

LEONARDO

Hotel

London Aldgate

ACCESS STATEMENT 2026 : Leonardo Hotel London Aldgate

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 and visitors.

Introduction

Leonardo London Aldgate is a city centre hotel located at 9 Aldgate High Street, London EC3N 1AH. The hotel is situated in a busy central London environment and benefits from excellent transport links, including proximity to Aldgate and Aldgate East Underground stations. The surrounding area is highly active with both pedestrian and vehicle traffic throughout the day and evening.

The hotel comprises 272 bedrooms arranged across 14 floors, including a rooftop level. In line with cultural practices, floor 4 is not displayed in lift numbering. The first floor contains a range of facilities including the gym, meeting and conference rooms, public toilets including an accessible WC, and five guest bedrooms.

Accessible bedrooms are distributed across floors 2 to 11, with two accessible rooms per floor from floors 2 to 7 and one accessible room per floor from floors 8 to 11. These rooms have been designed to provide additional space and accessibility features.



Hotel exterior on Aldgate High Street showing the main building, close proximity to Aldgate Station and level pavement access.



Main entrance showing the revolving door and accessible side doors with step-free access from the pavement.

Our Location & Surroundings

The hotel is located approximately 250 metres (around a 2-minute walk) from Aldgate Underground Station, 400 metres (around a 5-minute walk) from Aldgate East Underground Station and approximately 800 metres (around a 10-minute walk) from Tower Hill Underground Station.

Corporate and exhibition venues nearby include Tobacco Dock (approximately 25 minutes), ExCeL London via Tower Gateway DLR (approximately 9 minutes), Convene (approximately 6 minutes) and Tower Bridge Events (approximately 15 minutes).

Leisure attractions within walking distance include Sky Garden (approximately 10 minutes), Borough Market (approximately 21 minutes), London Bridge (approximately 16 minutes), Spitalfields Market (approximately 7 minutes), Barbican Centre (approximately 22 minutes) and Brick Lane (approximately 16 minutes).



Aldgate Underground Station and the hotel building shown together, illustrating the close proximity between public transport and the hotel entrance.

Car Parking and Arrival

The hotel does not provide on-site parking facilities. Guests travelling by car are advised to use nearby public car parks such as Minories Car Park, NCP Whitechapel High Street and Q-Park Tower Bridge.

A loading bay is located directly outside the hotel entrance on Aldgate High Street. This can be used for guest drop-off and pick-up. The road is a busy main road and guests should take care when arriving or departing.

The route from the drop-off point to the hotel entrance is flat, even and step-free, with smooth paving throughout.



Aldgate High Street frontage showing the loading bay area directly outside the hotel for guest drop-off and pick-up.

Main Entrance

The main entrance to the hotel is step-free. The entrance includes a revolving door and two accessible side doors. These side doors can be operated manually or via push-button controls located internally and externally.

The entrance area is clearly visible and well lit, providing ease of access for all guests.



Accessible entrance doors located beside the revolving door, providing level access into the hotel.

Reception and Lobby

The reception area is located on the ground floor and provides level access throughout. Flooring in the lobby consists of tiled surfaces, while adjacent areas such as the restaurant feature wooden flooring. Transitions between surfaces are smooth and level.

The lobby area provides sufficient space for wheelchair users to manoeuvre and includes a variety of seating options. Lighting is provided via LED systems with adjustable settings and is supported by natural light entering through high windows.

The reception desk is of a standard height and there is currently no lowered section or hearing loop available.



Reception desk located on the ground floor with level access and circulation space in front of the desk.



Lobby seating area adjacent to reception, showing a range of seating options and space for wheelchair users to position alongside furniture.



View from the lobby towards the main entrance, illustrating step-free access between entrance and reception areas.

Lifts

There are three lifts available within the hotel, providing access to all guest floors and first floor facilities. All lifts are equipped with audible announcements and tactile/Braille buttons.

Buttons are positioned at an accessible height and internal space allows for wheelchair access. Only one lift (PL3) provides access to JBL.



Passenger lifts showing lift interior space, lift lobby access and tactile/Braille control buttons positioned at an accessible height.

Corridors and Circulation

Corridors throughout the hotel are fully carpeted, with patterned carpets on guest floors and plain carpets on the first floor. Flooring is even and well maintained.

Lighting is provided through ceiling spotlights and remains sufficient at all times, even when dimmed during night-time hours.

Emergency telephones are located near the lifts on each floor, allowing guests to contact reception if required.



Guest corridor, room entrance detail and lift access point showing clear routes, carpeted flooring, visible room numbering and emergency telephone provision.

Bedrooms

Bedrooms are carpeted and include both ceiling lighting and bedside lamps. Rooms are fitted with air conditioning and provide space for general movement.

Accessible bedrooms include additional space for wheelchair users, lowered furniture, emergency pull cords and visual fire alarm indicators. Vibrating pillows are available on request.

Bedrooms also include modern amenities such as in-room safes, work desks, mini fridges, 47-inch LCD televisions and tea/coffee making facilities, supporting both leisure and business stays.



Guest bedroom showing clear circulation space around furniture, natural lighting and work desk facilities.



Bedroom layout with natural light from large windows and accessible furniture positioning.

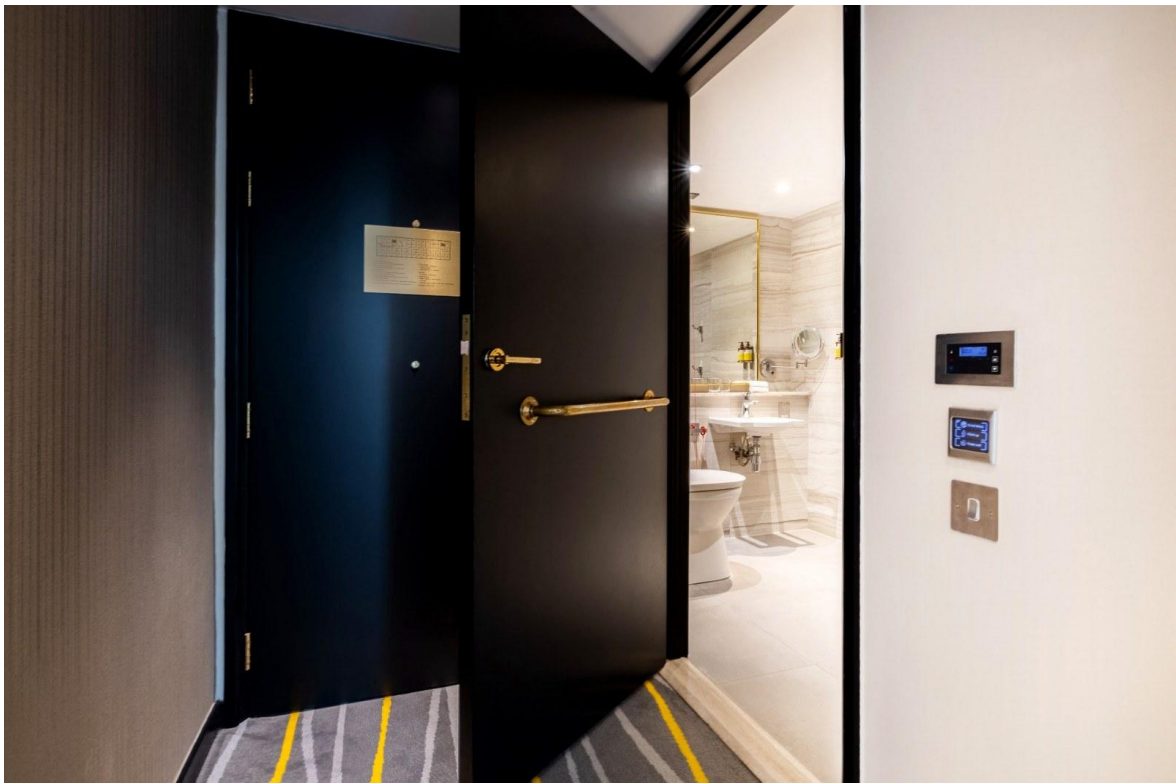
Bathrooms

Bathrooms include both ceiling and mirror lighting, ensuring good visibility. Fixtures are positioned to support ease of use.

Accessible bathrooms include either a bath or roll-in shower, with fold-down seats, grab rails and emergency pull cords.



Accessible bathroom featuring roll-in shower area, grab rails, emergency pull cords and level access flooring.



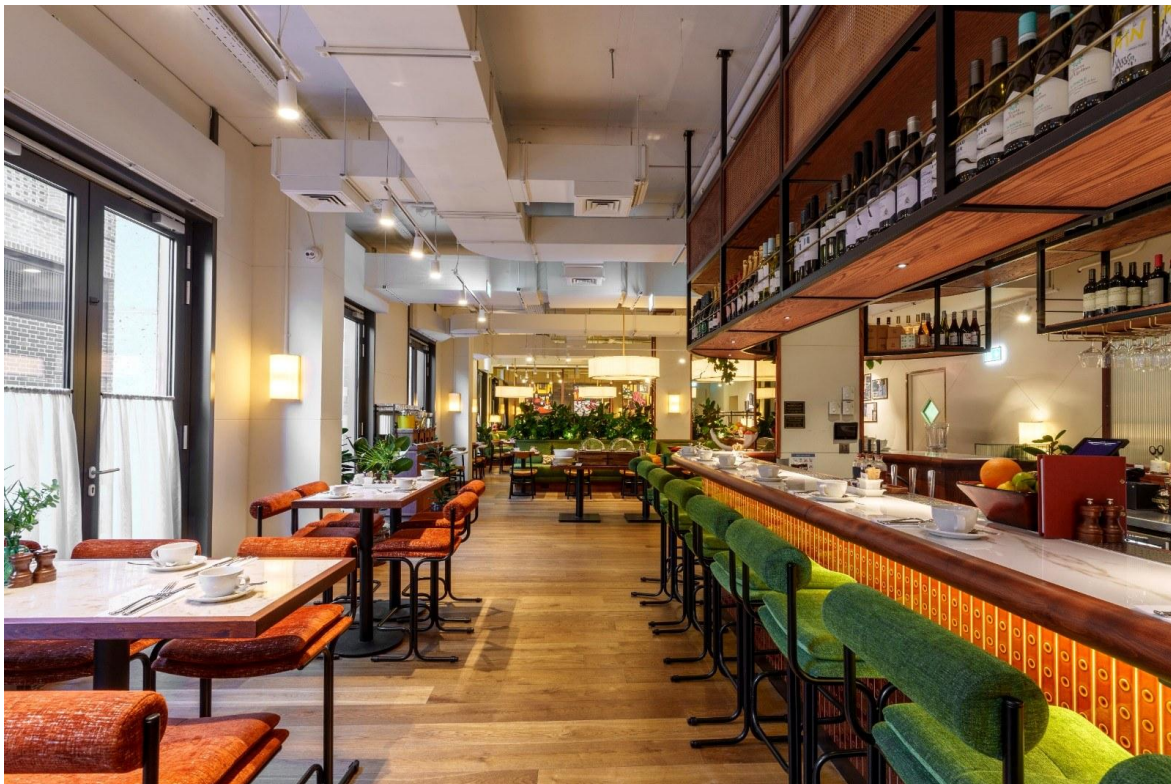
Bathroom entrance with wide door opening and level threshold, allowing ease of access.

Restaurant – The Cardinal

The Cardinal Bar & Kitchen, located on the ground floor, is a dynamic all-day dining destination suitable for both individual guests and group events.

The space offers a vibrant atmosphere with an adaptable layout, allowing for flexible seating arrangements and exclusive hire opportunities. An alfresco terrace area is also available, equipped with seasonal features such as heaters and umbrellas to ensure comfort throughout the year.

Menus can be tailored to suit a variety of requirements, ranging from light refreshments and canapés to full dining experiences.



The Cardinal restaurant featuring table seating and bar seating with clear circulation routes and level access throughout.



Restaurant seating area with a variety of table configurations, allowing flexibility for guests including wheelchair users.



Buffet and service area within the restaurant, with accessible layout and staff assistance available where required.



External terrace area with level access and flexible seating arrangements.

Meeting Rooms and Event Facilities

The hotel offers five versatile meeting rooms located on the first floor. These include Duke Suite 1 and 2, and Aldgate Suite 1, 2 and 3, all of which can be used independently or combined to create larger spaces.

Each room is designed to accommodate a wide range of events, from small meetings to large conferences. Spaces are equipped with modern amenities including LCD screens, adjustable lighting, automatic blinds and flexible furniture layouts.

Room	Size (sqm)	Dimensions	Boardroom	Theatre	Classroom
Duke Suite	37.2	6.0 x 6.2m	20	40	24
Duke 1	18.6	6.0 x 3.1m	10	20	-
Duke 2	18.6	6.0 x 3.1m	10	20	-
Aldgate Suite	98.0	5.0 x 19.6m	54	80	54
Aldgate 1	32.5	5.0 x 6.5m	14	36	18
Aldgate 2	15.5	5.0 x 3.1m	8	16	-
Aldgate 3	49.5	5.0 x 9.9m	24	54	24

All meeting rooms have a ceiling height of approximately 2.4 metres and provide adaptable layouts including boardroom, theatre, classroom and U-shape configurations.



Meeting rooms can be configured in theatre, classroom, boardroom and U-shape layouts using flexible furniture arrangements.



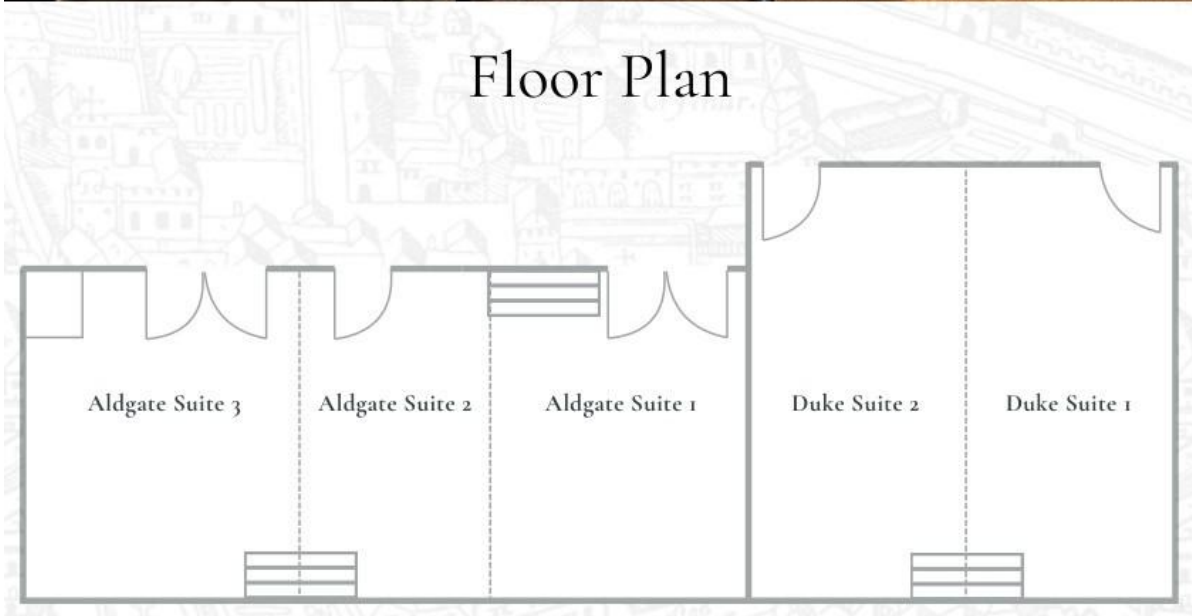
Boardroom-style meeting setup with clear circulation space and adaptable seating arrangements.



Meeting room with natural light and flexible furniture layout, allowing adaptation for accessibility needs.



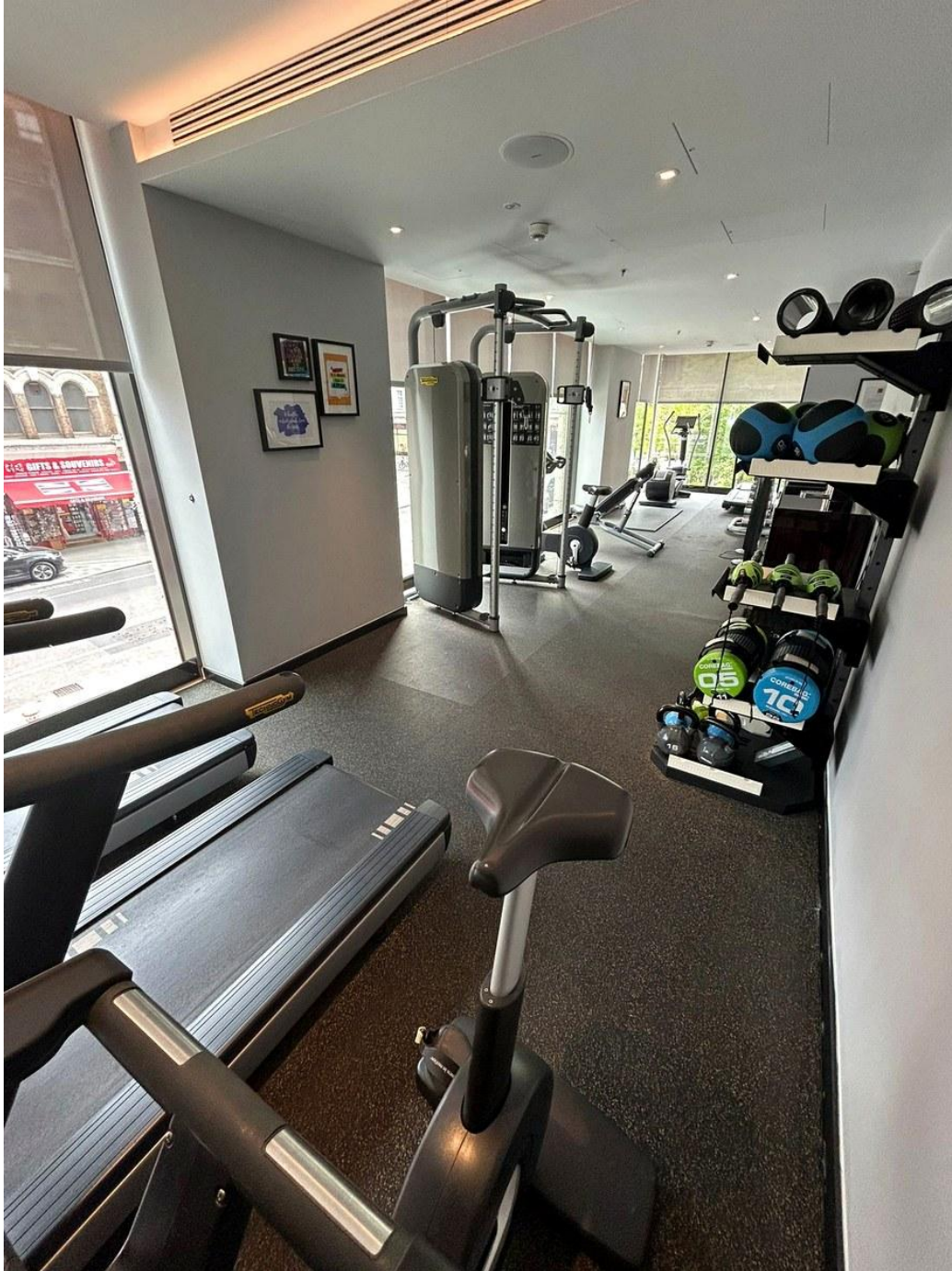
Floor Plan



Meeting room floor plan showing the arrangement of Aldgate Suite 1, 2 and 3 and Duke Suite 1 and 2.

Gym

The gym is located on the first floor and is accessible via lifts. The space is open plan and operates 24 hours a day. Facilities include treadmills, bikes, weights and other equipment. Flooring is rubber throughout and a telephone is available for emergency use.



Fitness room with a range of equipment including weights, resistance machines and cardio equipment, with clear circulation space throughout.

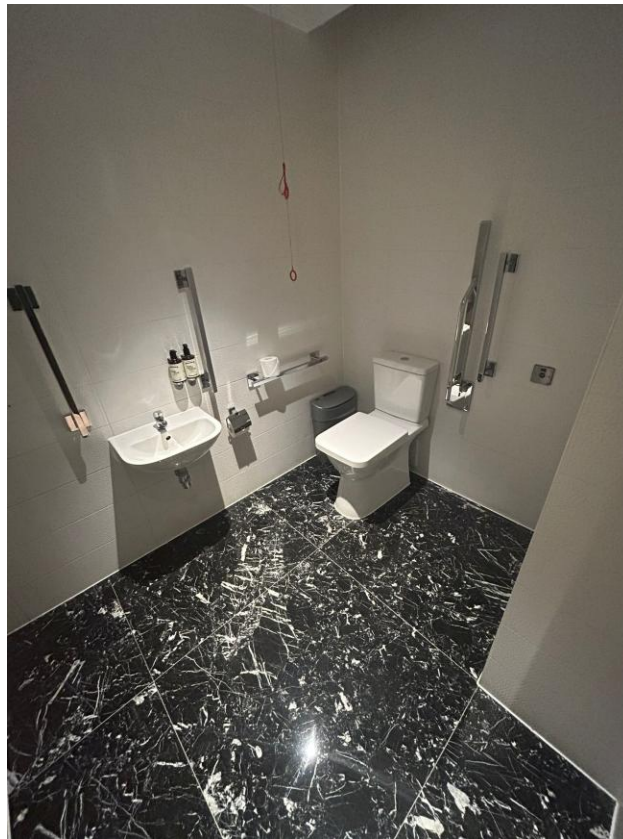


Gym area with cardio equipment positioned alongside large windows providing natural light, with step-free access throughout.

Public Toilets

Public toilets are located on the first floor and include male, female and accessible facilities.

The accessible WC includes grab rails, an emergency pull cord and sufficient space for wheelchair manoeuvrability.



The accessible WC includes grab rails, an emergency pull cord and space for wheelchair manoeuvrability.

Lighting and Environment

The hotel uses LED lighting throughout all areas. The lobby benefits from natural light through high windows, while other areas rely on artificial lighting systems.

Interior finishes provide good visual contrast, including dark tiles, lighter wall finishes and wooden features. The environment is well-lit throughout with no significant glare issues.

Emergency and Additional Information

Personal Emergency Evacuation Plans (PEEPs) are offered to guests on arrival. The hotel operates a 24-hour reception service and staff are trained to assist guests with accessibility requirements.

Luggage assistance is available upon request.