. We have 23 meeting rooms located across multiple floors. The 3rd Floor comprises of our Training Suite, whilst our larger function rooms are on the Ground Floor. Every floor is accessible by lift, however we do have 3 meeting rooms accessible via stairs only. On the ground floor, there are four fully accessible rooms, both Double rooms, suitable for all kinds of access needs.

We look forward to welcoming you. If you have any queries or require any assistance please phone +44 (0) 1455 631122 or email hinckleyisland_operations@leonardohotels.co.uk

Pre-Arrival

The nearest railway station is Hinckley Railway Station and is located approximately a 5 min drive away, access is possible by wheel chair via a ramped bridge, there are also dropped kerbs.

Our preferred taxi company is A2Z Taxis and, on request, they will send a taxi that is wheelchair accessible. They can be booked via our front office team or alternatively can be contacted via 01455 448053.

Car Parking and Arrival

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

Our on-site car parking hosts 600 spaces and is a mixture of flat and uphill terrain. Our accessible bays are situated at the front of the hotel and provide flat access directly into the hotel.

All three of our hotel entrances have automatic sliding doors and offer step free access. All automatic doors have sensors both inside and out. They open when motion is detected; it is approximately 6 metres wide providing easy access.

If a guest would like assistance with their luggage, we would be more than happy to assist with this.

Main Entrance / Reception / Welcome Area

The reception is located immediately inside the front doors on the ground floor with no further steps. There are 2 lift's available to all floors from the reception. Braille is available to the side of the floor option buttons within the lift. The ground floor is level throughout aside from a slight gradient when accessing the bedroom corridors. Pushchairs and wheelchairs can be manoeuvred easily around reception, lobby and bar area, and there seating areas available in reception.

The flooring in the lobby and ground floor is a mixture of wooden laminate and also carpeted, in the bar it is carpeted in the seating areas with a smooth tiled section at the bar. Our restaurant is also carpeted throughout, with the exception of our conservatory which is wooden laminate.

All areas in reception and the lobby are well lit with LED lights in the ceilings and on the walls.

Our team are happy to welcome you at our main reception, in addition we can perform your check in at one of the seated areas in reception if preferred.

We frequently accommodate show rounds of the property, to take advantage of this, please arrange an appointment with one of our team.

Bedrooms

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We have 362 bedrooms over 3 floors, all of which have lift access. On the ground floor, there are four fully accessible rooms, both Double rooms, suitable for all kinds of access needs. All of the beds are double and have low bedside units and coffee stations and there are lower rails in the wardrobes. There is a lower spy hole for secure access, emergency pull cords and fixed seats in the walk in showers. Windows open but are restricted for safety.

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

The furniture is fitted (desk, cupboards, wardrobe) but the chair and table can be removed if requested.

The beds in our accessible rooms are doubles. Relatives or carers can stay next door with an interconnecting room upon request. We advise that you speak to the hotel directly to arrange this, please phone +44 (0) 1455 631122 or email hinckleyisland_operations@leonardohotels.co.uk

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 48cm, but can be raised on blocks on request.

The bedroom is lit with LED wall lights, 2 bedside lights and a lamp on the desk. 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 darker shade and the carpets are different shades of brown/beige. There are carpets in the bedroom throughout.

All our bedding and pillows are all non feather.

All of our accessible bedrooms have telephones. The phones have a flashing light indicator enabling the call to be seen and heard. We also have 1 vibrating pillow (available on request on a first come basis), pull cords and flashing light when the fire alarm sounds. We do not have hoists available. Instructions on how to activate subtitles on the TV can be obtained from reception.

Bathrooms, Shower-rooms and Toilets

A fully accessible room has a wet room shower, with a seat affixed to the wall.

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

The clear door opening width of the bathroom door is 78cm.

The height of the WC from floor to seat is 46cm and the transfer side when looking at the WC is to the left.

The height of the washbasin is 71cm and there is clear space under the basin.

Support/grab rails are located next to the toilet and shower seat.

The shower dials are on a turn mechanism only.

The bathrooms are well lit LED lights above the mirrors. The towels are white.

There are red emergency pull cords located in the bedroom and bathroom.

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 up to 145cm wide.

The flooring on all corridors is carpeted.

We may not be aware of your requirements so please request that a Personal Emergency Evacuation Plan (PEEP's) is carried out by the Duty Manager on arrival. If you have

specific requirements with regards to evacuating during an emergency evacuation please make this known to reception when we complete the PEEPs form on arrival. 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 assembly point is on the left of the main entry barrier in the car park, with all external directional signs leading to this point.

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 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 laminate and carpet.

There are TV's near Reception and the bar area.

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

The nearest WC's and accessible WC is located in our central corridor with all level flooring throughout.

Restaurant/Dining Room Bar, Bar Areas

Both our bar and restaurant are located on the ground floor and are accessible directly from the lobby.

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 evenings but remain on during the day, and the flooring is wooden and tiled with carpeted areas in both the bar and restaurant.

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We try to accommodate any dietary requests and ask that we be informed in advance. Our menu's contain calorific information and indicate if Gluten Free. Non-dairy milk is available as standard.

We will happily provide room service where necessary.

Both bar and restaurant dining is table service, breakfast is a self-service buffet. Assistance is available if necessary.

Staff will happily assist with the reading of the menu if required.

Bar tables do not have cloths on them, however our Marco Pierre White Restaurant is dress with white table linen.

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Public Toilets

There is clear space for a wheelchair (when facing the WC) to the left hand side and this is 80cm.

The height of the WC from floor to seat is 47cm.

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.

Conference and Meeting Room

We have 10 meeting rooms on the ground floor, 2 on the 2nd floor and 6 on the 3rd floor. All of these have step free access. We have a further 5 rooms on the Upper Ground Floor, with only 2 of these being accessible by a separate lift.

The clear door opening width to the meeting rooms is 77cm.

All areas are well lit with spotlights and wall lights.

Furniture can be removed in the meeting rooms and lobby areas upon request.

The contact for conference/meeting hire is:

Meeting & Events Co-ordinator

Tel: +44 (0) 1455 631122
Email: **hinckleyisland_conference@leonardohotels.co.uk**

There are WC's and accessible WC's located on the ground floor and 3rd floor, within easy reach of our meeting & event space.

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Gym and Leisure

We have on-site gym and leisure facilities, which are all accessible via wheelchair. Our Sauna, Steam Room and Gym have step free access, however we do not have a hoist for pool access.

The depth of our pool is 1.2m, it is 15m in length.

For further information, please contact our dedicated leisure team on juvenatehinckley@leonardohotels.com

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 grey background - pictograms are not used.

The local hospital is

George Eliot Hospital College Street, Nuneaton, CV10 7DJ

General phone numbers

Main switchboard (for patient enquiries)	02476 865 550

There is complimentary WIFI throughout the hotel.

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Address: **Leonardo Hotel Hinckley Island**
Watling Street
Hinckley
LE10 3JA

Telephone: +44 (0) 1455 631122
Email: Hinckleyisland_operations@leonardohotels.co.uk

Website: https://www.leonardohotels.co.uk/hotels/hinckley