



Radisson Blu Hotel, London Canary Wharf East

Accessibility Guide

5 Fairmont Avenue

New Providence Wharf, London, E14 9PQ

Telephone: 020 7987 2050

Info email: reception.canarywharfeast@radissonblu.com

Reservations email: reservations@canarywharfeasthotel.com

Thank you for considering Radisson Blu London Canary Wharf East. 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. Radisson Blu London Canary Wharf East 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 London Canary Wharf East and making your stay an enjoyable one.



Introduction

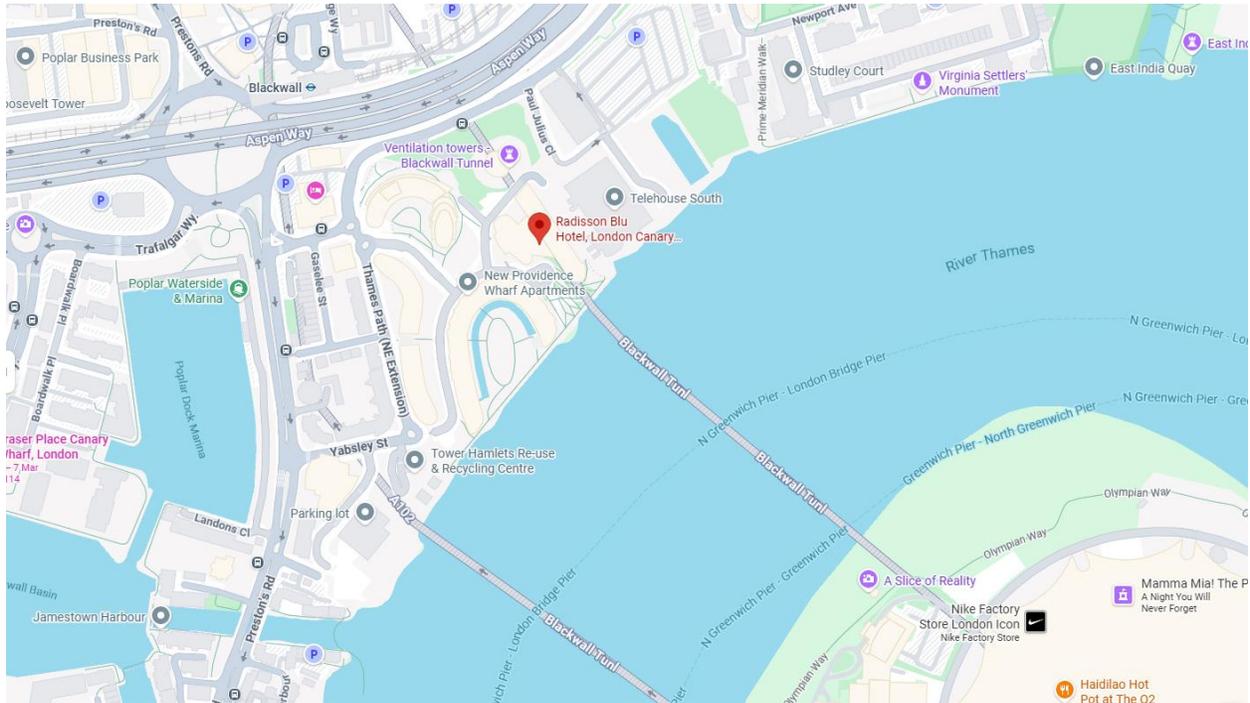
Radisson Blu London Canary Wharf East was opened in 2008, situated on the east bank of the Thames, the four-star Canary Wharf East hotel is a modern hotel near the world-famous O2 Arena, and just 20 minutes from the ExCel Centre and London City Airport. The Hotel boasts 169 well appointed bedrooms & seven meeting rooms offering a selection of spaces for business gatherings, weddings, and events up to 250 people.

Enjoy internationally inspired cuisine in the riverside restaurant, Scoff & Banter, providing stunning views of the Thames through the floor-to-ceiling windows.

For a complete escape, the hotel's tranquil East River Spa offers indulgent treatments as well as a sauna, steam room, and 24-hour gym.

Pre-Arrival

- For assistance prior to arrival please contact the reservation team on 020 7987 2050 or by email reservations.canarywharfeast@radissonblu.com
- The nearest tube station is Canary Wharf within 20 minute walk or a short taxi ride from the hotel, the DLR (East India) is only a 7 minute walk.
- London City Airport is fifteen minutes by car and public transport, and distance is 3.4 miles and Heathrow airport is 1 hour and 10 minutes by car and is 22 miles in distance
- The nearest Railway station to our hotel is central London and the closest wheelchair access tube station is Canary Wharf
- Taxis are available at the hotel, can be booked either by contacting the hotel reception desk or there is an Uber Stand in the hotel lobby. Taxis pick up at the hotel entrance.
- All London buses are equipped with wheelchair ramps at the exit door and have dedicated wheelchair spaces. Baffin Way (Stop BA/BB): This is the nearest stop to the hotel, located approximately a 2–4 minute walk away. It is served by routes including the D3 and the SL4 Superloop.
- The nearest shops are located in Canary Wharf which is a 20 minute walk or a short ride in a taxi, approximately 3 minutes
- Guide dogs are allowed in guest rooms



Car Park and Arrival

- The hotel's main entrance is on the ground floor overlooking the River Thames. We have cobbled stone roads around the hotel.
- We do have a car park for the hotel, it is located at the rear of the hotel, there is a drop off point at the front of the hotel for your convenience before parking your car in the hotel car park.
- Address is Radisson Blu London Canary Wharf East, 5 Fairmont Avenue, New Providence Wharf, London, E14 9PQ
- On street car parking is not available and the area around the hotel is patrolled and monitored
- 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 on request to help at the main entrance



Main Entrance / Reception / Welcome Area

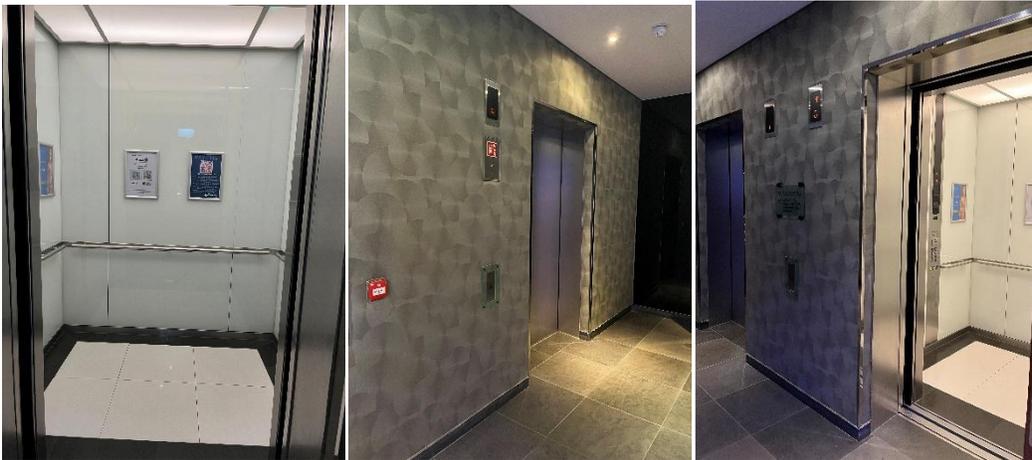
- The main entrance has automatic doors and they open 117cm wide. Each side is 58.5cm wide.
- The lobby has a large space for wheelchair access
- The reception desk height is 74cm. The front desk is situated 26m from the main entrance
- Seating is available with 3 tables and 15 seats in the main lobby
- The area is well lit with ceiling spotlights
- The Scoff and Banter Restaurant is located on the ground floor, there is an accessible lift to access the bar and restaurant area from the hotel lobby.
- Assistance is available if needed from the reception team
- Our team members can check-in guests in places other than reception



Public Areas

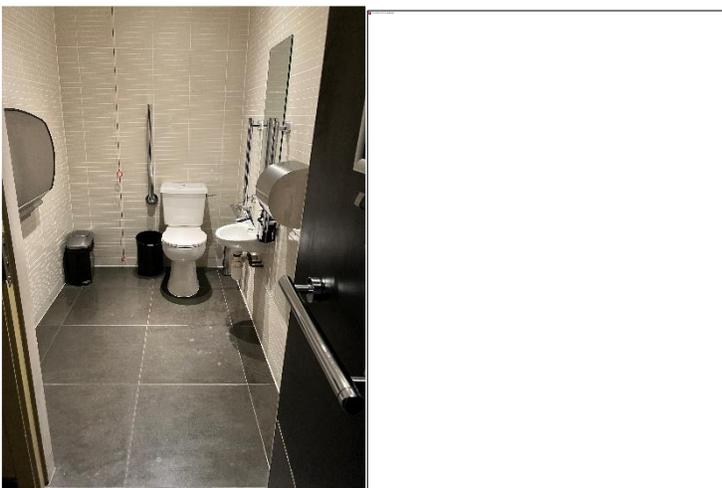
- All public areas, halls, stairs and landings are well lit using a combination of ceiling and wall lights.

- Accessible bedrooms are located on the all floors, 1-7.
- There are refuge areas located on all floors in each stairwell and all 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 at the front of our hotel, easily accessible from the hotel lobby



Getting Around the Hotel

- There are 3 lifts in the lobby and all 3 serve ground to 7th floor
- Each lift car's dimensions are 194cm wide and 152cm deep
- The lifts have audible alarm buttons and tactile buttons at normal height



Public Toilets

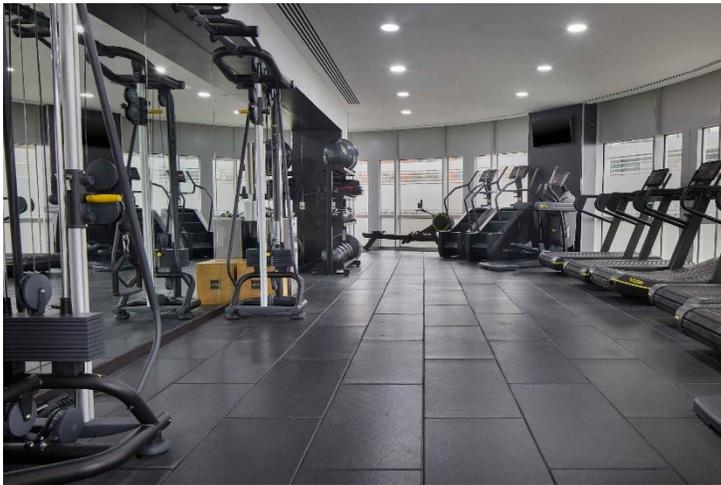
- Our toilets are located on the ground floor and close to the bar and restaurant, independent accessible toilets are fitted with horizontal grab rail, pull cord alarm and lowered sink
- The accessible toilet door is 92cm wide and 205cm high
- The flooring in all toilets is nonslip tiles
- The toilet 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 manual



Restaurant & Bar Areas

- Scoff & Banter is located on the ground floor, there is a few steps to reach the bar and restaurant from the hotel lobby and there is also a lift available.
- The restaurant floor surface is tile. The tables and chairs can be moved.
- Seating is upright chairs with arms, and tables have a centre 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.]
- We serve restaurant meals or lounge meals in the bar upon request
- The bar floor surface is tile and carpet
- The bar has various seating options, with sofas, bar stools and lounge chairs





Leisure Facilities

- The hotel has leisure facilities including a gym, Spa and relaxation room located on the first floor
- The leisure facilities are manned 9am-5pm and unmanned for all other hours
- The leisure facilities are covered by CCTV which is periodically monitored by reception
- Your guest bedroom key card gives you access to the leisure facilities.
- There is a Health Commitment Statement which is located in the Spa reception area
- The fitness room has various cardiovascular, stretch and weight equipment.
- Towels are not provided
- Water is provided in the fitness room

Bedrooms

- There are 169 bedrooms all with en-suite bathrooms. Rooms are located from the first to seventh floor accessible by the lifts.
- There are 9 accessible bedrooms
 - Queen rooms – 209, 218, 309, 318, 414, 514, 614, 714
 - Suite - 715
- All accessible rooms have wet rooms, with a tanked bathroom floor. A sink, toilet, and full grab rail system has been installed. There are grab rails around the toilet. There is a shower – which is wheelchair accessible, with additional bars, plus a detachable shower seat, which is wall hung. The shower comprises of high level and low-level shower head.
- Accessible rooms have emergency pull cords in the bathroom and vibration pillows are available upon request

- Wide entrance doors 87cm
- 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 a walk-in shower
- All our bathrooms have level access from the bedroom floor
- The bathroom door width is 90cm
- The toilet height is 48cm

- The height of the wash basin is 80cm 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 spotlights

Additional Information

- Disability Awareness Training is delivered to all team members
- If you require any assistance during your stay, please contact reception
- 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, no password required
- We offer 24-hour room service, the menu will be found in your bedroom
- The nearest hospital is: Newham University Hospital (Barts Health NHS Trust), Glen Rd, London E13 8SL, United Kingdom. Approximately 3 miles from the hotel, 10-15 minutes by car/taxi.