

GUILD HOTEL

MARBLE ARCH



Guild Hotel Marble Arch

Accessibility Guide

Hotel Address:

Guild Hotel Marble Arch

19-25 Granville Pl,

London

W1H 6PA

Telephone: +44 (0) 20 7408 0130

Email: reception.marblearch@radissonblu.com

Email: reservations@marblearchhotel.com

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Thank you for considering Guild Hotel Marble Arch. We are pleased to provide information regarding our hotel that you may find useful when planning your visit.

This access statement does not contain personal opinions as to our suitability for guests with access needs but aims to accurately describe the facilities and services that we offer to all our guests and visitors.

Guild Hotel Marble Arch aims to ensure that all employees, guests and others who use the hotel are treated equally and according to their needs. We look forward to welcoming you at Guild Hotel Marble Arch and making your stay an enjoyable one.

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Introduction

Guild Hotel Marble Arch is located just off Oxford Street, between Marble Arch and Bond Street tube stations, and a stone's throw from Hyde Park. Set within a row of beautifully restored Victorian townhouses, the hotel has 101 bedrooms with a selection of bedrooms and suites, ideal for solo travellers, couples, and families.

Many of central London's department stores and top attractions such as Buckingham Palace, are within easy walking distance. Selfridges and Oxford Street shopping are right around the corner.

The vibrant areas of Marble Arch, Marylebone Village, and Mayfair's exclusive boutiques are just minutes away. At the hotel restaurant, Steak & Lobster, we aspire to be the very best in what we do—delivering the finest surf and turf. Start your day with our Continental and full English breakfast buffet options.

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Pre-Arrival

For assistance prior to arrival, please contact our Reservations Team at 020 7408 0130 or by email at reception.marblearch@radissonblu.com.

The nearest Tube stations are Marble Arch and Bond Street; both located within a 5–10-minute walk from the hotel.

Airports:

- Heathrow Airport – approximately 50–60 minutes by car (15 miles)
- Gatwick Airport – approximately 60–70 minutes by car (30 miles)
- Stansted Airport – approximately 90 minutes by car (40 miles)
- Luton Airport – approximately 75 minutes by car (30 miles)
- London City Airport – approximately 50 minutes by car (10 miles)

The nearest railway station is Paddington Station, located approximately 1.2 miles from the hotel. The closest wheelchair-accessible Tube station is Bond Street.

We also offer airport pick-up and taxi services to and from the Guild Hotel Marble Arch.

For further information, please contact the Reception Team by email at reception.marblearch@radissonblu.com.

Public Transport

Accessible buses stop on Oxford Street, approximately 0.1 miles from the hotel, providing services in both eastbound and westbound directions.

Bus routes 7, 23, 94, 98, 390, and 113 operate every 5–10 minutes, offering connections towards Oxford Circus, Trafalgar Square, Euston Station, and Paddington.

The nearest bus stops are Marble Arch (Stop R) and Marble Arch (Stop S).

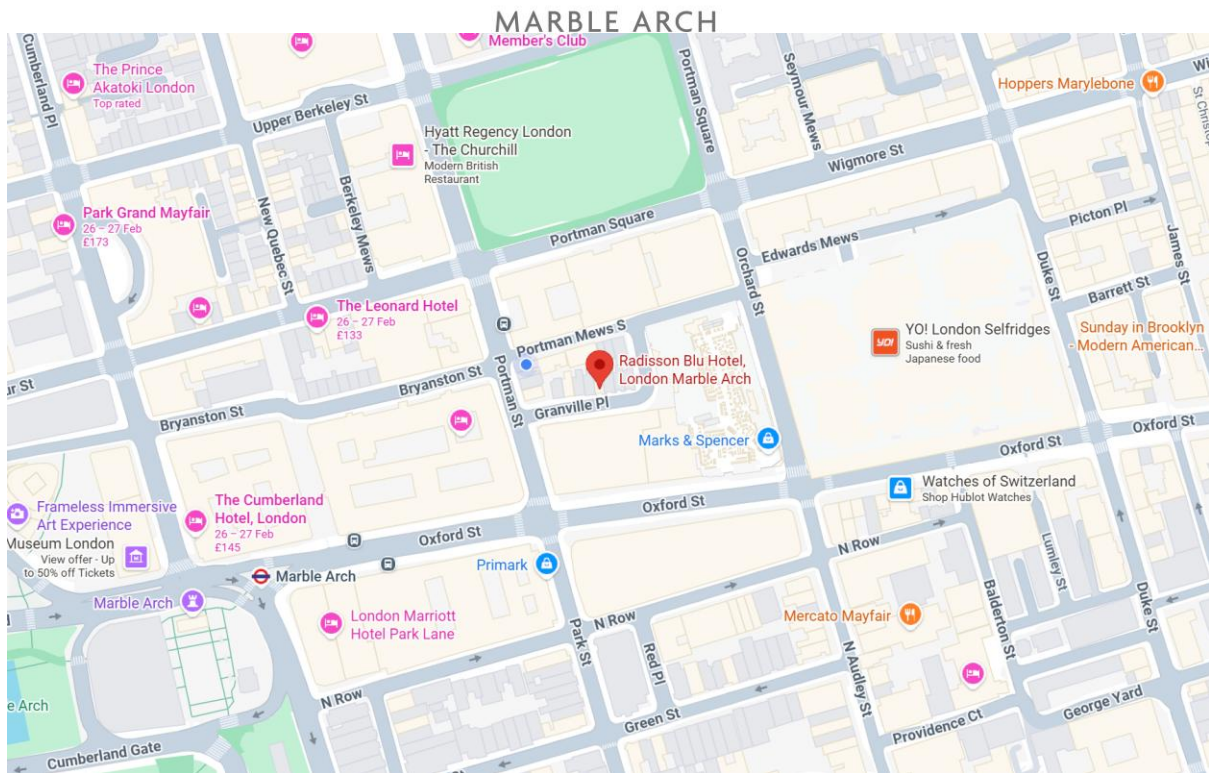
Wheelchair Availability

A wheelchair is available for use by in-house guests during their stay. This service requires at least 24 hours' notice prior to arrival.

Assistance Dogs

Guide dogs and assistance dogs are welcome and permitted in guest rooms and public areas.

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Arrival at the Hotel and Car Parking

- Guild Hotel Marble Arch is situated in the London congestion charge zone. For full details on the charge and how to pay please visit www.cclondon.com or call 0845 9001 234
- The main entrance to the Guild Hotel Marble Arch is located on Granville Place. The entrance is level and fully accessible, leading directly into the hotel lobby and reception area. The main door is accompanied by an accessible side door, which can be opened manually or by a member of staff upon request. There is no on-site parking at the hotel. However, the nearest secure parking is available at Q-Park Marble Arch (Cumberland Gate, W2 2ET), located approximately a 5-minute walk from the hotel.
- On-street parking is also available in the surrounding area between 18:30 and 07:00 (Monday to Friday), and from Saturday 13:00 until Monday 07:00. Please ensure to check the local signage and display information before parking your vehicle.
- Our Front Desk Team is always available to assist with luggage and provide support upon arrival and departure.

Main Entrance / Reception / Welcome Area

- The entrance door is manual doors, and they open 82 cm wide with one step, and a ramp is available for accessibility.
- The lobby has a large space for wheelchair access

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- The Reception Desk is situated on the ground floor. The area is bright and spacious, allowing ease of movement for all guests.
- The reception desk height is 98cm. The front desk is situated 5.29m from the main entrance.
- The Steak and Lobster restaurant is located on ground floor.
- Comfortable seating is available in the lobby with two chairs, a sofa and 1 coffee table. The hotel entrance and lobby areas are well lit 24 hours a day.
- Assistance is available if needed from reception team

Lift Measurements

- The lift has a door width of 80 cm, an internal width of 105.5 cm, and a height of 198 cm.

Public Areas

- All public areas, halls, stairs and landings are well lit using a combination of ceiling lights.
- The hallways and staircases are covered with polished wood and supplemented with carpet
- Accessible bedroom is located on the 2nd floors.
- There are no refuge areas in the hotel, and we have 1 Evacuation Chair which is in reception area.
- Central heating is available in all the public areas and in addition there is an Air Curtain above the main entrance door.
- The temperatures in the bedrooms can be adjustable locally as per requirements.
- Our smoking area is located on the right side of our hotel, easily accessible from the lobby level.

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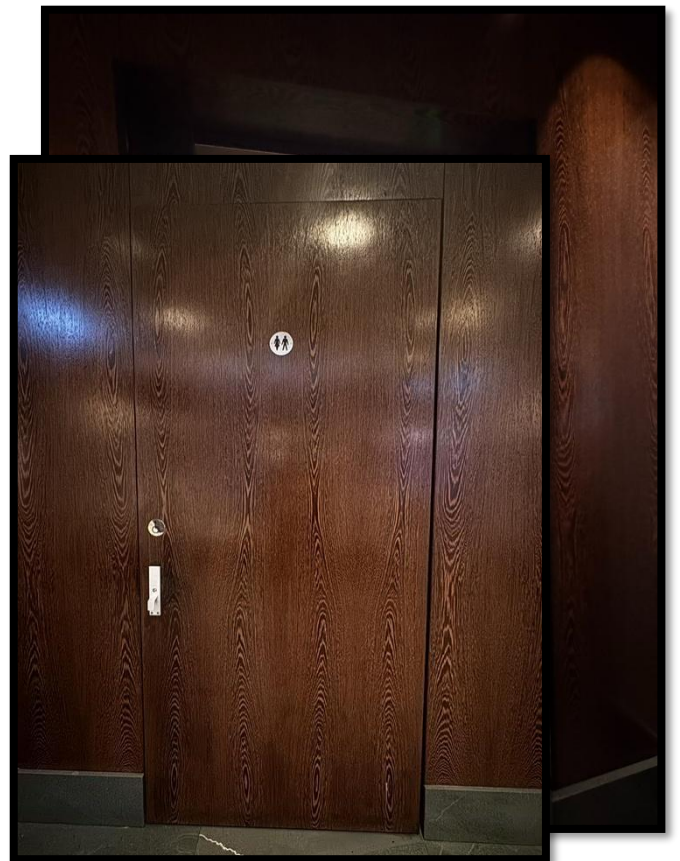
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Getting Around the Hotel

- The hotel has one lift in the lobby, serving the basement (-1) floor, ground floor, and floors 1–4.
- The lift has a door width of 80 cm, an internal width of 105.5 cm, and a height of 198 cm.
- The lift is equipped with audible alarm buttons and tactile buttons installed at a standard height for ease of use.



Public Toilets



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- Our unisex accessible toilet is situated on the ground floor and is fitted with a horizontal grab rail and an alarm rope for added safety.
- The toilet door is 90 cm wide, and the toilet seat is 45 cm high. All toilets feature non-slip tiled flooring for safety.
- Each toilet is equipped with one hand wash basin and a hand dryer unit. The toilets are well lit with ceiling spotlights, and the tap on the sink is sensor-operated for ease of use.



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Restaurant & Bar area

- The Steak and Lobster Restaurant (breakfast, lunch & dining room) is located on the ground floor.
- The restaurant floor surface is polished marble. It is level throughout layout. There are leather chairs seating and wooden tables which both can be moved.
- Large windows allowing plenty of natural day light and supplemented by adjustable ceiling spotlights with addition of couple of tables lamps.
- Menus can be provided in large print if required.
- We can offer different dietary needs to our customers, please advise staff.
- Our restaurant service is à la carte.
- Our cutlery is stainless steel, and our napkins are white.

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Leisure Facilities

- The hotel has a fitness room located on the lower ground (basement) level. The room is unmanned, but it is covered by CCTV, which is periodically monitored by reception.
- Access to the fitness room is granted via guest bedroom key cards using the lift. For safety, the room is equipped with a red panic rope connected directly to reception.
- The floor throughout the fitness room is anti-slip vinyl. Please note that there are three steps down to reach the workout area.
- The fitness room has various cardiovascular, stretch and weight equipment
- Small towels are provided to the left of the entrance.
- A water station is available at the entrance.
- The gym features TECHNOGYM equipment

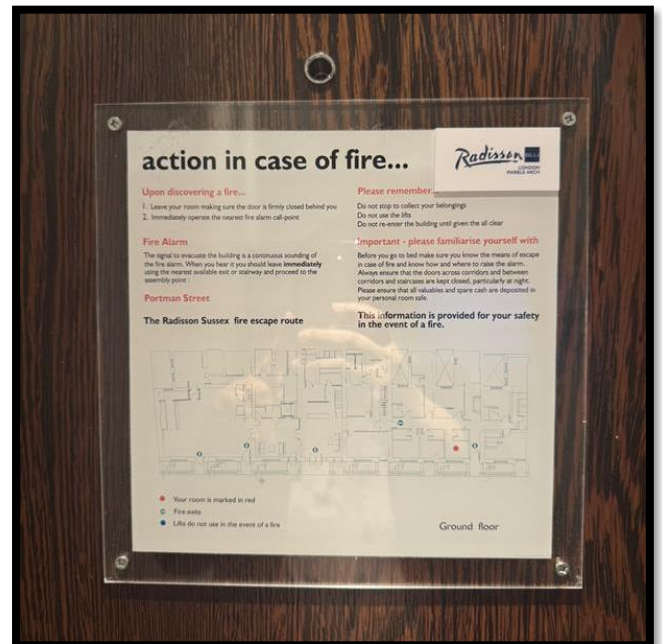
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Bedrooms

- There are 101 rooms all with en-suite bathroom. Rooms are located from ground floor to 4th floor accessible by the lifts.
- We have 1 accessible room in the hotel, which is a standard double room, Room 208. The room door measures 85.5 cm in width, and the entrance door to the room is 90 cm wide.
- Furniture within the rooms cannot be moved, however, seating areas are moveable with assistance of the staff to allow for flexibility and accessibility.
- All rooms have emergency procedures clearly displayed on the back of the bedroom door.

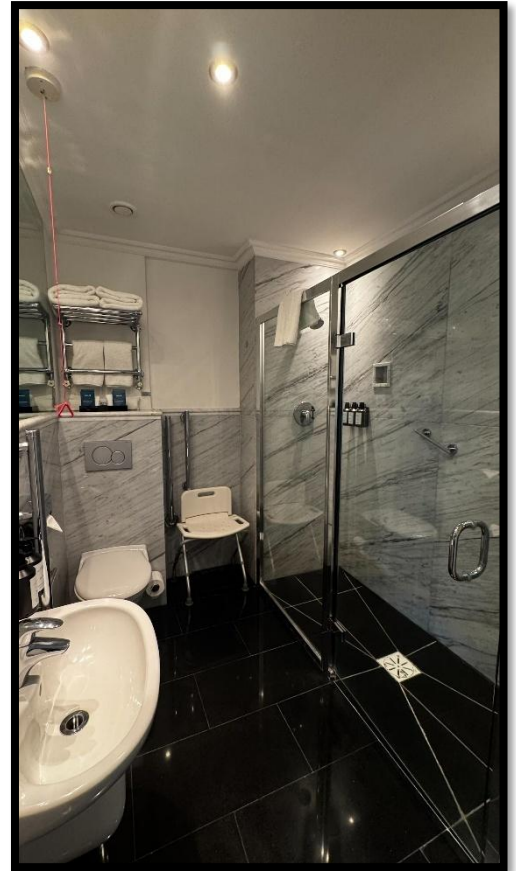


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Bathroom, Shower-rooms and toilets

- The accessible bathroom is equipped with a lower sink, toilet, and a full grab rail system for guest safety and ease of movement. There are grab rails positioned around the toilet for additional support.
- The wheelchair-accessible shower includes additional support bars and a wall-mounted, detachable shower seat. Accessible bathrooms also feature emergency pull cords for assistance.
- The shower area includes both high- and low-level showerheads, along with low-positioned grab bars to assist guests in transferring to and from a wheelchair. The shower enclosure features an open-close door design for easy access.
- The toilet height is 43 cm, and the wash basin height is 79 cm, with clear space underneath for wheelchair access. The flooring throughout the bathroom is non-slip ceramic tile, and the lighting is provided by ceiling spotlights.
- The sink taps are lever-operated, while the shower controls feature turning taps for easy use.



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Additional Information

- All team members receive Disability Awareness and Fire Evacuation training.
- Reception is available 24 hours for assistance.
- Evacuation procedures emergency procedures clearly displayed on the back of the bedroom door.; the alarm is a continuous siren.
- Evacuation chair and trained staff are available to assist during emergencies.
- First Aiders and Fire Marshals are always on duty.
- Assistance dogs are welcome.
- Free Wi-Fi is available throughout the hotel,
- Prescription medicine can be stored securely **on request.**
- 24-hour room service is available; menus are provided via scanning the QR code in all bedrooms, physically menu can be requested.
- Emergency signage is standard green with white lettering.
- The nearest hospital is:

St Mary's Hospital

Praed St, London W2 1NY