



Radisson Blu London South Kensington Hotel Accessibility Guide

Radisson Blu Hotel London South Kensington

68-86 Cromwell Road

SW75BT

T: [020 7761 9000](tel:02077619000)

E: Reservations@southkensingtonhotel.com

reception.southkensington@radissonblu.com

Thank you for choosing the Radisson Blu Hotel, London South Kensington. We are committed to creating a welcoming and inclusive environment for all guests and aim to ensure that everyone can enjoy a comfortable and seamless stay. Located in the heart of South Kensington, our hotel offers convenient access to local attractions, transport links, and amenities, making it an ideal choice for both business and leisure travellers.



This accessibility guide has been developed to provide detailed and transparent information about the hotel's facilities, services, and physical environment. It is intended to help guests make informed decisions based on their individual requirements prior to arrival.

The guide includes information on key areas such as step-free access, entrances and exits, lifts, guest rooms, bathrooms, dining areas, and public spaces. Where possible, we have included practical details such as measurements, layouts, and available support services to assist guests in planning their visit. We also outline available assistance from our team, including support with luggage, directions, and general guest services.

We recognise that accessibility needs vary from person to person. While we strive to accommodate a wide range of requirements, this guide is designed to present factual information rather than subjective opinions on suitability. Guests with specific questions or additional needs are encouraged to contact the hotel directly so that we can provide tailored assistance and make appropriate arrangements wherever possible.

Our team is dedicated to delivering high standards of service with care, respect, and attention to detail. We look forward to welcoming you to Radisson Blu Hotel, London South Kensington, and ensuring your stay is as comfortable and enjoyable as possible.

We offer the following services and facilities:

The Radisson Blu Hotel, London South Kensington is ideally situated in one of London's most prestigious neighbourhoods and features a range of stylish and comfortable 215 guest rooms, each with its own en-suite bathroom. Set within a beautifully restored historic building, the hotel combines classic architectural charm with contemporary design and modern amenities.

Located in the heart of South Kensington, guests are within easy walking distance of world-renowned attractions such as the Natural History Museum, Victoria and Albert Museum, and Hyde Park. The area also offers a wide selection of shops, restaurants, and cultural venues, along with excellent transport connections across London.

Pre-Arrival

To help ensure a smooth and enjoyable stay, please review the following information prior to your visit:

- For assistance before arrival, please contact our Reservations Team:

T: +44 (0)20 7589 7141

E: reservations.southkensington@radissonblu.com

For reception-related enquiries:

E: reception.southkensington@radissonblu.com

- The nearest Underground station is Gloucester Road Station, located approximately a 3–5 minute walk from the hotel, providing access to the Piccadilly, Circle, and District lines.

• Airports:

o Heathrow Airport: Approx. 35–45 minutes by car (15 miles)

o London City Airport: Approx. 60 minutes by car (12 miles)

• Nearest Railway Stations:

o Paddington Station – approx. 15 minutes by car

o Victoria Station – approx. 15 minutes by car

Both stations offer step-free access and connections to the wider London transport network.

- Airport transfers to and from the hotel can be arranged at an additional cost. Please contact Reception for further details:

E: reception.southkensington@radissonblu.com

Our team is happy to assist with any additional requirements to help make your stay as comfortable as possible.

- **Accessible Bus Services:**

Convenient public transport options are available near the hotel. Accessible bus stops are located within a short walking distance on Cromwell Road, with both eastbound and westbound services.

- o Buses operate frequently, typically every 5–10 minutes.

- o Routes such as 49, 74, and 345 provide connections to central London destinations, including areas like South Kensington, Knightsbridge, and beyond.

- **Wheelchair Availability:**

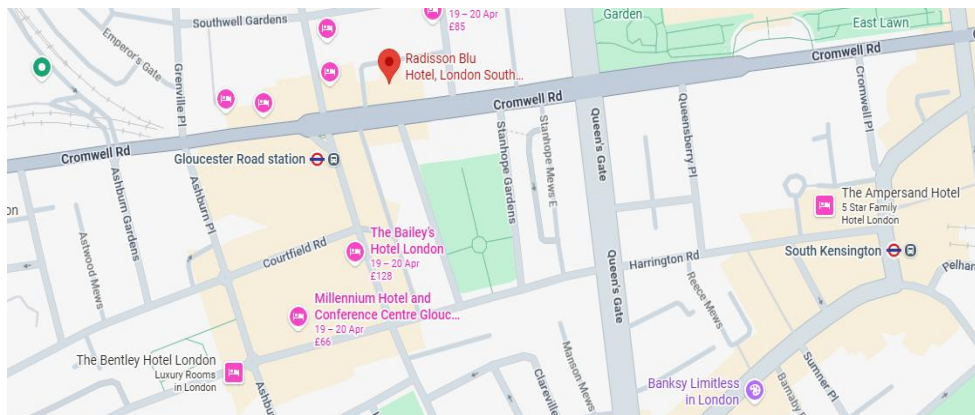
A limited number of wheelchairs are available for use by guests during their stay. To ensure availability, we kindly recommend requesting this service at least 24 hours prior to arrival.

- **Local Amenities:**

A variety of shops, cafés, and essential services are located nearby, most within approximately 100–150 yards of the hotel, offering convenient access for guests.

- **Assistance Dogs:**

Guide dogs and other recognised assistance dogs are warmly welcomed at the hotel and are permitted to stay with guests in all accommodation areas.



- **Arrival and Car Parking:**

The Radisson Blu Hotel, London South Kensington does not have on-site parking. Guests can be dropped off directly outside the hotel on Cromwell Road, where staff can assist with luggage on request.

- **Nearby Parking:**

Public car parks are available within walking distance, including APCOA Parking Gloucester Road and NCP London Harrington Road. Limited on-street parking is also available nearby, subject to local restrictions.

- **Congestion Charge:**

The hotel is located within the London Congestion Charge Zone. Charges apply during operating hours and can be paid online via Transport for London or through Auto Pay.

• **Alternative Travel:**

Gloucester Road Underground Station is a short walk away, and taxis or private hire vehicles are readily available.

Entrance / Reception / Welcome Area



The main entrance door has a clear opening width of approximately 85–90 cm. Door operation may be manual; assistance is available on request

As there is no step free access available for the wheelchairs directly we have an alternative ramp which can be requested on arrival where a member of the reception team will be able to help.



The distance from the main entrance to the Reception desk is approximately **3–6 metres**, along a level route.

Flooring throughout this route consists of **slip-resistant tiles or hard flooring**, suitable for wheelchair and mobility aid users.

The Reception desk height is approximately **110 cm**, with space available nearby for side-on or alternative check-in if required.

A lowered section of the desk or portable writing surface can be provided upon request.

Check In also Available at the lobby area for accessible guest .



The lobby provides a minimum clear manoeuvring space of **150 cm turning circle**, suitable for wheelchair users.

Seating includes a mix of sofas and armchairs with seat heights ranging between **45–50 cm**, some with armrests for support.

Lighting in the Reception and lobby area is provided by ceiling-mounted fixtures, ensuring even coverage without significant glare or shadowing.



The hotel's restaurant **Scoff and banter** and bar areas are located on the ground floor and are accessible from the main lobby. Assistance can be provided where needed.

Reception is staffed 24 hours a day, and team members are available at all times to provide assistance. Guests who may require support in the event of an emergency are encouraged to complete a Personal Emergency Evacuation Plan (PEEP) form, available at Reception.

Public Area.

Corridors, staircases, and landings are illuminated with a combination of ceiling and wall-mounted lighting, maintaining consistent visibility.

- Corridor widths are typically minimum 120 cm, allowing wheelchair passage.
- Flooring throughout public areas is non-slip, with low-pile or hard surfaces to support ease of movement.

- Lift access is available to all floors. Lift door widths are approximately 80–90 cm, with internal dimensions suitable for standard wheelchairs. Controls are positioned at an accessible height (90–120 cm).

Refuge areas are designated within the building, equipped with evacuation chairs and located on guest floors in accordance with fire safety regulations

A designated smoking area is located at ground level, within a short distance (approx. **5–10 metres**) from the main entrance.



Our accessible toilet is located on the ground floor with around 5-10 mtrs of distance from the reception in the bar area which can be accessed easily.

The flooring in all toilets is nonslip tiles.

The toilet is equipped with 1 hand wash basin, a hand blow dryer unit.

The toilets are lit with a ceiling spotlight.

The tap on the sink is a sensor.

Breakfast Dining Area / Restaurant/Bar

The breakfast dining area is located on the ground floor and is accessible via a **step-free route** from Reception.

- Entrances to the restaurant provide a **clear opening width of approximately 85–90 cm**.

Internal walkways between tables provide a minimum clearance of **90–120 cm**, allowing wheelchair access throughout most of the dining space.

Flooring is **level and slip-resistant**, suitable for mobility aids.

Tables are typically **72–75 cm high**, with clearance underneath of approximately **68–70 cm**, allowing wheelchair users to sit comfortably.

A variety of seating is available, including chairs with and without armrests.

The breakfast service may include a buffet area. The buffet counters are approximately **90–100 cm high**. Assistance from staff is available upon request for guests who may require help carrying items or accessing food.

The bar counter height is approximately **110–115 cm**. Table service is available for guests unable to access the bar counter directly.

Seating includes a mix of:

Bar stools (seat height approx. **75 cm**)

Standard chairs and lounge seating (seat height approx. **45–50 cm**)

Leisure Facilities



The hotel gym is located on the lower ground floor and is accessible via either a passenger lift or a staircase

Lift access is available from the main hotel levels, with lift doors approximately **80–90 cm wide** and an internal cabin size suitable for wheelchair users. Controls are positioned at an accessible height of approximately **90–120 cm**.

Alternatively, access is available via a staircase consisting of approximately **15 steps**, with a step height of around **16–18 cm per step**. Handrails are provided on at least one side of the staircase.

Flooring is non-slip and designed for fitness use

Lighting is bright and evenly distributed using overhead fixtures to ensure safe visibility throughout the space.

Emergency & Safety Information

- Fire evacuation procedures are supported by trained staff available 24/7.
- Refuge areas are provided in accordance with fire safety regulations.
- Evacuation chairs are available for assisted evacuation where required.
- Guests are encouraged to complete a PEEP form at Reception for personalised evacuation support.

Bedrooms



The hotel offers a total of 215 guest rooms (subject to configuration), all with en-suite bathrooms. Rooms are distributed across multiple floors and are accessible via passenger lifts.

- Guestroom access is provided via lifts serving all accommodation floors. Lift door widths are approximately 80–90 cm, with internal cabin dimensions suitable for standard wheelchair access. Controls are positioned at an accessible height of approximately 90–120 cm.

Accessible and Adapted Bedrooms

The hotel provides **1 fully accessible bedroom (Room 117 or equivalent, subject to allocation)**. In addition, there are **a small number of semi-accessible or mobility-friendly rooms**, which may include features such as walk-in showers or increased circulation space. These are available on request and subject to availability.

The fully accessible bedroom includes the following features:

Step-free, level access throughout the room

Wide entrance door approximately **85–90 cm**

Increased circulation space around the bed (minimum approx. **120 cm clearance**)

Emergency pull cord system located near the bed

Standard rooms include a mix of twin, double, and queen-size bed configurations, subject to availability.

Typical entrance door width is approximately 80–85 cm.

Furniture may include:

- Bed(s)
- Desk and chair
- Armchair or sofa seating
- Coffee table (in selected room types)

Some furniture items may be repositioned or removed upon request to increase circulation space. Guests are advised to request this in advance or upon arrival.

Standard bathrooms may include either:

- Walk-in shower
- Shower-over-bath (in some room categories)



Guest Services & Facilities

- 24-hour Reception and assistance services are available.
- Free Wi-Fi is provided throughout the hotel.
- Mobile phone reception is generally strong across all areas of the hotel.
- 24-hour room service is available, with a reduced menu during late-night hours.
- Prescription medication can be refrigerated on request for a limited period.
- Assistance dogs are welcome in guest rooms. (Food and water bowls are not provided.)

Local Medical Facilities

Nearby hospitals include:

- Royal Brompton Hospital – specialist cardiac and respiratory hospital
- Chelsea and Westminster Hospital – approximately 10–15 minutes by car

Room Safety & Accessibility Features

- Emergency evacuation instructions are displayed in all guest rooms and provided via in-room TV systems.
- Emergency alarm signals are audible throughout the building and follow standard fire safety protocols.
- Emergency pull cords are available in accessible rooms.
- Visual and auditory fire alarm systems are installed throughout the hotel.