



Radisson Blu Hotel, London Leicester Square

Disabled Access Statement

Radisson Blu Hotel, London Leicester Square

31 - 36 Leicester Square, London WC2H 7LH, United Kingdom

T: + 44 (0) 207 839 9399

Email: reception.leicestersquare@radissonblu.com



Thank you for considering the Radisson Blu Hotel, London Leicester Square. 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 those 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 Leicester Square, 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 to the Radisson Blu Hotel, London Leicester Square and making your stay an enjoyable one. We offer the following services and facilities.

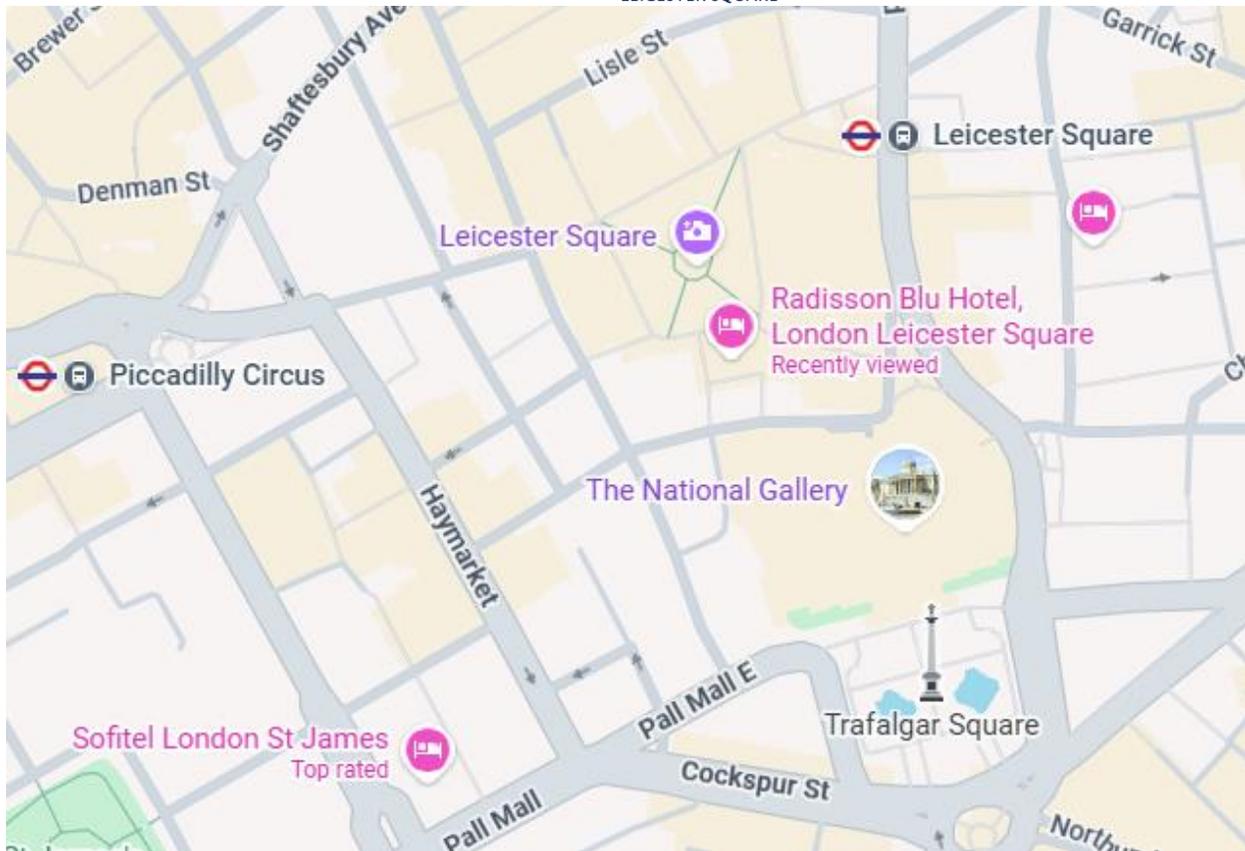
Introduction

The Radisson Blu Hotel, London Leicester Square is located within the city center and offers 127 spacious rooms with en-suite. After more than a century of service, the Royal Dental Hospital closed in 1985, and the building was subsequently redeveloped and now houses the Radisson Blu Hotel, London Leicester Square.

With theatreland literally on our doorstep and within walking distance of the Royal Opera House, not to mention a shopper's heaven, Radisson Blu Hotel, London Leicester Square has an enviable address and is an excellent base from which to explore the city.

Pre-Arrival

- For assistance prior to arrival please contact the reservation team on + 44 (0) 207 839 9399 or by email on reservations.leicestersquare@radissonblu.com
- The nearest Tube station is Leicester Square (Northern & Piccadilly Lines), within 3 minutes' walk from the hotel.
- Heathrow Airport is 60 minutes by car, 17miles and City Airport is 50 minutes by car, 9.2 miles.
- The nearest Railway station to our hotel is Charing Cross Station, which is 0.2 miles away, and the closest wheelchair accessible tube station is Green Park (Jubilee, Piccadilly and Victoria Line), which is 0.7 miles away.
- We have a taxi rank just outside the square (Northwest). We offer airport pick-up services to and from the Radisson Blu Hotel, London Leicester Square. Please contact concierge for further information by email: concierge.leicestersquare@radissonblu.com
- Accessible buses stop on Charin Cross Road, 0.1 miles from the hotel, and offer Northbound and Southbound services. The frequencies of buses are every 5-12 minutes in each direction. You can pick up bus 29,176,24,29
- We provide wheelchair usage to our in-house guests during their stay, which requires 48 hours' notice prior to arrival date.
- The nearest shops are approximately 0.1 away
- Guide dogs are allowed in the rooms.



Car Park and Arrival

- The Radisson Blu Hotel, London Leicester Square is situated in the London congestion charge zone. For full details on the charge and how to pay please visit www.celondon.com or call 0845 9001 234
- The hotel's drop-off and pick-up point is St Martin's Street, on firm paved to the Hotel lobby.
- We do not have a car park for our property but the nearest car park for your convenience and peace of mind are:
 - o The Q-Park Leicester Square (Whitcomb street - 2 mins walk) - Leicester Square Parking | Leicester Square Car Park | London | Q-Park
 - o The Q-Park in China (Newport Place - 6 mins walk) - London Chinatown Parking | London Car Parks | Q-Park
- There are 4 x Blue Badge parking bays available on St Martin's Street and 1 x on Orange Street.
- Limited on streetcar parking. Please make sure you check the display before parking your car.

- The hotel's entrance is fully lit 24 hours a day.
- Guest wheelchairs can access the hotel lobby via our firmly levelled pavement.
- A team member from Concierge is available to assist at the main entrance.
- 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

- Guests are welcomed at the entrance, which is level throughout, where they are asked to register at the reception.
- The reception desk is 110cm high. The front desk is situated on a combination of wooden and leather floors from the main entrance.

- The lobby has a large space for wheelchair access.
- Seating is available in our Lobby (2 chairs) and Lounge Bar with 10 upright armchairs, 3 sofas and 8 coffee tables.
- The area is well lit with ceiling spotlights.
- The flooring throughout the Lobby is wood.
- The LSK Restaurant and Bar are located on the very same floor.
- Assistance is available if needed by the Concierge and Reception team.
- We offer Rooming to our guests on arrival.
- 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.
- The hallways and staircases are covered with polished wood and supplemented with marble or carpet.
- The accessible bedroom is located on the 1st floor.
- There is refuge areas are located on all floors on each stairwell.
- Central heating is available in all public areas.
- The temperatures in the bedrooms can be adjustable locally as per requirements.
- Our smoking area is located on the left side of our hotel, easily accessible from the lobby level.



Getting Around the Hotel

- We have 2 lifts in the lobby. They serve the -1 floor, ground floor, and floors 1-8.
- Each lift car dimension is 107cm wide, 143cm deep, 242cm.
- The lifts have audible alarm buttons and tactile buttons at normal height.
- There are mirrors all around the two lifts.

Public Toilets

- Our unisex toilets are found in the basement, 18 stairs with handrails on both sides and an additional 10 feet walk to the toilet doors. Each step is 17cm high.



Accessible toilet

- Our unisex accessible toilet is located in the basement.
- It is fitted with a horizontal grab rail and an alarm.
- The toilet door is 100cm wide, and Toilet is 45cm high.
- 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 the ceiling spotlight.



Restaurant & Bar Areas

- The LSK Restaurant (breakfast, lunch & dining room) is located on the ground floor approximately 10 feet to the left of the main entrance with level access.
- The restaurant's floor surface is a combination of polished wood and marble. It is level throughout the layout.
- Sitting is a combination of upright chairs and tables, movable highchairs and fixed highchairs and tables.
- Large windows allowing plenty of natural day light and supplemented by adjustable ceiling spotlights with addition of a couple of tables lamps.
- Menus can be provided in large print if required.
- We can offer different dietary needs to our customers, please advise staff.
- Our restaurant service is a-la-carte.
- Our cutlery is stainless steel, and our napkins are black.
- Our lounge bar is located on the left side of our main door approximately 5 feet away with level entry access.
- We serve lounge meals in the lounge upon request.
- The bar floor surface is a combination of polished wood and marble. It is level throughout the layout.

- The lounge bar has 3 sofas with supplements of movable armchairs and stools and tables.



- The “Terrace” is the LSK Restaurant's outside seating space, sitting is a movable chairs and tables.



Leisure Facilities

- The hotel has a fitness room on the lower ground floor.
- The fitness room is unmanned.
- The fitness room is covered by CCTV
- To guest bedroom key cards will give you access to the fitness room.
- Please pay attention to the Health Commitment Statement which is in the pillar next to the punch bag.
- The fitness room has a RED panic bottom which is connected to reception.
- The floor of the fitness room is wooden floor at the entrance and anti-slippery vinyl in the workout areas.
- The fitness room has various cardiovascular, stretch, and weight equipment.
- Small towels are provided to the left of the fitness room entrance.
- Water is provided (water dispenser)
- The gym includes a TECHNOGYM adjustable upper body exerciser.

Bedrooms

- There are 127 rooms with en-suite bathrooms.
- Rooms are located from the 1st to the 7th floor, accessible by either lift or stairs.
- There is 1 semi accessible bedroom.
 - o 106
 - o The accessible room has a sink, toilet, and a 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 a high level and low-level shower head. There are low level bars to assist a guest in a wheelchair maneuvering out of, and back into the wheelchair.
 - o The accessible room has an emergency pull cord in the bathroom and vibration pillows upon request
 - o Your room will have a sofa and a coffee table. Should you require more space in your room, any of these items can be removed. Please contact either reservations, in advance of your stay or housekeeping once you have arrived at the hotel to arrange for furniture to be moved.
 - o Wide entrance doors 93cm.
- All the rooms have the emergency procedures clearly displayed behind the bedroom door

Bathroom, Shower-rooms and toilets

- All bathrooms are en-suite.
- All our bathrooms have level access from the bedroom floor.

- The bathroom door width is 78cm.
- The toilet's height is 40cm.
- The height of the wash basin is 86cm and there is a clear space under the wash basin.
- The bath has a non-slip surface.
- We have 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.
- The alarm signal is a continuous siren.
- In the event of a fire, please make your way to the refuge area.
- All our management team are trained by the Fire Marshalls.
- We have trained First Aiders on duty.
- We have the evacuation chair and trained staff to assist guests in the event of an emergency.
- We welcome assistance dogs and bowls that can be provided for food and water on request.
- All team members are trained in Fire Evacuation procedures.
- Free WIFI is available throughout the Hotel.
- Mobile phone reception at Radisson Blu Hotel, London Leicester Square is generally good.
- We can refrigerate prescription medicine in our fridge for a limited period of time.
- We offer 24-hour room service. The menu can be found in the bedroom (QR code).



- The emergency signage is the standard green background with white print.
- The nearest hospitals with A&E are:
 - **University College Hospital, Address:** Ground Floor, 235 Euston Road, London NW1 2BU
 - **St Thomas' Hospital Emergency Department (A&E):** Lambeth Palace Rd, London SE1 7EH (24/7 service)