

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

The Brunel

part of the Crystal Hotels collection

Introduction

Situated in the busy area of Paddington, London the Brunel is an elegant building which was built at the time of Queen Victoria, offering traditional English style with modern boutique comfort. The hotel is within walking distance of Bayswater and Oxford Street with their world famous shops and restaurants, and just a minute or two from the tranquil green spaces of Hyde Park and Kensington Gardens. It is an excellent choice for a stay whether you are visiting for business or leisure.

There are 42 bedrooms all with level access from the lift elevator which services all floors. The dimensions of the lift are small and would not be suitable for most wheel chairs but we do offer ground floor bedrooms. The general dimensions and door access sizes of these rooms which are suitable for various categories of occupancy (i.e. single, twin, double) can be provided on application. All the bathrooms have showers.

Being a conversion from a large residential property the internal space for the rooms is not large and we do recommend that you call the manager of the hotel to discuss your particular needs and the nature of your disability so that we can endeavour to provide you with the best accommodation for your stay in London.

We look forward to welcoming you. If you have any queries or require any assistance, please phone 020 7262 4481 or email brunelhotel@crystalhotels.co.uk .

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using a number of journey planning websites. The best for journeys around London using public transport is www.tfl.gov.uk/plan-a-journey ; simply enter the postcode of where you are coming from and ours, which is W2 3HB to get directions.
- The nearest railway station is Paddington, which is 0.2 miles away (a 5 minute walk). Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.
- The nearest Underground Station is Paddington. There is taxi rank at this station and also it is possible to hail a registered black cab from the roadside if the orange taxi light is illuminated above the windscreen.
- The nearest bus stop is 0.3 miles away from the hotel in Praed Street. Most non request bus stops have a shelter and bench seating. All buses can accommodate one wheelchair. Bus numbers 7, 15, 23, 27, 36, 205, 332, 436 run towards Baker Street, Marble Arch and Maida Vale every 5 minutes approximately Monday –

Saturday and longer on Sundays. The N7 and N15 are night buses running approximately every 20 minutes through the night.

- The main road outside the hotel has a wide flag stoned pavement.
- This Access Statement and further details on the hotel are available in larger print on request.

Car Parking and Arrival

There is no parking on site. The nearest car park is located near Edgware Road underground station (6 Bell Street, London NW1 5BZ). It has 200 parking spaces and is 15 minutes walk from the hotel 0.7 miles from the main entrance. Currently the charge is £2.00 per hour but please check the hotel website for the latest charges. It is an underground gated car park, well lit in the night. The car park is open 24-hours per day.

- It is possible to drop off guests at the main entrance of the hotel as long as the car is attended at all times, but there is no dropped kerb.
- There are 3 steps leading to the main entrance. The main entrance door is not automatic but opens wide. Just before arriving at the hotel we would appreciate a phone call to the reception (the main number) so that we can assist with entering the hotel if needed.

Main Entrance / Reception / Welcome Area

- Reception is on the ground floor and has level access throughout.
- The floor surface throughout the lobby is ceramic tile.
- The area is evenly and well lit with overhead lighting and wall lights.
- A Clipboard is provided for ease of checking in
- A magnifying glass, pen and pad of paper are available on request.
- There is a choice of seating in the lobby area, which can be used as an alternative space for check-in.
- A familiarisation tour is available on request.

Bedrooms

- As stated earlier it is vital that you discuss your particular needs with the General Manager of the hotel. This discussion will be totally confidential and is purely designed to ensure that we offer you the most suitable accommodation for your stay. We have many, many different shapes and sizes of room just as there are many different shapes and sizes of disability. We are confident that we can find something suitable for you - if not we will recommend somewhere that can!
- All rooms have level access from the lift through well lit corridors. We do not currently provide interconnecting rooms but we do realise that an adjacent room for the personal assistant/carer or other family member of a guest with a disability is important and we will be mindful of this requirement when allocating a room. Dimensions of doors do vary throughout the hotel therefore such critical dimensions will be considered before allocation. Please feel free to ask the exact dimensions of the door. All doors are held on door closers which make them easy to close but can be difficult to open. Closers can be adjusted to achieve the right balance for you.

- Furniture can be easily removed or rearranged in the room if requested.
- Single, Twin or Double, Triple, Quad and Quintuple bedrooms are available at this hotel. Therefore a personal assistant/carer or friend/family member can be accommodated in the room rather than an adjacent bedroom.
- We will advise you the transfer space available in the allocated bedroom we will endeavour to create the ideal space of at least 1200mm/47ins on one side of the beds.
- The height of the beds from the floor to the top of the mattress is entirely adjustable but again will need to be requested in advance.
- Rooms are bright and evenly lit. Overhead and wall lighting is used. There are also bedside and table lamps in each room. Additional lighting is available on request.
- These, and all other bedrooms in the hotel, offer the following: All bedroom doors are marked with raised numbers. Lighting as above, good colour contrast between the floor, walls and doors, fire alarm, short pile carpet, all bedding is non-feather, widescreen digital television with remote control, subtitles, and audio description facilities. A vibrating pillow pad and alarm with flashing light are available on request.

Bathrooms, Shower-rooms and Toilets (Ensuite or Shared)

- All bathrooms are shower only bathrooms
- In the assessment above the size and suitability of the bathroom will be considered. All bathrooms at the property are small at around 2 to 3 square metres but they are carefully designed so that everything is in the right place.
- Suitable aids for easier use of the bathroom are fitted on request. These include toilet seat raisers and stand grab rail
- Lever taps are fitted on the washbasin.
- Well lit with overhead lights
- Good colour contrast between the doors, floor, walls and towels. White towels contrast with white/beige wall tiles.
- The flooring is non-slip beige/white.

Public Areas - Halls, Stairs, Landings, Corridors

- All public areas, halls, stairs, landings and lifts, are well lit using a combination of ceiling and wall lights (led lighting is used in the lift). Corridors are lit by wall lights and chandeliers.
- Corridors are wide but widths do vary throughout the building and there are a number of corridor turns. Again all this will be considered on allocation. The corridor floor covering is short pile carpet.
- There is one lift. There is a mirror on the back of each lift, the sides are covered in a laminate material and the floor is thermoplastic tile.

Public Areas - Lounges, Lobbies

- The lounge area is situated on the ground floor with level entry from the reception and main entrance area.
- There is no access door to the lounge
- The room has a mixture of seating with sofa and soft chairs without arms together with low coffee tables.
- Lighting is natural daylight and overhead and wall lighting
- The flooring is ceramic and carpet is used in both the lounge and the lobby.
- The nearest toilets are on the same level, there is a small step to gain access into the toilet

• **Restaurant/Dining Room**

- The restaurant and bar are situated on the lower level with level entry from the lift and corridor
- A single door [780mm/30.7ins] to this area is left open during the opening hours of the restaurant.
- The restaurant has level access throughout. Tables in the restaurant are well spaced apart, with a clear height from the floor of [720mm/28.3ins], with a mixture of upright chairs without arms and banquette seating.
- Lighting is natural daylight and overhead and wall lighting
- The flooring is ceramic tile.
- We do our best to cater for any dietary requirements; please contact us in advance with any specific requests. Where possible all our food produce is locally sourced.
- If you are susceptible to allergies please advise our servers who have the recipes of each dish available for you to use
- Breakfast is a self-service buffet; however, staff can assist on request.
- Crockery is colour contrasted with the table where possible.
- The nearest toilets are on the ground/reception level.

• **Public Toilets**

- Public toilets can be found on: the ground reception level. There is a small step to gain access.

Leisure Facilities There are no leisure facilities

Grounds and Gardens There are no accessible grounds and gardens

Conference and Meeting Rooms There are no Conference and Meeting room facilities

Clubs and Entertainment There are is no club or entertainment facilities

Additional Information

- All of our staff receive regular training that includes disability awareness training.
- We have a set of evacuation procedures – should you require assistance someone will come to your room and help you with evacuation either out of the building or to a refuge. We have safe lifts and evacuation chairs to assist.
- A water bowl can be made available just outside the main entrance for assistance dogs and one can be supplied for bedrooms where necessary.
- Clear signage is used throughout the hotel using Arial font and large white letters on a green background.
- The nearest General Hospital with an A&E unit (Saint Mary's Hospital) and walk in NHS facility is 0.3 mile away. The nearest doctor's surgery (Bayswater Medical Centre) is 200 ft away. Please contact reception for further information.
- Free Wi-Fi Internet access is available in bedrooms and throughout the hotel.
- We can offer a list of nearby attractions and details of their Access Statements for information, where available.

Contact Information

Address (Inc postcode): 79-81 Gloucester Terrace, Paddington, London W2 3HB, City
of Westminster

Telephone: +44 20 7262 4481

Minicom: n / a

Email: brunelhotel@crystalhotels.co.uk

Website: www.brunelhotel.co.uk

Grid Reference: Grid reference TQ 26394 81130

Hours of Operation: Open all year round

Local Carers: Direct Homecare, Tel.: +44 20 3519 1188

Local Equipment Hire: All Mobility, Tel.: +44 20 3659 5606

Local Accessible Taxi: Wheelchair Taxis, Tel.: 07519055741

Local Public Transport: Travel for London, Tel.: 0343 222 1234
Textphone: 0800 112 3456