



Radisson Blu Hotel, London Bond Street

Accessibility Guide

Hotel Address:

350 Oxford Street

London

W1C 1BY

Telephone: +44 (0) 20 7629 7474

Hotel Email: reception.bondstreet@radissonblu.com

Reservations email: reservations.bondstreet@radissonblu.com



Introduction

Thank you for considering the Radisson Blu Hotel, London Bond Street. 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. The Radisson Blu Hotel, London Bond Street 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 Radisson Blu Hotel, London Bond Street and making your stay an enjoyable one.



Pre - Arrival

Welcome to Radisson Blu Hotel, London Bond Street, where Marylebone charm meets Mayfair style and Soho energy. Step outside to explore iconic London destinations such as Selfridges, Liberty, and Hamleys, wander through nearby Hyde Park, or admire the art and architecture of the Royal Academy of Arts, Spencer House, and Wellington Arch. With Bond Street station directly opposite, the Elizabeth Line offers effortless connections to Canary Wharf, Heathrow Airport, and beyond.

Discover our newly refurbished (2026) bedrooms and suites, designed as calm, contemporary retreats in the heart of the West End. Each space features handcrafted Vispring beds, soft neutral palettes, and thoughtful details that bring together comfort, style, and a sense of ease.

On the ground floor, Bond St. Lounge offers a relaxed space to unwind, serving a modern menu inspired by British flavours and crafted with seasonal, locally sourced ingredients.

For assistance prior to arrival please contact the reservation team on +44 (0) 20 7629 7474 or by email reservations.bondstreet@radissonblu.com

The nearest tube station is Bond Street Station within 1 minute walk from hotel for Jubilee, Central and Elizabeth Line* *(35 minutes to Heathrow).

Airports

- Heathrow Airport: 50 – 60 minutes by car (16 miles)
- Gatwick Airport: 1 Hour 30 minutes – 1 hour 50 minutes by car (56 miles)
- Stansted Airport: 1 hour 15 minutes – 1 hour 45 minutes by car (37 miles)
- Luton Airport: 1 hour – 1 hour 20 minutes (32.5 miles)
- London City Airport: 1 hour – 1 hour 30 minutes (10 miles), **during rush hour heavy traffic.**

Public Transport

Accessible buses stop on Oxford Street only a 3-5 minute walk from the hotel providing east and west bound services to multiple locations, inclusive of a night bus service. Bus stops OR and OF host the number 7, 94, 98, 139, 390, N7, N98, N113 and N207 buses, which run every 5 – 15 minutes (every 20-40 for night bus [N]) and offer connections to, Oxford Circus, Trafalgar Square, Euston Station, Paddington, Waterloo Station and Holborn.

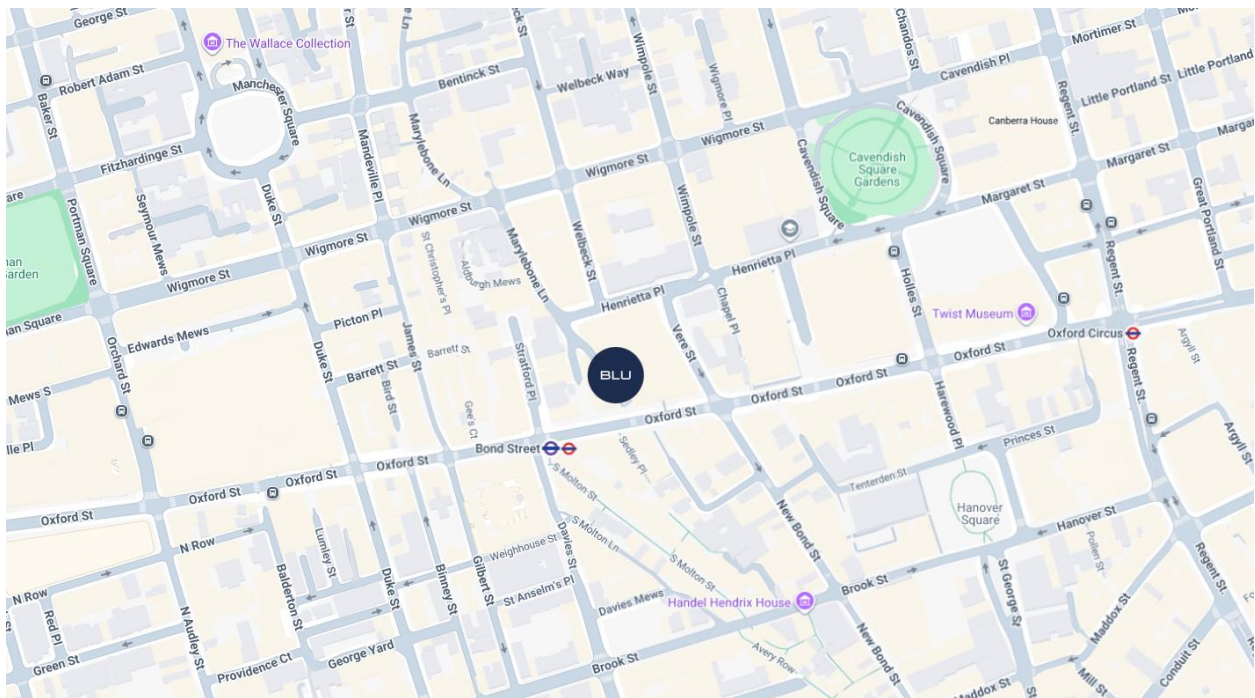
Wheelchair availability

A wheelchair is available for use by in house guests during their stay but is subject to availability and we encourage requests to be confirmed at least 24 hours prior to arrival.

Assistance Dogs

Guide dogs and assistance dogs are welcome and permitted in guest spaces and bedrooms, we advise to contact us in advance so that we can provide the best possible room to ensure a comfortable stay for you and your assistance dog.

Our Location



Car Park and Arrival

- The Radisson Blu Hotel, London Bond Street 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 hotel's main entrance is on Marylebone Street Lane. We have level, firm, paved access to the hotel lobby and a doorbell for assistance after 10pm.
- We do not have car parking however, the best carpark for secure private parking is Q-PARK Oxford Street, 5 minutes' walk from the hotel in Cavendish Square Gardens. Link to their website: <https://www.q-park.co.uk/en-gb/cities/london/oxford-street/>

- The hotel's entrance is fully lit 24 hours a day
- Wheelchair users can access the hotel lobby
- A team member from reception/concierge will be available to help at the main entrance



Main Entrance / Reception / Welcome Area

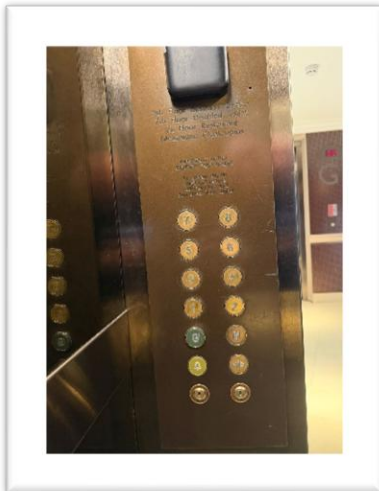
- The main entrance has manual doors and they are each 1 meter wide. They open fully on 90 degrees to allow for 2 meters of access.
- The lobby has a large space for wheelchair access
- The reception desk height is 125cm and is situated 6.6 meters from the main entrance
- Seating is available with 2 chairs and 1 coffee table
- The area is well lit with ceiling spotlights
- The Bond Street Lounge is located on Ground floor for Lunch, dinner and drinks. The Breakfast room is located on the first floor and can be accessed via the lifts on level 1.
- Assistance is available if needed from our reception team

Public Areas

- All public areas, halls, stairs and landings are well lit using spotlights
- Accessible bedrooms are located on the 2nd and 3rd floors.
- There are refuge areas located on 2nd and 3rd floors in the lift lobby area equipped with emergency phone and 3rd floor main stairwell is equipped with an evacuation chair
- AC and heating is available in all the public areas controlled by the hotel maintenance.
- Bedroom temperatures can be adjusted locally
- Our smoking area is located at the front of our hotel, easily accessible from the main entrance.

Getting Around the Hotel

- There are 2 lifts in the lobby serving all floors
- Each lift car's dimensions are 81cm wide and 84cm deep
- Each car comes with emergency call bell
- The walling is mirrored on the side and back of the two lifts from bottom to top.



Public Toilets

- Our toilets are located on the mezzanine floor. The accessible toilet is on the 7th floor and fitted with pull cord, grab rail, lowered sink and grab rail.
- The accessible toilet door is 95cm wide and 190cm high.
- The flooring in all toilets is marble flooring.
- The toilet is equipped with a hand wash basin and hand blow dryer unit
- The toilets are lit with ceiling spotlights
- The tap on the sink is sensor



Restaurant & Bar Areas

- Bond Street Lounge is located on the ground floor and is accessible, the breakfast room is accessible via the lifts on our first floor.
- The restaurant floor surface is Marble in the lounge and Wooden in the Breakfast Room. The tables and chairs can be moved if needed.
- Seating is upright chairs with arms, and tables have a center support with a stable clear height underneath the table.
- We can offer different dietary needs to our customers, please advise the team.
- Our restaurant service is à la carte and buffet for breakfast with a la carte options
- Our cutlery is stainless steel, and napkins are white.

Bedrooms

- There are 149 rooms all with en-suite bathrooms. Rooms are located from the 1st floor to the 8th floor accessible by the lifts.
- There are 2 of accessible bedrooms
 - 206 and 306



- All accessible rooms have wider entrance doors, accessible AC control panel, wet room with tanked bathroom floor, the shower also has a detachable shower seat. Sink, toilet with full grab rail system and emergency cord next to the toilet.
- Accessible rooms have emergency pull cords in the bathroom and vibration pillows upon request
- All accessible rooms will have Sofa, Coffee table and King size bed only. Furniture can be moved on request for extra space. Please contact reservations in advance of your stay, or reception once you have arrived at the hotel to arrange for furniture to be moved.
- Wide entrance doors 55cm
- We have a combination of Single, Double, Twin and King beds in our rooms.
- All the rooms have emergency procedures clearly placed on the bedroom door (internally facing).

Bathroom, Shower-rooms and toilets

- All bathrooms are en-suites with a walk-in shower
- All our bathrooms have level access from the bedroom floor
- The bathroom door width is 55cm
- The toilet height is 51cm
- The height of the wash basin is 88cm and there is a clear space under the wash basin
- Flooring in the bathroom is marble flooring
- We have the lever taps in the sinks and turning taps on the shower
- The bathroom is lit with spotlighting

Additional Information

- Disability Awareness Training is delivered to all team members
- If you require any assistance during your stay, please contact reception or concierge
- We have our evacuation procedures in place, and every guest bedroom has the details on the back of the bedroom door. The alarm signal is a continuous siren.
- In the event of a fire please make your way to the refuge area
- We have trained Fire Marshals and First Aiders on duty
- All team members are trained in Fire Evacuation procedures
- We have evacuation chairs and trained staff to assist guests in the event of an emergency
- Free Wi-Fi is available throughout the hotel



- We offer 24-hour room service, the menu will be found in your bedroom
- The nearest hospital is: **St Mary's Hospital, Praed St, London W2 1NY**