

LEONARDO

Hotel

*Manchester
Piccadilly*

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 Manchester Piccadilly

Introduction

We are a city centre hotel located on Great Ancoats Street, and are approximately a 20-minute walk to the city centre. We are about a 10-minute walk from Manchester Piccadilly railway station with excellent public transport links to trains, tram and buses. The walk from the train station is level; however, there are a few crossings on the way. We have 275 bedrooms over 12 floors. Our gym is located on the first floor and accessible for all of our guests. 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) 161 527 9300 or email lma_operations@leonardohotels.com

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Pre-Arrival

The nearest railway station is Manchester Piccadilly 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 StreetCars and on request, they will send a taxi that is wheelchair accessible. ManTax are always available at the station and they have accessible cars on had all the time. Both can be booked via reception or they can be contacted as follows: StreetCars 0161 228 3789 or ManTax 0161 230 3333



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**BEE NETWORK**

The new Bee Network transport network in Manchester caters for all accessible needs. All bus routes have accessible buses running. The tram network is fully accessible and all tram trains cater for all accessibility needs. Mobility scooters can only be used on the tram with a valid permit, more information available on the following link:

<https://tfgm.com/accessibility/guides/wheelchairs-and-mobility-scooters/Mobility-Scooter-Permit-Scheme-Terms-and-Conditions>

We recommend the use of the tram network around the city as it is easily accessible and reaches most of the city centre and of Greater Manchester. Tram information is readily available at reception.

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Car Parking and Arrival

All cars can stop outside the hotel on Adair Street or Norton Street. From any of the two locations the access to the hotel is via flat tiled pavement. There is a very slight incline from Norton Street to the main entrance of the hotel.

There are 2 Blue Badge parking bays on Adair Street, council controlled with a further 3 being added in June 2024. All are subject to availability and are council ran.

Travis Street car park (M1 2NY) is located 2 minutes' walk from the hotel and offers 99 spaces. The surface of the car park is uneven in certain places, there is a slope when exiting the car park. From the car park to the hotel access is made via Adair Street, pedestrian pavement, well lit.

There are 2 drop off points: one on Adair Street and one on Norton Street.

When entering the building you will find a power-assisted door. 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 three lifts available to all floors from the reception. Lift call buttons have the up and down arrows engraved, no Braille available. Floor numbers are also engraved. The room key is used to access the lift lobby doors from the ground floor for additional security. 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 is tiled flooring, in the bar and restaurant it is smooth concrete finish.

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 a lowered reception desk along with a hearing loop.

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

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Bedrooms

We do not have ground floor bedrooms, but every floor is accessible by lift. On every floor there is a fully accessible bedroom (9 standard, 2 superior and 1 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.

Bedrooms doors are marked with the room number on the wall - these are not raised in Braille format.

The furniture is fitted (desk, cupboards, wardrobe) but the chair can be removed if requested.

The beds in our accessible rooms are king beds. Relatives or carers can stay next door with an interconnecting room. All accessible rooms interconnect. The space next to the bed for wheelchair users to transfer onto the bed is 150cm on each side.

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 are of a cream and white colour; the carpet is a shade of brown and located under the bed and around. There is wooden flooring in the bedrooms.

All our bedding and pillows are non feather.

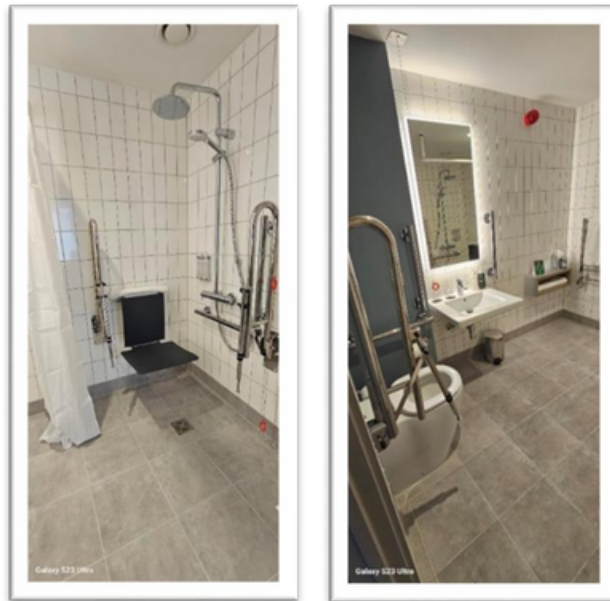
All of our accessible bedrooms have telephones. The phones have a flashing light indicator enabling the call to be seen and heard. We also have 1 vibrating pillow (available on request on a first come basis), pull cords and flashing light when the fire alarm sounds. We have one hoist available. Please contact reception in advance if this is required during your stay.

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 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 ensuite



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.

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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 three lifts from reception to all floors.

We may not be aware of your requirements so please request that the Duty Manager on arrival carry out a Personal Emergency Evacuation Plan (PEEP's). 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 Norton Street
We have 1 evac chair 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 are accessed through the main doors which have a clear opening width of 1.6m.

These areas are level throughout; the area behind reception has limited access space between furniture, the area in front of the bar is easily accessible.

These areas are all well-lit with ceiling lights and wall lights.

The flooring is tiled and part carpeted

The nearest WC's and accessible WC is located at the bottom area of the restaurant with all level flooring throughout.



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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 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 smooth concrete.

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.

The nearest WC's and accessible WC is located at the bottom area of the restaurant with all level flooring throughout.

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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.

Gym and Leisure

Our gym facilities are located on the 1st 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 24 hours. Towels and cold water are available at no charge and located inside the gym. There are two emergency pull cords at each end of the gym.

There is also an accessible toilet on the first floor next to the gym.

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

The local hospital is

Manchester Royal Infirmary

Oxford Road, M13 9WL

General phone numbers

Main switchboard (for patient enquiries)	0161 276 1234
Emergency Department	0161 276 4499

There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel Manchester Piccadilly**
260 Great Ancoats Street
Manchester,
M4 7DB

Telephone: +44 (0) 161 527 9300

Email: Ima_operations@leonardohotels.com

Website: <https://www.leonardohotels.co.uk/hotels/manchester/leonardo-manchester-piccadilly>