

## 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 Royal Hotel Glasgow



## Introduction

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We are a city centre hotel, located near the River Clyde. We are directly behind Central Station and it is only a short walking distance to the hotel with excellent public transport links to trains, buses and we also use an environmentally friendly taxi firm. We have 321 spacious bedrooms over 10 floors (2<sup>nd</sup>-11<sup>th</sup>). The ground floor and first floor have no bedrooms on them, but every floor is accessible by lift.

Our gym and meeting room space is located on the first floor and accessible for all of our guests. On our second floor we have 2 fully accessible bedrooms, from floors 3 – 9 we have semi accessible bedrooms also suitable for people with all kinds of access needs.

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We look forward to welcoming you. If you have any queries or require any assistance, please phone 0141 314 4800 or email [gli\\_operations@jurysinns.com](mailto:gli_operations@jurysinns.com)



## Pre-Arrival

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The nearest railway station is Central Station and is located a 5-minute walk away, access is possible by wheelchair.

We use a local taxi firm called Glasgow Taxis, who have an accessible taxi service available – during busy hours they advise that these are pre-booked in advance as they cannot guarantee they will be available. Contact number, 0141 429 7070

There are several bus stops located close by which can take you many different routes, in, out or through the city.

We have menus available in Large Print and are team would be happy to read this if required.

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### Car Parking and Arrival

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We do not have any onsite parking facilities however; we offer a discount at

**Q-Park Jamaica Street – 15 Adams Court Lane, G1 4NL (adjacent to Matalan)** – our guests get **50% off** the standard prices listed on the Q Park website – please follow the link to pre book your space and quote **JJJS50** at checkout to receive the discount

The car park is well lit and on route to the hotel there is street lighting

At the front entrance to the hotel, there is a drop off point which has a dropped kerb.

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 or ramps there is level access throughout.

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 71”

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### Main Entrance / Reception / Welcome Area

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

There is a lift available to all floors from the reception. The ground floor is level.

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 is Amtico, in the bar and restaurant the flooring is carpeted with Amtico throughout the main buffet area.

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

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### Bedrooms

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We offer both fully accessible and partly accessible bedrooms. 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 doubles.

The space next to the bed for wheelchair users to transfer onto the bed is 79".

The height of the beds to the top of the mattress is 25".

The space from the floor to the base of the bed is 12".

Additional lighting can be requested but is not guaranteed.

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The walls are cream colour and doors are of a sage green colour, with one wall papered in the bedroom, the carpet has a cream with green pattern. There are carpets in the bedroom throughout.

All bedding is non-feather, Non allergenic bedding can be requested but it is not guaranteed.

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

## Bathrooms, Shower-rooms and Toilets

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2 fully accessible rooms have 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-suites.

The clear door opening width of the bathroom door is 31".

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.

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There is 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.

A bathing board is available upon request.



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

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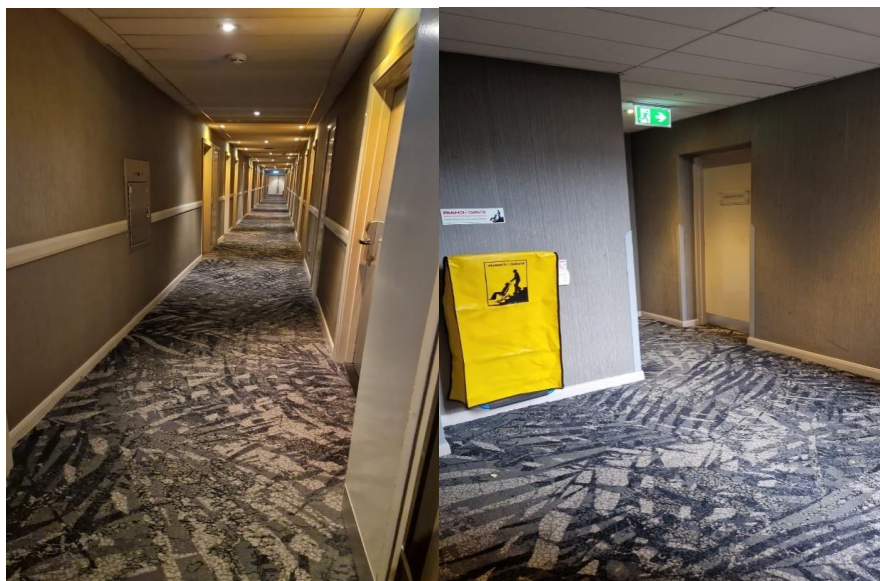
The corridors are well lit with spotlights in the ceiling; the corridor width is 58" wide.

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.

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 meeting point is Broomielaw Bridge. We have 2 evac chairs for use in an emergency.

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



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### 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.

These areas are level throughout with access space between furniture, with 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 a mixture of Amtico and carpet.

There are TV's in the lobby/lounge area and in the bar.

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

The nearest WC's are located in the lobby on the same level and in addition to ground floor WC's we also have toilets on 1<sup>st</sup> floor.

### Restaurant/Dining Room, Bar & Bar area

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

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.

The flooring is carpeted with a part of tiled.

We try to accommodate any dietary requests and ask that we be informed in advance.

We offer room service, there is a menu in every room.

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

The nearest WC's are located in the lobby on the same level and in addition to ground floor WC's we also have toilets on 1<sup>st</sup> floor, lift access.

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### Public Toilets

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The public/accessible WC's are located on the ground floor in the lobby area. 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 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 Room

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We have 8 meeting rooms in total all located on the 1<sup>st</sup> floor, all are accessible by one of three lifts.

There is level access throughout. The 1<sup>st</sup> 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 the lobby areas upon request.

The floor surfaces are all carpeted.

The contact for conference/meeting hire is 0141 314 4800 option 3

A hearing loop can be provided if requested in advance.

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



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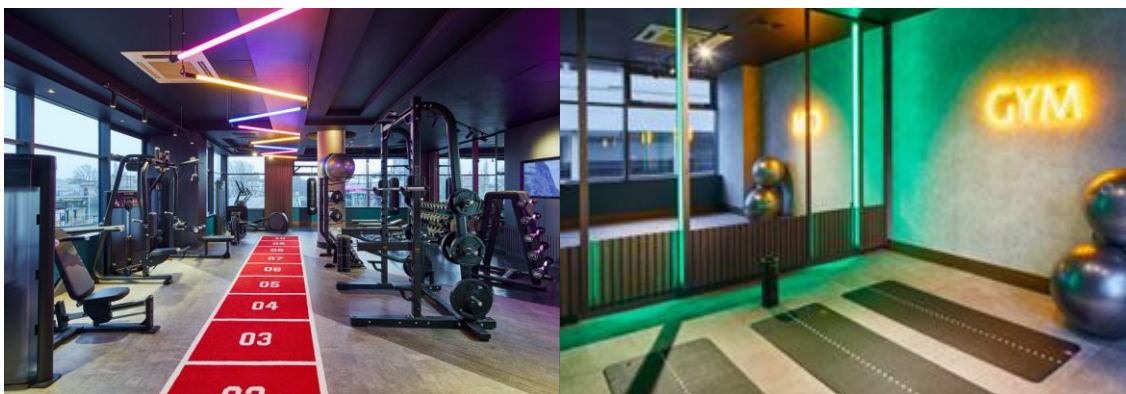
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### Gym

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Our gym and leisure facilities are located on the 1<sup>st</sup> floor which is accessible through lifts. It is tiled rubber flooring throughout the gym.

The Fitness Centre features Technogym cardio and resistance machines, our fitness centre is open from 05:00-22:00. Towels and cold water are available at no charge and located inside the gym



### 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

As health, comfort and safety are of the utmost importance to us, therefore 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 disabled 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 and would provide a water bowl.
- The signage used in the hotel is of a medium font on a grey/silver background - pictograms are not used.
- The nearest hospital is The Royal Infirmary located at 84 Castle St, G4 0SF
- There is free WIFI at the hotel.
- All of our staff receive regular training that includes disability awareness training.

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 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 on the south side of the hotel under the bridge near the river.

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Contact Information	Leonardo Royal Hotel Glasgow
Address	80 Jamaica Street G1 4QG
Telephone:	0141 314 4800
Email:	<a href="mailto:gli_operations@jurysinns.com">gli_operations@jurysinns.com</a>
Website:	<a href="http://www.leonardohotels.co.uk">www.leonardohotels.co.uk</a>
Grid Reference:	55.85664, -4.25821
Hours Of Operation:	Open all year
Local Accessible Taxi:	Glasgow Taxi 0141 428 70 70
Local Public Transport:	Buchanan Bus Station 0141 333 3708

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