

ACCESS STATEMENT

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 Glasgow west end

Introduction

We are located in the west end of Glasgow on shelly road and are approximately a 20 mins bus ride to the city centre. We are about a 10-minute walk from Hyndland railway station with excellent public transport links to trains and buses. We have 137 bedrooms over 4 floors. Our meeting rooms are located on the ground floor and first floor. The ground floor has no bedrooms on it, but every floor is accessible by lift. There are fully accessible rooms in super king and twin 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) 1413348161 or email LGP_Operation@Leonardohotels.com



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Pre-Arrival

The nearest railway station is Hyndland train Station and is located approximately a 10 min walk away, access is possible by lifts

Our preferred taxi company is Glasgow Taxies 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 01414297070



All Glasgow first 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:

0345 646 0707 lines are open from 9am to 5pm Monday - Friday.



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There are bus stops just a 5-minute walk 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

All cars can stop outside the main doors to the hotel.

We offer a parking service on site, which is charged at £5 per night.

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

The car park is well lit and on route to the hotel there is street lighting. There is a drop off point by the front of hotel.

There are some steps to the main entrance or an accessible ramp by disabled parking.

If a guest is not able to take their own luggage to the bedroom - we will take it for them.

Main Entrance / Reception / Welcome Area

The reception is located immediately inside the front doors on the ground floor with no steps. There are 2 lifts' 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 wooden sections.

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.

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Bedrooms

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

We have two fully accessible bedroom. These are double or twin rooms.

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 a chair and table can be placed in room if requested.

The beds in our accessible rooms are super king or twin.

The bedroom is lit with LED ceiling light, 2 bedside lights and a strip light installed above the window.

All our bedding and pillows are non-feather.

All of our accessible bedrooms have telephones. We also have 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.

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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.

All bathrooms are equipped with grab rails and there is flat access from the bedrooms to the on suite.

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.



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Public Areas - Halls, Stairs, Landings, Corridors

The flooring on all corridors is carpeted.

We have two lifts from reception to all floors.

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 at the far end of car park beside the pond. We have a evac chairs for use in an emergency.



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Public Areas - Lounges, Lobbies

Our lobby/lounge area is located immediately inside the front door with level entry.

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.

The flooring is a mixture of wood and tile.

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 to the Left of reception with all level flooring throughout.

Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are located on the ground floor.

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.

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The nearest WC's and accessible WC are located just past reception on the left-hand side.



Public 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.



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Conference and Meeting Room

We have 3 meeting rooms 2 on the ground floor and one on the first floor accessible by lift

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 1413348161option 3

Email: glasgowwestendconference@leonardohotels.com

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.

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

The local hospital is

Queen Elizabeth University Hospital

1345 Govan Road, Glasgow G51 4TF

0141 201 1100

There is complimentary WIFI throughout the hotel.

Address: **Leonardo inn Glasgow west end**
4 shelly road,
Glasgow,
G12 0ZD

Telephone: +44 (0) 141 334 8161

Email: glasgowwestendreservations@leonardohotels.co.uk

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