

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 Plymouth

Introduction

We are a city centre hotel located on Exeter Street, and are approximately a 5-minute walk to the city centre. We are about a 10-minute walk from Plymouth railway station with excellent public transport links to trains and buses. There is a gradual - medium hill to walk to and from station, (about 10%) but the immediate landscape is all level. We have 247 bedrooms over 8 floors. Our meeting rooms are located on the first floor. The ground floor has no bedrooms on it, but every floor is accessible by lift. There are accessible bedrooms on most floors, each containing 1 double bed, which are 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) 1752 631000 or email plymouth_reception@leonardohotels.com



Pre-Arrival

The nearest railway station is Plymouth 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 Need-a-Cab 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 01752 631000



All Plymouth 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: [Customer support - Plymouth Bus](#)



There is a bus stops just outside the Hotel entrance and our reception staff is available 24 hours to advise on the correct buses to get you to your destination.

Car Parking and Arrival

All cars can stop/Drop off outside the rear entrance of the hotel; this area is a flat surface, with access ramps that lead directly into the hotel at ground level.

Charles Cross Car Park is a 3 minute walk from our hotel and can be accessed from the entrance on Exeter Street (postcode for sat nav is PL4 0AB) It's also well-lit and protected by CCTV. The car park is open 7 days per week, Monday to Sunday, including Bank Holidays. The opening times are 06.30am-23.00pm Monday to Saturday and 08.00am-23.00pm on a Sunday. We offer a discount on parking which is available from reception.

The surface from the lower level of the car park to the hotel is even tarmac / paving slaps. The main car park has a lift, which will bring guests up to ground level, with direct access to the hotel

The car park is well lit and en route to the hotel there is street lighting. There is a drop off bay at the rear of the hotel

When entering the building there are 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 2.0m

Main Entrance / Reception / Welcome Area

Reception is located immediately inside the front doors on the ground floor with no steps. There are 3 lift's available to all floors from the reception area. Braille is available beneath the floor option buttons within the lift. The room key is used to call the lift 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 and ground floor is tiled marble flooring, in the bar the flooring is ceramic and the restaurant flooring is a mix of carpet and hard wood.

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

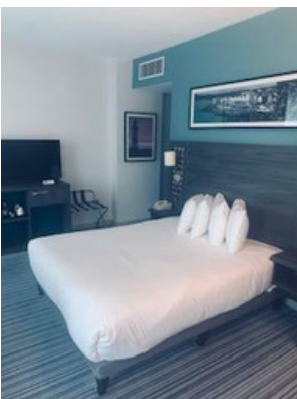
We frequently accommodate show rounds of the property - we advise to pre-book with our General Manager.



Bedrooms

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

There is at least one accessible bedroom on most floors. 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 as well as an iron and board. Windows only tilt open and there is 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, cupboards, 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.

The space next to the bed for wheelchair users to transfer onto the bed is 460mm

The height of the beds to the top of the mattress is 600mm. There is a gap between the bed base and the floor, allowing space for a hoist.

The bedroom is lit with LED ceiling lights, 2 bedside lights and a lamp. 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 dark blue colour and the carpets are different shades of blue and grey. 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 pull cords and flashing light when the fire alarm sounds. We do not have hoists available on site.

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 and there is flat access from the bedrooms to the en suite.



The clear door opening width of the bathroom door is 900mm

The height of the WC from floor to seat is 500mm and the transfer side when looking at the WC is to the right or left depending on the bedroom.

The height of the washbasin 740mm 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, 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.

Public Areas - Halls, Stairs, Landings, Corridors

The corridors are well lit with wall lights and spotlights in the ceiling; the corridor width is 1200mm wide.

The flooring on all corridors is carpeted.



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

Top floor lift buttons are 1160mm max height and the lift call button is 1070mm



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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 Job Centre (which is located by turning right when exiting the main entrance). We have 1 evac chair for use in an emergency.

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 2m.

These areas are level throughout with access space between furniture, with a combination of high and low tables, couch and high 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, carpet and wood

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 near the bar area with all level flooring throughout.



Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are located on the ground floor and are accessible via a lift from reception and each floor

The clear width/distance between the bar and restaurant is 15-20 feet. The width between each entrance is between 1700mm and 1900mm

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.

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's and accessible WC are located on the same level just past the reception desk



Public Toilets

There is clear space for a wheelchair (when facing the WC) to the left hand side and this is 300mm

The height of the WC from floor to seat is 480mm

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.



Conference and Meeting Room

We have 9 meeting rooms on the first floor.

The clear door opening width to the meeting rooms is 1430mm.

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 1752 631000 (Option 3)

Email: leonardomeetings@leonardohotels.com



There are WC's and accessible WC's located directly outside of the meeting rooms, on the left.

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. Email:

leonardomeetings@leonardohotels.com

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

Derriford Hospital

Derriford Rd, Plymouth PL6 8DH

General phone numbers

Main switchboard (for patient enquiries)	01752 202082
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There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel Plymouth**
50 Exeter Street,
Plymouth,
PL4 0AZ

Telephone: +44 (0) 1752 631000

Email: plymouth_reception@leonardohotels.com

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