

# ACCESS STATEMENT 2024

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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 Royal Hotel Oxford



## Introduction

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We are located on the outskirts of the city, near the ring road, and are approximately a 1 hour walk to Oxford City Centre, via Woodstock Road. We are approximately a 2-minute walk from Mere Road bus stop, with a bus into the city centre operating 7 days per week. The walk from the hotel into the city centre has some gradual soft inclines, however, generally is flat, and there is a pavement along Woodstock Road.

We have 240 bedrooms over 3 floors. Our meeting rooms are located on either Ground Floor or First Floor. Our heated swimming pool, gym, sauna and steam facilities are located on the Ground Floor. There are bedrooms on the ground floor. Some of the rooms on 1st and 2nd floor have lift access, some do not. The hotel has 8 Accessible Rooms, 5 on the ground floor, 1 on the 1st floor, and 2 on the 2nd floor – these may be 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) 1865 489988 or email [hox\\_operations@leonardohotels.com](mailto:hox_operations@leonardohotels.com)

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## Pre-Arrival

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The nearest railway station is Oxford Parkway and is located approx. a 30 min walk away, or 7 minutes by vehicle. There is no direct bus from Oxford Parkway to the hotel. There is step-free access at this station, and an accessible bathroom.

The next closest station is Oxford, and is located approx. a 1 hour walk away, or 15-20 minutes by vehicle. There is no direct bus from Oxford station to the hotel. There is a ramp into the station, and an accessible bathroom

Our preferred taxi company is 001 Taxis. They have some taxis which are suitable for wheelchair users, but not all cars. They can be booked via our Guest Relations or alternatively can be contacted via 01865 203203 The Oxford Bus Company operate Bus Number 6 between Wolvercote and City Centre, running approximately every 20 minutes. Bus tickets can be purchased on the bus. The bus stop to get off when arriving at the hotel is called "Jurys Inn", and the bus stop to go into city is called "Mere Road". These bus stops are within 2 minutes' walk of the hotel. Buses do have accessible ramps, more information can be found at <https://www.oxfordbus.co.uk/accessforall>

## Car Parking and Arrival

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All cars can stop outside the main doors to the hotel; it is a flat, lightly rough surface tarmac, with a paved path around the front door

We have parking spaces for blue badge holders approximately 50 metres from the front door of the hotel. Car parking is complimentary to blue badge holders, subject to availability, and requires a ticket to be validated at the reception desk.

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

The car park is lit overnight and en route to the hotel there is street lighting. It is possible to drop off passengers right at the front door.

When entering the building there are 2 sets of automatic sliding doors. The opening width of these doors is approximately 2 metres wide

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Upon arrival hotel reception is in the far-left corner of the lobby

Our Reception or Guest Relations team are able to assist with taking luggage to bedrooms if requested



### Main Entrance / Reception / Welcome Area

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The reception is located in the far left of the lobby on the ground floor with no steps. The lobby is flat with no steps

Pushchairs and wheelchairs can manoeuvre around reception and the lobby area and there are chairs and sofas available in reception.

The flooring in the lobby and ground floor is carpet, with a wooden flooring pathway covering some of the distance between front door and reception desk

All areas in reception and the lobby are well lit with ceiling light

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 at the Guest Relations Desk, should guests who use a wheelchair prefer.

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We frequently accommodate show rounds of the property - we advise to pre-book with our Deputy General Manager, Kasey Watson



## Bedrooms

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We have approximately 70 rooms on the ground floor without steps/stairs to access these rooms.

We have 24 bedrooms on the first floor with lift access.

We have 24 bedrooms on the second floor with lift access.

The remaining bedrooms on lower ground floor or first floor do not have lift access, and are accessible via steps/stairs only. Certain room types may not be accessible via lift – please speak to reception at time of booking for more details

The hotel has 8 accessible rooms, 5 of which are on the ground floor. All of the beds are lower, and there is an emergency pull cord in the bedroom.

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

Some furniture in the bedrooms can be moved around or removed at the guests request (eg chairs) however some items cannot be moved or removed (eg desk)

The beds in our accessible rooms are doubles, except for one of the accessible rooms which has 2 single beds. 2 of our accessible rooms interconnect to a double room.

Should you require an accessible room or a specific room allocated (eg on the ground floor), please request this at time of reservation. This can be done by contacting our Deputy General Manager on [kasey\\_watson@leonardohotels.com](mailto:kasey_watson@leonardohotels.com)

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The space next to the bed for wheelchair users to transfer onto the bed is approx. 120cm

The height of the beds to the top of the mattress is approx. 52cm.

The clear space under the beds in the accessible rooms is approx. 12cm.

Each Accessible room is slightly different in shape/size so the above are a guide only. If you have specific requirements, please speak to the team at the time of reservation.

The bedroom is lit with LED wall lights, a desk lamp, and a standing lamp. Some have LED lights in the ceiling. Additional lighting can be requested but is not guaranteed.

The walls are of a cream colour, with doors wooden, the carpets are with a blue/yellow pattern. There are carpets in the bedroom throughout.

All our bedding is non feather.

Instructions on how to activate subtitles on the TV can be obtained from reception. Each bedroom has a phone to contact reception. These do not have braille.



## Bathrooms, Shower-rooms and Toilets

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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 suite.

The clear door opening width of the bathroom door is 35" (89cm).

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The height of the WC from floor to seat is approx. 48cm. The transfer side to the toilet is different in each room, if you require a specific side please discuss at the time of booking.

The height of the wash basin is approx. 73cm and there is clear space under the sink.

Support/grab rails are located next to the toilets.

The shower dials are on a turn mechanism only.

The bathrooms are well lit with wall lights and a light within the mirror

The towels are white.

There are red emergency pull cords located in the bathrooms.

Our taps in our accessible bathrooms are not embossed with hot/cold markers

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### Public Areas - Halls, Stairs, Landings, Corridors

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The corridors are lit with spotlights in the ceiling; the corridor width is approx. 130cm wide (some are slightly wider or narrower)

The flooring on all corridors is carpeted, except for the rooms in our New Block which have initial corridor with wooden flooring.

In the new block of the building we have a lift to all floors.

In the old block of the building there are no lifts, however many rooms are on ground floor.

If you require a room with lift access or ground floor, please speak with reception at the time of booking.

If you have specific access requirements with regards to evacuating during an emergency evacuation please make this known to reception. 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 grass area outside the front entrance. It is signposted with a green "Fire Assembly Point" sign.

### 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 with access space between furniture, with a combination of high and low tables, sofas and armchairs.

These areas are all well-lit with ceiling lights and floor lamps. The flooring is a mixture of wood and carpet.

There an information TV over Reception desk in the lobby.

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

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The nearest WC's are in the far-right corner of the lobby, downstairs. These WC's have a Male and Female Bathroom. Alternative toilets with step-free access are in the Conference Lobby, and include Male, Female and Inclusive Bathroom.

### Restaurant/Dining Room, Bar & Bar area

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The bar is located on Floor 1, accessed either via stairs or via the lobby lift

The restaurant is located on Floor 2, accessed either via 2 flights of stairs or the lobby lift

In the unlikely event of the lift being out of order, meals can be served in the hotel lobby on ground floor.

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 in the bar and restaurant is a mixture of carpet and wooden flooring.

The area around the breakfast buffet in the restaurant is wooden flooring.

We try to accommodate any dietary requests and ask that we are informed in advance. Allergy information is available from our Bar or Restaurant Team

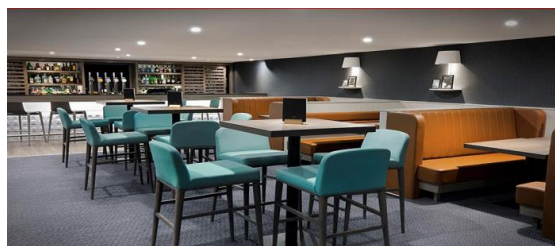
We will happily provide room service where necessary. Room Service incurs a £6 tray charge for delivery to the room.

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. We do not provide menus in braille.

Crockery is a mixture of colours, cutlery is silver. In the bar and breakfast, the tables do not have cloths on them. At dinner in the restaurant, the tables have white tablecloths.

The nearest WC's for the bar are located downstairs in the lobby. The nearest toilets for the restaurant are on Floor 2 in the restaurant, including an Accessible Bathroom.





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## Public Toilets

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The accessible WCs are located on the ground floor in the Conference Lobby, and on floor 2 in the restaurant. These are inclusive toilets so used by guests of all genders. The accessible WC is not locked.

The height of the WC from floor to seat is 19" (48cm).

There is a grab rail next to 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 not marked with tactile mark

## Conference and Meeting Room

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We have 21 meeting rooms in total. 9 are on the ground floor, and the others are on the first floor and accessible by lift

The clear door opening width to the meeting rooms is 57 inches

There is level access throughout. Either floor is suitable for a wheelchair or a pushchair.

All areas are well lit with LED spotlights

Furniture can be moved in the suites and also the lobby areas upon request.

The floor surfaces are all carpeted, except for the conference lobby and coffee areas which have wooden flooring

The contact for conference/meeting hire is: [oxfordevents@leonardohotels.com](mailto:oxfordevents@leonardohotels.com)

There are WC's and accessible WC's located on the ground floor conference lobby

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## Leisure

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Our leisure facilities are located on the ground floor. It has a mixture of wooden, plastic and carpet flooring, with tiles in the pool area

The Fitness Centre features cardio and resistance machines, our fitness centre opening times are available from reception and is operated by 3D Leisure.

The swimming pool is heated with no seating available; there is a flat walk way to the swimming pool area. Our swimming pool opening times are available from reception

There is a reception desk in the spa and leisure area where one of our team can answer any questions or queries. The reception area is accessed via steps, however a member of the team can come down to meet you for any enquiries

We do not offer spa treatments

There are separate male and female changing rooms along with toilets and showers. Towels and lockers are available at no charge, but require a pound coin to lock. The sauna and steam room are only accessible via steps. There are panic alarms in the sauna and steam room

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## Additional Information

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Additional Information LED lighting is used throughout the entire building.

The local hospital is

John Radcliffe Hospital

Headley Way, Headington, Oxford OX3 9DU

0300 304 7777

In an emergency, call 999 (please note if dialling from hotel phone need to dial 9 first for an outside line)

There is complimentary WIFI throughout the hotel.

Address: Leonardo Royal Hotel Oxford

Godstow Road, Oxford, OX2 8AL

Telephone: +44 (0)1865 489988

Email: [hox\\_operations@leonardohotels.com](mailto:hox_operations@leonardohotels.com)

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

Local Accessible Taxi: 001 Taxis, call 01865 240000 Local Public Transport: Oxford Bus number 6, more info at <https://www.oxfordbus.co.uk/services/OXBC/6>

Any further information can be provided by contacting the hotel directly

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