



Radisson Blu London Mercer Street

## **Accessibility Guide**

20 Mercer Street

Covent Garden

WC2H 9HD

London

Telephone:

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

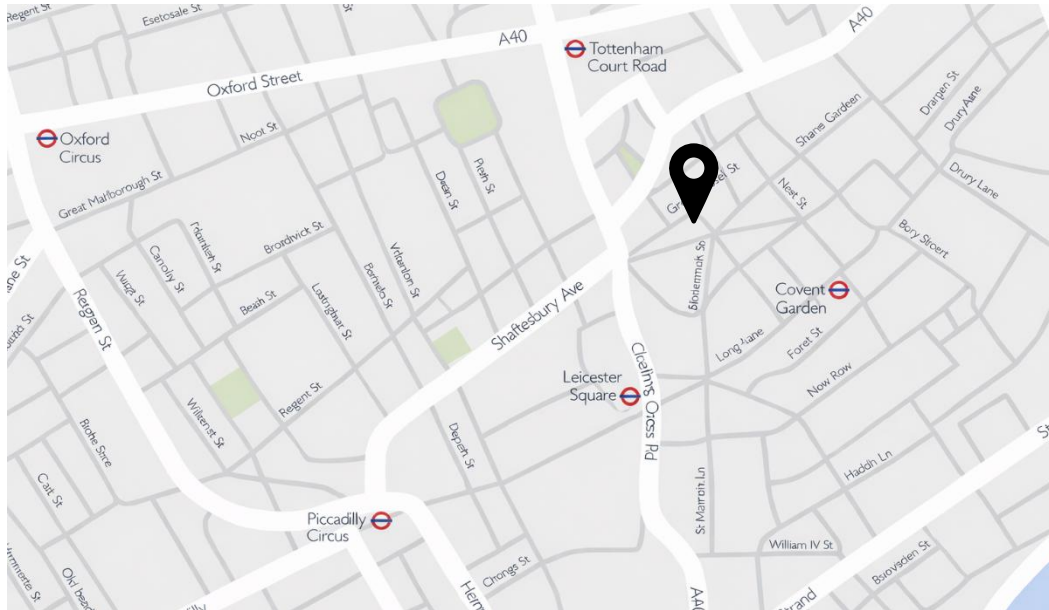
## Introduction

The Radisson Blu London Mercer Street Hotel is in the heart of London most boutique location Covent Garden within the Seven Dials area. This Four-Star Deluxe hotel consists of 137 bedrooms over 5 floors.

The hotel benefits with one of London's popular Peruvian and Italian Restaurants & Bar Monmouth Kitchen which is open for breakfast, lunch and dinner

## Pre-Arrival

- For assistance prior to arrival please contact the reservation team on email at [reservations.mercerstreet@radissonblu.com](mailto:reservations.mercerstreet@radissonblu.com)
- The nearest tube station is Leicester square within 10-minute walk from hotel
- Heathrow is 90 minutes by car and 40 minutes public transport (Elizabeth line), and 20 miles] and next closest airport is London City Airport
- The nearest Railway station to our hotel is Kings Cross st Pancras, and the closest wheelchair access tube station is Covent Garden and Leicester Square
- We use free now for calling a black taxi right outside the hotel entrance and can arrange airport transfers pick up and drop via contacting our concierge team at [reception.merecrstreet@radissonblu.com](mailto:reception.merecrstreet@radissonblu.com)
- Accessible bus stop are located on Tottenham court road which is 5–6-minute walking distance, Buses run every 5 minutes based on the destination in each direction.
- The nearest shops are approximately 800 yd away
- Guide dogs are allowed in guest rooms



## Car Park and Arrival

Radisson Blu London Mercer Street Hotel is situated in the London congestion charge zone. For full details on the charge and how to pay please visit [www.cclondon.com](http://www.cclondon.com) or call 0845 9001 234

- The hotel's main entrance is on Mercer Street opposite seven dials statue. We have level, firm, paved access to the hotel lobby.
- We do not have a car park on property; the best car park is called Q-park located just alongside of Matilda Theater
- On street car parking is available after 10pm – 07:00 am. Please make sure you check the display before parking your car.
- 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**

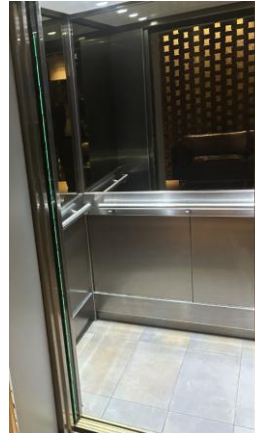
- The main entrance has manual doors and they open 82cm wide. Each side is 81 cm wide.
- The lobby has a large space for wheelchair access
- The reception desk height is 120 cm. The front desk is situated 100 meters from the main entrance
- Seating is available with number of chairs and number of coffee tables
- The area is well lit with ceiling spotlights
- The Monmouth Kitchen is located on Ground Floor and accessible by lifts from all floors of the bedrooms
- Assistance is available if needed from concierge and reception team

- Our team members can check-in guests in places other than reception



## **Public Areas**

- All public areas, halls, stairs and landings are well lit using a combination of ceiling and wall lights
- Accessible bedrooms are located on the basement floors.
- There are refuge areas located on all floors east and west side of each floor in each stairwell and 2<sup>nd</sup> and 4<sup>th</sup> floor stairwells are equipped with evacuation chairs
- Central heating is available in all the public areas
- Bedroom temperatures can be adjusted locally
- Our smoking area is located outside of the main entrance on Monmouth Street of our hotel, easily accessible from the Lobby or Monmouth kitchen street entrance



### **Getting Around the Hotel**

- There are 2 lifts in the lobby and only one lift on the left-hand side services the basement
- Each lift car's dimensions are 85cm wide and 81 cm deep
- The lifts have audible alarm buttons and tactile buttons at normal height
- There is a mirror on the back of the lift and on the sides of the two lifts at 50 cm

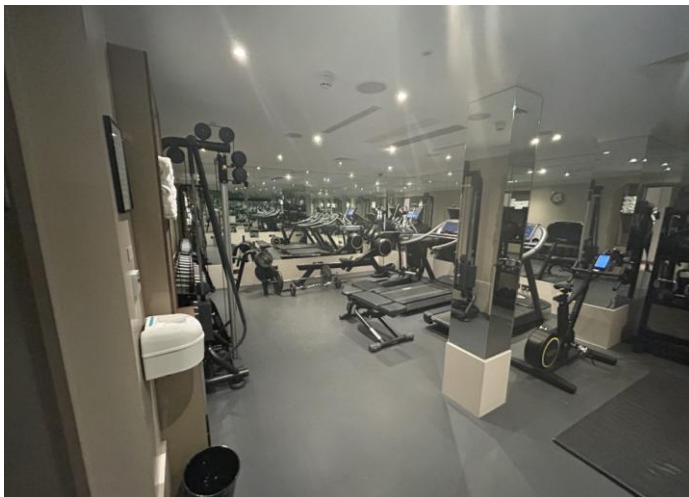
### **Public Toilets**

- The accessible toilet door is 212cm wide and 207 cm in length
- Ladies and Gents toilets are available in the basement with ladies consisting of two cubicles and Gents consisting of two cubicles
- The flooring in all toilets is nonslip tiles
- 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

- Monmouth Kitchen is located on the ground floor and has an accessible entrance via the fire exit along the path
- The restaurant floor surface is nonslip concrete floor. The tables and chairs can be moved.
- 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
- Our cutlery is stainless steel, and napkins are white.
- The bar floor surface is non slip concrete floor
- The bar has three bar stools and table chairs that are movable



## **Leisure Facilities**

- The fitness room is available in the basement
- The fitness room is covered by CCTV which is periodically monitored by reception
- Your guest bedroom key card gives you access to the fitness room.
- There is a Health Commitment Statement which is located near the reception entrance
- There is a panic alarm button which connects to the reception front desk via sounding an alarm
- The gym floor is fitted with anti-slip matting floor material
- The fitness room has various cardiovascular, stretch and weight equipment.
- Towels are provided
- There is filtered water dispenser provided with take away cups

## **Bedrooms**

- There are 137 rooms, all with en-suite bathrooms. Rooms are located from the 1<sup>st</sup> – 7<sup>th</sup> floor accessible by the lifts.
- There are no accessible bedrooms, however the following equipment is placed in the room when the information is given prior to guest arrival
  - Vibrating Pillows
  - Flashlight
- Accessible rooms have vibration pillows upon request
- All accessible rooms will have an armchair and a coffee table. Should you require more space in your room, any of these items can be removed. 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 80 cm
- We have a combination of twin beds and queen-size beds in our rooms.
- All the rooms have emergency procedures clearly placed behind the bedroom door

## **Bathroom, Shower-rooms and toilets**

- All bathrooms are en-suites with either-or walk-in shower
- All our bathrooms have level access from the bedroom floor
- The bathroom door width is 82 cm wide
- The toilet height is 50cm

- The height of the wash basin is 75cm and there is a clear space under the wash basin
- Flooring in the bathroom is non-slip ceramic tiles
- We have the lever taps in the sinks and turning taps on the shower
- The bathroom is lit with a spotlight

### **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 every guest 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 Thomas Hospital which is a 10 min taxi ride away, address is : Westminster Bridge Road, London, SE1 7EH