

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 Hotel Liverpool



Introduction

We are a city centre hotel and are approximately a 5-10 walk from the town centre. We are located a short walk to Liverpool One bus station with excellent public transport links to trains, buses and we use an environmentally friendly taxi firm. There is a gradual - medium hill to walk to and from town (about 15%). We have 310 rooms over 6 floors. The ground floor has no bedrooms on it but every floor is accessible by lift. On nearly every floor there are partly accessible rooms and fully accessible rooms - 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 0151 244 3777 or email lvi_operations@leonardohotels.com

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Pre-Arrival

- The nearest railway station is Liverpool Lime Street Station and is located approximately a 15 min walk away, access is possible by wheel chair and there is one dropped kerb.
- We use a local taxi firm called Alpha who have an accessible taxi service available – We advise to book in advance to ensure an accessible car is available upon your arrival. Their contact number is 0151 722 8888.
- The nearest bus station is in Liverpool One which is a 5-10 minute walk away. This is where the National Express coaches arrive & depart from.
- All bus routes operated with low floor buses. There are a few older single deck buses still in service without a ramp or a designated wheelchair space, but they are low floor. A few services are not yet wheel chair accessible, so it's advised to contact Merseytravel for further guidelines <https://www.merseytravel.gov.uk/contact-us/customer-comments/>.

Car Parking and Arrival

We do not have any onsite parking facilities however; there is a 24 hour secure park with attendant onsite just a 2 minute walk away from the hotel called Kings Dock Car Park. It is a multi-storey car park with 1500 spaces, disabled spaces and electric car parking.

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 are drop off bays opposite the front door, and a dropped kerb nearby.

When entering the building from the drop off point there are automatic doors, these are locked at mid night therefore guests need to walk around to the front of the hotel as we have a 24 hour manned reception.

Upon arrival we can give directions to the car parks we have available etc.

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

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The opening width of our automatic doors on the lower ground is 54inches & on the ground floor the opening width is 63inches.

Main Entrance / Reception / Welcome Area

The reception is located on the ground floor. If you're entering the hotel from the drop off point you can use the lift from the lower ground floor to bring you to the main reception on the ground floor.



There is a lift available to all floors from the reception. The ground floor is level throughout and access is available to all floors by lift.

Pushchairs and wheelchairs can manoeuvre easily around reception, the lobby and bar areas.



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There are chairs and sofas available in reception.

The flooring in the lobby and ground floor is marble, in the bar and restaurant is wooden, with rugs in some sections

All areas in reception and the lobby are well lit with LED spotlights in the ceilings and we also have floor lamps in reception.

Staff can check in at the main reception desk but we could offer a check in in another area if requested. There is a lower desk available for people in wheelchairs at the main reception.

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



Bedrooms

We have 0 ground floor bedrooms, but every floor is accessible by lift.

On nearly every floor there are both fully accessible and partly accessible bedrooms. All the beds are lower, bedside units and coffee stations and there are lower rails in the wardrobes.

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

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All furniture in the bedrooms can be moved around at the guests request and can also be removed.

The beds in our accessible rooms are doubles. These rooms all interconnect to a standard room so carers/ relatives can stay next door and the doors can be left open between the 2 rooms.

The space next to the bed for wheelchair users to transfer onto the bed is 70.5".

The height of the beds to the top of the mattress is 22".

The clear space under the beds in the accessible rooms is 7".

The bedroom is lit with LED wall lights and 2 spotlights above the bed. 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 sandy colour, the carpets are red. There are carpets in the bedroom throughout.

All bedding and pillows are non-feather.

Deaf alerter's are provided free of charge from reception.

A selection of our accessible bedrooms have large button telephones. The phones have a flashing light indicator enabling the call to be seen and heard. They are also HAC (Hearing Aid Compatible)

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 in the bathrooms and there is flat access from the bedrooms to the en-suites.

The clear door opening width of the bathroom door is 35".

In fully accessible bathrooms the shower is separate in the partly accessible bathrooms the shower is above the bath.

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The height of the WC from floor to seat is 19" and the transfer side when looking at the WC is to the right.

The height of the wash basin 27.5" and there is clear space under the sink.

Support/grab rails are located next to the toilets.

The taps throughout are lever and turn style.

The shower dials are on a turn mechanism only in the partly accessible rooms.

The bathrooms are well lit with wall lights and florescent tubes over the mirrors which are fully encased.

The towels are white.

There are red emergency pull cords located in the bathrooms with re-set boxes for these located inside the bedroom doors and next to the bed.

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 width is 58" wide.

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The flooring on all corridors is carpeted.

We have three lifts from reception to all floors - these all come with audible announcements (the lift buttons are equipped with braille and they all have mirrors). The lift announces which floor you are on as the door opens.

The refuge areas are located on each corridor stairway with a refuge call point at each one.

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 opposite the M&S Arena next to Staybridge Hotel. We have 3 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 are accessed through the main doors which have a clear opening width of 91".

These areas are level throughout with access space between furniture, with a combination of high and low tables, couches 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 marble and carpet.

There are no TV's in the lobby/lounge area - we have 2 TV's in our bar.

Food and drink can be consumed in these areas if requested.

The nearest WC's and accessible WC is located on the same level just past the restaurant on the left hand side.



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Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are located on the ground floor and are level throughout.

The clear width to each area is 62" for the bar and 56" for the restaurant.

There is space for wheelchairs and push chairs 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.

The flooring is wooden with a small carpeted area at the front of the restaurant.

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 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 and accessible WC is on the same level just past the restaurant.



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Public Toilets

The public/accessible WC's are located on the ground floor just past the restaurant. The accessible WC is a unisex toilet and it is not locked.

There are no ramps or steps to gain access to the toilets.

Both external and internal access doors are 35".

There is clear space for a wheelchair (when facing the WC) to the left hand side and this is 28".

The height of the WC from floor to seat is 19".

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 10 meeting rooms in total on the 1st floor level and all accessible by lift.
- The clear door opening width to the meeting rooms is 57".
- There is level access throughout.
- All areas are well lit with spotlights and wall lights.
- Furniture can be moved in the suites and also the lobby areas upon request.
- The floor surfaces are all carpeted
- The contact for conference/meeting hire is:
Meeting & Events Co-ordinator
Tel: +44 151 244 3777 (3)
Email: northevents@leonardohotels.com
- There are WC's and accessible WC's located directly outside of the meeting rooms.



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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

As health, comfort and safety are of the utmost importance to us, therefore hotel staff have received disability awareness training. Please do contact the Duty manager if there is something that needs our attention. We will endeavour to ensure that your individual needs are met wherever reasonably possible.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.

Personal Emergency Evacuation Plan (PEEP)

We understand that many disabled people will be able to leave the building unaided; however, some may require assistance. Therefore, we would like to offer you the opportunity to have a Personal Emergency Evacuation Plan (PEEP) to ensure that you can leave the building safely in the event of an emergency. The plan will explain what options you wish to take in the event of a fire evacuation. The plan will also state who is designated to assist you in our evacuation should you require this.

- We welcome assistance dogs and would provide a water bowl.
 - LED lighting is used throughout the entire building.
 - The signage used in the hotel is of a medium font on a grey/silver background - pictograms are not used.
 - The local hospital is;
Royal Liverpool University Hospital, Prescot Street, L7 8XP
 - The WIFI at the hotel is complimentary throughout.
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ACCESS STATEMENT

- All of our staff receive regular training that includes disability awareness training.

Address: **Leonardo Hotel Liverpool**

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Liverpool,

L3 4FN

Telephone: +44 (0) 151 244 3777

Email: LVI_Operations@Leonardohotels.com

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