

ACCESS STATEMENT 2023

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 Newcastle

Introduction

We are a city centre hotel located on Scotswood Road, within the St, James Gate Complex, and are approximately a 15-minute walk to the city centre. We are about a 5-minute walk from Newcastle Central Railway Station with excellent public transport links to trains and buses. The terrain between the hotel and the station is flat. We have 274 bedrooms over 8 floors. We have 9 meeting rooms located on the first floor. The ground floor has no bedrooms on it, but every floor is accessible by lift. On the first floor, there are two fully accessible rooms, both Double rooms, suitable for people with all kinds of access needs. We have a further twelve rooms with accessible features, two on each floor from floor two to floor seven.

We look forward to welcoming you. If you have any queries or require any assistance, please phone +44 (0) 191 201 4400 or email nwi_operations@leonardohotels.co.uk

Pre-Arrival

The nearest railway station is Newcastle Central Station and is located approximately a 5 min walk away, access is possible by wheelchair and there are dropped kerbs.

Our preferred taxi company is LA Taxis 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 0191 287 7777

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All Newcastle 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:

<https://help.gonortheast.co.uk/hc/en-gb/articles/360008104619-How-to-get-in-touch>

There are bus stops just a 1-minute walk from the Hotel 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 outside the main doors to the hotel, it is a flat, smooth surface of stone tiles.

We do not offer a parking service on site.

Times Square Car Park is a 1-minute walk from our hotel and can be accessed from the entrance on Redheugh Bridge Road (postcode for sat nav is NE1 4AD). It's also well lit, protected by CCTV and is open 24 hours a day, Monday to Sunday, including Bank Holidays. We offer a discount on parking which is available from reception.

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

The car park is well lit and en route to the hotel there is street lighting. There is a drop off bay by the front of hotel, and a ramp to the hotel entrance nearby.

When entering the building there are automatic sliding doors. There are four steps to the main entrance, each are 17cms high and have a metal handrail running up the centre, there is also an access ramp made of concrete from street level to the front doors, which has a slight gradient. The front door has sensors inside and out and opens when motion is detected; it is approximately 6 metres wide providing easy access.

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.

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Main Entrance / Reception / Welcome Area

The reception is located immediately inside the front doors on the ground floor with no further steps. There are 3 lift's 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 marble flooring, in the bar it is ceramic tiling with a carpeted section and in the restaurant ceramic tiling with both a carpeted section and wooden section.

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.

Bedrooms

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

We have 274 bedrooms over 8 floors. On the first floor, there are two fully accessible rooms, both Double rooms, suitable for people with all kinds of access needs. We have a further twelve rooms with accessible features, two on each floor from floor two to floor seven. 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 an iron and board. Windows open but are restricted for safety.

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

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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 upon request. We advise that you speak to the hotel directly to arrange this, please phone +44 (0) 191 201 4400 or email nwi_operations@leonardohotels.co.uk

The space next to the bed for wheelchair users to transfer onto the bed is 70.5" (178cm).

The height of the beds to the top of the mattress is 48cm, but can be raised on blocks on request.

The bedroom is lit with LED wall lights, 2 bedside lights and a lamp on the desk. 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 darker shade and the carpets are different shades of red. 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 1 vibrating pillow (available on request on a first come basis), 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.

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.

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 78cm.

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The height of the WC from floor to seat is 46cm and the transfer side when looking at the WC is to the left.

The height of the washbasin is 71cm 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 LED lights above the mirrors. 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 145cm wide.

The flooring on all corridors is carpeted.

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

Top floor lift buttons are max height 115cm and the lift call button is 105cm.

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 assembly point is the courtyard in the plaza to the front of the hotel. We have 2 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 6m.

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 and we also have floor lamps.

The flooring is a mixture of wood, tile and carpet.

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 in 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 directly from the lobby.

The clear width to enter each area is 165cm for the bar and 214cm for the restaurant.

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 carpeted areas in both the bar and 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.

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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 in the bar on the right of the entrance.

Public Toilets

There is clear space for a wheelchair (when facing the WC) to the left hand side and this is 80cm.

The height of the WC from floor to seat is 47cm.

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 77cm.

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.

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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 0191 201 4400 option 3

Email: conferencenewcastle@leonardohotels.co.uk

There are WC's and accessible WC's located on the first floor, directly outside of the meeting & events breakout space.

Gym and Leisure

We do not have any gym or leisure facilities.

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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 grey background - pictograms are not used.

The local hospital is

Royal Victoria Infirmary

Queen Victoria Road, Newcastle-upon-Tyne NE1 4LP

General phone numbers

Main switchboard (for patient enquiries)	0191 233 6161
Emergency Department	0191 233 6161

There is complimentary WIFI throughout the hotel.

Address: **Leonardo Hotel Newcastle**
Scotswood Road
Newcastle-upon-Tyne
NE1 4AD

Telephone: +44 (0) 191 201 4400

Email: nwi_operations@leonardohotels.co.uk

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