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 Middlesbrough

Introduction

We are a town centre hotel and situated approximately a 5-minute walk into the town centre. We are located a 10-minute walk/ 5-minute drive from Middlesbrough railway station with excellent public transport links to trains, buses and we use an environmentally friendly taxi firm. We have 132 rooms over 7 floors. The ground and first floor have no bedrooms on it but every floor is accessible by lift. On floors 2,3,4 and 5 there are 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 01642 232000 or email TMI_operations@leonardohotels.com.

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Pre-Arrival

- The nearest railway station is Middlesbrough Station and is located approx. a 10-minute walk away.
- We use a local taxi firm who have an accessible taxi service available - they advise that these are pre-booked in advance as they cannot guarantee they will be available right away.
- All local bus routes operated with low floor buses. There are a few older single deck buses still in service without a ramp or a designated wheelchair space, but they are low floor.
- We have menus available in Large Print.

Car Parking and Arrival

- We do have onsite parking facilities. Parking is £6 per vehicle per night for all guests.
- The surface from the car park to the hotel is even paving.
- The car park is well lit and en route to the hotel there is street lighting.
- There are drop off bays adjacent the front door.
- When entering the building there are automatic doors - these are never locked as we have a 24 hour manned reception. There are no steps to the main entrance and no ramps, there is level access throughout.
- If a guest is not able to take their own luggage to the bedroom - we will take it for them.

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Main Entrance / Reception / Welcome Area

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

- There are two lifts available to all floors from the reception. 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.
- All areas in reception and the lobby are well lit with LED spotlights in the ceilings.
- We frequently accommodate show rounds of the property - we advise to pre-book with our Events co-ordinator.

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Bedrooms

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

· Within our accessible rooms all 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 zip locked but can be made into singles.

· 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 above the bed.

· Additional lighting can be requested but is not guaranteed.

· The walls and doors are of a light colour, with one wall in the bedroom a light green colour, the carpets are multi stripe. There are carpets in the bedroom throughout.

· Non-feather, Non allergenic bedding is standard in all bedrooms.

· Our accessible bedroom phone has 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.

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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.
- The clear door opening width of the bathroom door is 35".
- 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" and the transfer side when looking at the WC is to the right.
- 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.
· There is a seat height raiser available upon request.

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Public Areas - Halls, Stairs, Landings, Corridors

- The corridors are well lit with wall lights and spotlights in the ceiling.
- The flooring on all corridors is carpeted.
- We have two 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

Restaurant/Dining Room, Bar & Bar area

- The bar and restaurant are located on the first floor and are level throughout.
- 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 carpeted with a small, tiled area around the breakfast buffet area.
- We try to accommodate any dietary requests and ask that we are informed in advance.

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- We provide room service from 12pm to 10.30pm with a £6.00 tray charge.
- 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.
- All of our crockery is white; cutlery silver and the tables do not have cloths on them.
- The nearest WC and accessible WC is on the same level just to the left of bar entrance.

Public Toilets

- The public/accessible WC's are located on the first and second floors. The accessible WC is a unisex toilet and it is not locked.
- There are no ramps or steps to gain access to the toilets.
- There is clear space for a wheelchair. • 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 seventeen meeting rooms in total. Five on the first floor, Two on the second floor and ten on the ninth floor.
- 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.

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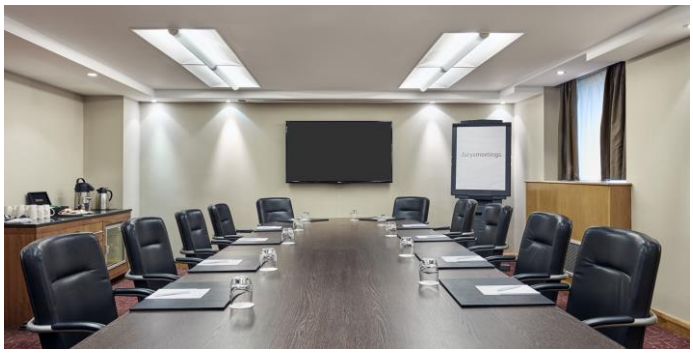
- Furniture can be moved in the suites and also the lobby areas upon request.
- The floor surfaces are all carpeted
- The contact for conference/meeting hire is June_callen@leonardohotels.com
- There are WC's and accessible WC's located directly outside of the meeting rooms.

Email: **Middlesbrough_conference@leonardohotels.com**



Gym and Leisure

Our gym and leisure facilities are located on the ground floor which is accessible through main reception. It is rubber flooring throughout the gym.

Our fitness centre is open from 06:30-21:00 Monday to Friday, 08:00-19:00 Saturday and 08:00-20:00 on Sunday. Towels and cold water are available at no charge and located inside the gym. There are emergency call buttons in the pool side – these are buttons fitted to the wall rather than the usual red pull cords.

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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

As health, comfort and safety are of the utmost importance to us, our hotel staff have received disability awareness training. Please do contact our Front Office Manager if there is something that needs our attention. We will endeavour to ensure that your individual needs are met wherever reasonably possible. Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel. Personal Emergency Evacuation Plan (PEEP) We understand that many people will be able to leave the building unaided; however, some may require assistance. Therefore, we would like to offer you the opportunity to have a Personal Emergency Evacuation Plan (PEEP) to ensure that you can leave the building safely in the event of an emergency. The plan will explain what options you wish to take in the event of a fire evacuation. The plan will also state who is designated to assist you in our evacuation should you require this.

- We welcome assistance dogs.
- LED lighting is used throughout the entire building.
- The signage used in the hotel is of a medium font on a grey/silver background - pictograms are not used.
- The local hospital is James Cook.
- There is free WiFi at the hotel.
- Reception can provide information on local attractions.

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- All of our staff receive regular training that includes disability awareness training. 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 Jack Hatfield Square (Flag Poles) left to the main entrance

Contact Information

Address: Fry Street, Middlesbrough, TS1 1JH

Telephone: 01642 232000

Email: TMI_operations@leonardohotel.com

Website: www.leoanrdohotels.co.uk

Hours of Operation: Open 24 hours, year round