

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 Newcastle Quayside

Introduction

We are located just South of the River Tyne on the Gateshead Side of the River on South Shore Road, approximately a 20 minute walk to the city centre. We are about a 20 minutes' walk from Newcastle Central railway station with excellent public transport links to trains and buses. There is a medium hill to walk to and from the station, but the immediate landscape is all level. We have 203 bedrooms over 4 floors which incorporate 11 easy accessible rooms. We have 3 meeting rooms which are all located on the ground 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 each room type (standard, Superior 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) 191 401 6800.

ACCESS STATEMENT 2024



Pre-Arrival

The nearest railway station is Newcastle Central Station and is located approximately a 20 min walk away, access is possible by wheel chair and there are dropped kerbs.

Our preferred taxi company is LA 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 0191 277 5512



All Newcastle & Gateshead 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:

[Go North East - Getting around the North East is simple with us](#)

There are bus stops just a 3 minute walk from the Hotel and our reception team are available 24 hours to advise on the correct buses to get you to your destination.

ACCESS STATEMENT 2024

Car Parking and Arrival

All cars can stop outside the main doors to the hotel, There is a curb within the Loading Bay but there is a flat path from the car park.

We offer a limited parking service on site, which is complimentary to blue badge holders, subject to availability.

Quarryfield Road Car Park is a 10 minute walk from our hotel (postcode for sat nav is NE8 3BE). It's also well lit, protected by CCTV and is open 24 hours a day, Monday to Sunday, including Bank Holidays.

The surface from the car park to the hotel is 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.

When entering the building there are 2 sets of 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.

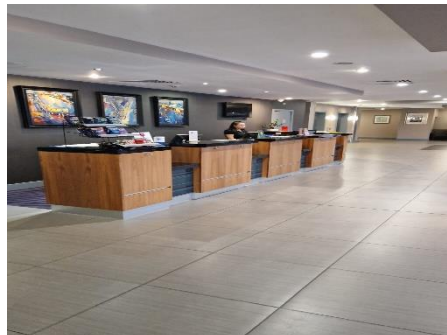
The opening width of our automatic doors is 1.6m

ACCESS STATEMENT 2024

Main Entrance / Reception / Welcome Area

The reception is located inside the front doors on the ground floor with no steps. There are 2 lift's available to all floors from the reception. 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 ceramic tiles, in the bar and restaurant is a



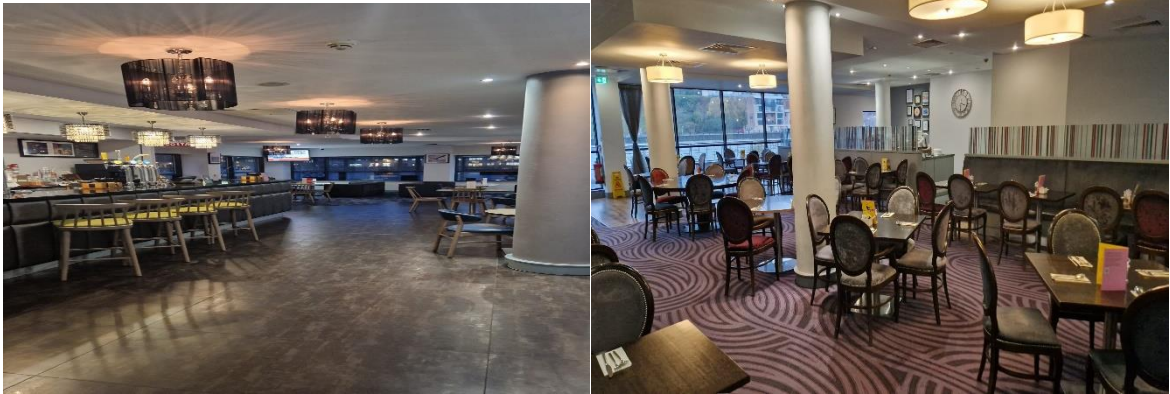
mixture of ceramic tiling, carpet and a wooden section.

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

Staff can check in at the main reception desk but we could offer a check in in another area if requested. We have with a hearing loop facility available at reception.

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

ACCESS STATEMENT 2024



Bedrooms

We do not have ground floor bedrooms, but every floor is accessible by lift.

On every floor there is a fully accessible bedroom. The beds are a mixture of double and singles and have low bedside units and coffee stations. There is a lower peephole for secure access. An Iron & Board are available in every room. Windows do open on a restrictor and there is also air-conditioning in every room.



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

The furniture is fitted (desk, & 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 each floor.

ACCESS STATEMENT 2024

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 bedroom is lit with LED ceiling lights, and 2 bedside lights. Additional lighting can be requested but is not guaranteed.

The walls and doors are of a cream colour, and the carpets are a red pattern.

There are carpets in the bedroom throughout.

All our bedding and pillows are 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 no bath in the bathroom but there is a wet room shower, with a seat attached to the wall.

ACCESS STATEMENT 2024

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.

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.

ACCESS STATEMENT 2024

Public Areas - Halls, Stairs, Landings, Corridors

The corridors are well lit with wall lights and spotlights in the ceiling; the corridor width is 55" wide.

The flooring on all corridors is carpeted.



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

Top floor lift buttons are 44" max height and the lift call button is 37"



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 The Baltic Car Park opposite the hotel. We have 2 Evac chairs for use in an emergency.

ACCESS STATEMENT 2024

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 1.6m.

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, ceramic tiles 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 the reception area with all level flooring throughout.



ACCESS STATEMENT 2024

Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are located on the ground floor and are accessible by a lift from all floors

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, ceramic tiles and carpet.

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

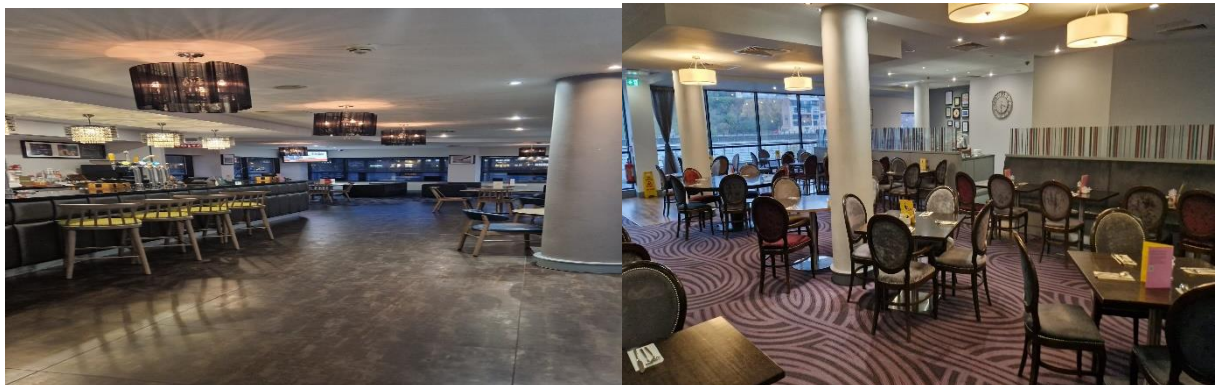
We will happily provide room service where necessary.

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 white 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 in the Reception area.



ACCESS STATEMENT 2024

Public Toilets

There is clear space for a wheelchair (when facing the WC) to the right 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.



ACCESS STATEMENT 2024

Conference and Meeting Room

We have 3 meeting rooms on ground floor level.

The clear door opening width to the meeting rooms is 91cm.

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 0191 401 6800 option 3

Email: conference_gateshead@leonardohotels.com



There are WC's and accessible WC's located on the ground floor in between the meeting rooms and the reception desk.



ACCESS STATEMENT 2024

ACCESS STATEMENT 2024

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 Red background - pictograms are not used.

The local hospital is

Newcastle RVI Hospital

Queen Victoria Road, Newcastle Upon Tyne, NE1 4LP

Main switchboard (for patient enquiries)
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0191 233 6161

There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel Newcastle Gateshead**
South Shore Road
Newcastle Upon Tyne
NE8 3AE

Telephone: +44 (0) 191 401 6800



ACCESS STATEMENT 2024

Email: gatesheadenquiries@leonardohotels.co.uk

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