

ACCESS STATEMENT 2025

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 London Watford

Introduction

We are a city centre hotel located on Clarendon Road and are approximately a 5-minute walk to the city centre. We are about a 10-minute walk from Watford Junction railway station with excellent public transport links to trains and buses. There is a gradual - medium hill to walk to and from station, but the immediate landscape is all level. We have 216 bedrooms over six floors. Our meeting room is located on the first floor. The ground floor has no bedrooms on it, but every floor is accessible by lift. On every floor, there are fully accessible rooms in two room type (standard and Executive) 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) 1923 422 800 or email wti_operations@leonardohotels.com



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Pre-Arrival

The nearest railway station is Watford Junction railway Station and is located approximately a 10 min walk away, access is possible by wheel chair and there are dropped kerbs.

Our preferred taxi company is Eagle Cars 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 *T: +44 1923 444444*

E : booking@eaglecars.co.uk

w: www.eaglecars.co.uk

All Watford 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: [Bus Travel in Watford | Tickets & Times | Arriva Bus](#)

There are bus stops just opposite from the Hotel and our reception staff is available 24 hours to advice on the correct buses to get you to your destination.

Car Parking and Arrival

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All cars can stop at a drop off bay by the front of hotel, and a dropped kerb nearby, it is a flat, smooth surface of stone tiles. We have three parking spaces, which is complimentary to blue badge holders, subject to availability on site



CitPark Sutton Car Park is a 3 minute walk from our hotel and can be accessed from the entrance on Gartlett Road (postcode for sat nav is WD17 1JA). It's also well lit, protected by CCTV and is open 24 hours a day, Monday to Sunday, including Bank Holidays. We offer a discount on parking which is available from reception.

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

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

When entering the building there are automatic sliding doors. There are no steps to the main entrance.

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

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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 3 lift's available to all floors from the reception. Braille is available beneath the floor option buttons within the lift. The ground floor is level throughout. Pushchairs and wheelchairs can be manoeuvred easily around reception, lobby and bar area, 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 lights in the ceilings and on the walls.

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Staff can check in at the main reception desk but we could offer a check in in another area if requested.

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

Bedrooms

We do not have ground floor bedrooms, but every floor is accessible by lift. On every floor there is a fully accessible bedroom (standard and executive). 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 peephole for secure access and a fridge and mini safe in each room as well as an iron and board. Windows do not open and there is air-conditioning in every room.

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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 available on most floors.

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 26" (66cm). The bed base goes all the way to the floor.

The bedroom is lit with LED ceiling lights, 2 bedside lights and a strip light installed into the headboard. 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 dark blue colour and the carpets are different shades of blue and cream. There are carpets in the bedroom throughout.

All our bedding and pillows are non-feather.

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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 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 and there is flat access from the bedrooms to the en suite.



The clear door opening width of the bathroom door is 36" (91cm).

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 washbasin 29" (73cm) 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 with ceiling lights and LED lights in the mirrors, which are fully encased. The towels are white.

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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 door has a passage width of 110cm and the corridors are wider. The flooring on all corridors is carpeted.



We have three lifts from reception to all floors - these all come with audible announcements.

All lift buttons are under 4 feet max height from the floor level with braille on the floor numbers.

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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 concerning 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 at Beechen Grove Baptist Church. For wheelchair users - You need to proceed to the Fire Safe Zone in the emergency stairwell. Use the intercom to inform us of your Safe Zone location



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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 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 a small, carpeted area in the restaurant.

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 food will be brought 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 beige or duck egg blue with some boards and slated used, 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.



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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 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 Room

We have eight meeting rooms on the First floor level.

The clear door opening width to the meeting rooms is 80cm.

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 the lobby areas upon request.

The contact for conference/meeting hire is:

Meeting & Events Co-ordinator

Tel: +44 0117 3745900 option 3

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Email: londonevents@leonardohotels.co.uk



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

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.

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Additional Information

LED lighting is used throughout the entire building.

We welcome assistance dogs only.

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

The local hospital is

Watford General Hospital

60 Vicarage Road,

Watford

WD18 0HB

General phone numbers

Main switchboard (for patient enquiries)	01923 244366
Emergency Department	01923 436596 / 01923 436508

There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel London Watford**

31 – 35 Clarendon Road,
Watford,
WD17 1JA

Telephone: +44 (0) 1923 422800

Email: wti_operations@leonardohotels.com

Website: <https://www.leonardohotels.co.uk/hotels/watford>
