

Disabled Access Statement for The Cavendish London

Introduction

The Cavendish London welcomes people with disabilities and has developed the Access Statement to address some of the more common issues which disabled people may face. Recognition has been given to include guests with an impairment, which could include: Mobility, Sight, Hearing, Learning Disabilities or any hidden impairment.

The Cavendish Hotel aims to ensure that all employees, guests and others who use the hotel are treated equally and according to their needs.

Pre-Arrival

- For assistance prior to arrival please contact the reservations team on 020 7930 2111.
- The hotel is located within the city centre.
- Accessible bus stop situated on Piccadilly, 250m from the hotel.
- The closest London Underground Tube Stations are Green Park and Piccadilly, both 750m from the hotel, however unfortunately neither offer wheelchair access.

Arrival & Car Parking Facilities

Please note car parking is chargeable at £40 per overnight stay for day visitors, hourly rates are available from £10 for 2 hours.

The Hotel is in the London congestion charge zone for full details on the charge and how to pay go to www.cclondon.com or call 0845 9001 234.

- The hotel's Main Entrance and drop off point are situated on Duke Street offering level access and a dropped curb.
- The hotel has an underground car park with valet parking, accessed via Duke Street, adjacent to the main entrance.
- Drivers of adapted cars may park their own car. Please note there is a long ramp up from the car park to the main entrance (assistance available).
- A porter is available to offer assistance at the main entrance.

Main Entrance, Reception & Ticketing Area

- The main entrance is on Duke Street offering level, paved, access.
- An alternative entrance is on Jermyn Street with 6 steps down to reception.
- Both entrances have electric sliding doors.
- On entering the main entrance reception is in front of you, concierge to your right and the lifts to your left.
- The reception desk is 120cm high. Registration can be completed whilst sitting and we have clipboards available.
- The reception and concierge desk have induction loops fitted.
- The registration card can be enlarged if required.
- The main restaurant and lounge are located on the first floor.



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- The flooring throughout the reception area is marble which can be quite reflective and shiny. Please ask concierge for assistance if required.

Public Areas - Hall, Stairs, Landing, Corridors etc

- The lifts have audible enunciation and tactile buttons at normal height.
- There is a mirror at the back of each lift at 80cm-180 cm
- Lifts serve the ground floor and floors 1-14th. Access to the 15th floor is via carpeted stairs with handrails.
- Accessible bedrooms are located on the 3rd, 4th and 5th floors.
- There are refuge areas located at the end of each bedroom floor near the stairwell. These are clearly signed and have a low level telephone.

Public Areas - Sitting room, lounges, lobbies etc

- A lounge area is located on the 1st floor; the flooring is short pile carpet. Level access is via the lift.
- Baby changing is located on the first floor within the accessible toilet.

Public WCs

- An accessible toilet is located on the 1st floor; level access is via the lift. It is fitted with grab rails and an alarm.
- The gentlemen's toilet is located on the ground floor via 4 marble steps with a handrail.
- The ladies toilet is located on the first floor.
- The flooring in all toilets is non-slip ceramic tile.

Restaurant, Lounger & Bar area

- The restaurant is located on the first floor via 3 wooden steps with a handrail.
 - An electric stair climber is available for use on non-powered wheelchairs.
 - The restaurant floor surface is polished wood and short pile carpet.
 - Restaurant tables and chairs are moveable.
 - Restaurant chairs have arms and tables have a central support.
 - Lighting levels in the restaurant are generally lower in the evenings.
 - Menus can be enlarged upon request.
 - A portable induction loop is available.
 - Restaurant meals can be served in the lounge upon request.
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- The bar is located on the Ground floor via 4 marble stairs with a handrail.
 - An electric stair climber is available for use on non-powered wheelchairs.
 - The bar has a combination of fixed and moveable chairs.
 - Full table service is available in the bar.
 - The bar floor surface is short pile carpet.
 - A full bar service is available in the 1st floor lounge.

Laundry

- Laundry service and dry cleaning is offered. Bags are available in bedrooms and are collected by 9am each day and returned by 6pm. Please telephone housekeeping on extension. 23 if you have laundry to be collected.

Shop

- There is no shop within the hotel.
- Newspapers can be ordered via reception.
- Essential toiletries are available from concierge.
- A supermarket is located on Jermyn Street within 500m via level access and dropped curbs.

Treatment room/s

- Not available

Leisure Facilities

- Not available

Outdoor Facilities

- Not available

Conference & Meeting Rooms, Banqueting

- Meeting rooms are located on the 1st floor.
- Alto, Cirrus and Electra have level access.
- Nimbus and Stratus are accessed via 3 carpeted stairs with hand rails.
- All rooms have natural light and short pile carpets.
- A portable induction loop is available.



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Clubs & Entertainment

- Not available

Bedrooms & Sleeping Areas

- There are 3 accessible bedrooms which provide specific facilities for guests with disability, these include:
 - Wide entrance doors.
 - Low level switches.
 - Power socket by the bed.
 - Transfer space of 120cm one side of the bed.
 - Twin or double bed combinations available.
 - Alarm fitted by bed.
 - Visual and audible indication of a fire alarm.
 - Flooring in the bedroom is short pile carpet.
 - Mini-bars are supplied in all rooms.
 - Air-conditioning is fully controllable in all rooms.
 - All accessible rooms are interconnecting.
 - All bedding is hypo-allergenic - feather pillows are available on request.
 - Bowls can be provided for assistance dogs for food and water.
 - All bedrooms are non-smoking.
 - A vibrating alarm pad is available on request.



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Bathroom, Shower-room & WC [Ensuite or Shared]

- All bathrooms are en-suite.
- Level entry showers.
- Grab rails around the shower (vertical and horizontal).
- Shower stools.
- Flooring in the bathroom is non-slip ceramic.
- An alarm cord is fitted.

Grounds and Gardens

- Not available

Additional Information

- If you require any assistance during your stay please contact reception or concierge. The Duty Manager can also be contacted by reception.
- We have a set evacuation procedure. The alarm signal is a continuous siren. In the event of a fire alarm please make your way to the refuge at the end of the corridor and use the red telephone to call for assistance. If you have requested assistance upon check-in a member of staff will come to your room. We have a safe lift located within the refuge and a member of staff will assist in its use.
- All front of house staff have regular training.
- There is a good level of mobile phone coverage throughout the hotel.
- A list of equipment hirers are available for the Visit London website or from the hotel on request.



Contact Information

Address:

The Cavendish Hotel
81 Jermyn Street
London
SW1Y 6JF

Level and vehicle access is on Duke Street

Telephone: 020 7930 2111

Fax: 020 7839 2125

Minicom: Not available

Email: info@thecavendishlondon.com

Website: www.thecavendishlondon.com

Grid reference:

Hours of operation: 24 hour, 365 days

Emergency number: 666

Local carers:

Local equipment hire companies:

Local public transport numbers:

Local accessible taxi numbers:

Future Plans

- We will be increasing the accessibility of our website to include colour contrasting, read facility and increasing the usability for all.



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Contact Telephone and Email Address

We welcome your feedback to help us continuously improve if you have any comments please phone 02079302111 or email info@thecavendishlondon.com

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