



### **Accessibility Statement**

At Radisson Blu London, we want to make sure that every guest has an enjoyable stay and that we are welcoming and accessible to all.

We do recognise that our hotels are all shapes, layouts and sizes and there is no single hotel that will meet the needs of all individuals. To understand the types of rooms and facilities that are available at the specific hotel you are looking at please visit our website. If the answer is not on the website please contact the hotel for assistance.

### **Emergency Evacuation**

In the unlikely event of an emergency evacuation, we have facilities at each hotel to support guests that require additional assistance. We have emergency evacuation chairs and operate a PEEPS procedure. If you require assistance, please contact the hotel prior to your stay and advise the team.

### **Getting to the Hotel and Parking**

For all our hotels we provide directional information on our website. Whether it be the best Satnav postcode or local transport directions, these are available on the individual hotel webpage. Alternatively, please contact the hotel directly if you are unsure how to find your accommodation.

### **Reception**

We want to provide a relaxing and enjoyable experience; if you would like to know the quieter times to check-in please contact the hotel for a rough estimate; this cannot be guaranteed as it depends on the day.

Each hotel has a portable hearing loop which can be used at the reception desk. If you have requested assistance during an emergency, please inform the reception team when checking in. Our team is available 24 hours a day.

Where we do not have a low-level position at our reception desk, our staff will happily facilitate check-in at a table in the reception lobby or bar café areas the majority of which have a seating area.

### **Public Areas**

Level access is generally available to all public areas of our hotels, and we have added ramps where possible. If this was not possible, we have made access possible through the use of platform lifts.

For reasons of fire safety, the corridors of our hotels are subdivided at regular intervals by self-closing, fire-resisting doors.

All our hotels include signage to direct you to key facilities such as reception, bar, restaurant and your bedroom.

### **Bedrooms**

All bedrooms are provided with a desk and a chair. If, during your stay, you would like the bedroom furniture rearranged or an item of furniture removed or provided, please contact reception and we will do our utmost to assist. Televisions in our bedrooms are provided with a remote control, and they have the facility to display subtitles.

In the event of an emergency, fire evacuation procedures are displayed on the back of the bedroom doors, and we have vibrating pillows available if you require them. Guests are reminded to inform reception if they would need any assistance in the event of a fire evacuation.

If you would like to know specific details about the accessible rooms at your chosen hotel please contact the hotel directly and they will do their best to assist you.

All our hotels are different due to the age and design of the building, where possible our accessible rooms are located close to a lift or reception. Please contact the individual hotel to confirm where the room location and the functions and facilities that are available.

Where sites have lifts, refuge areas are designated on the upper floors. These are protected areas of relative safety where we ask guests who cannot manage stairs to wait in the event of a fire for assistance. Refuges are fitted with intercoms, or an alternative arrangement will be in place, to allow you to communicate with staff in an emergency. Hotels with refuges have evacuation chairs to assist with evacuation using the stairs.

All accessible en-suites are fitted with an emergency assistance pull cord alarm.

### **Meeting Rooms**

If you are attending a meeting or hosting at one of our hotels, we strongly recommend you contact the hotel directly to ask what is available at this particular hotel.

### **Additional Information**

Assistance dogs are welcome at all Radisson Blu London hotels, free of charge.

All our Team Members receive disability awareness training.

Should you require assistance during your stay please contact reception and our Team Members will be happy to do all that they can to assist.

## Our Future

We are constantly reviewing and improving our customer experience, and any changes will be reflected in our accessibility statement.

We intend to continue investing in our accessible proposition to further improve the product and services available across our hotels.

