



The Cavendish  
London

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# ACCESS STATEMENT

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UPDATED ON THE 13<sup>TH</sup> OF OCTOBER 2014

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# THE CAVENDISH LONDON ACCESS STATEMENT

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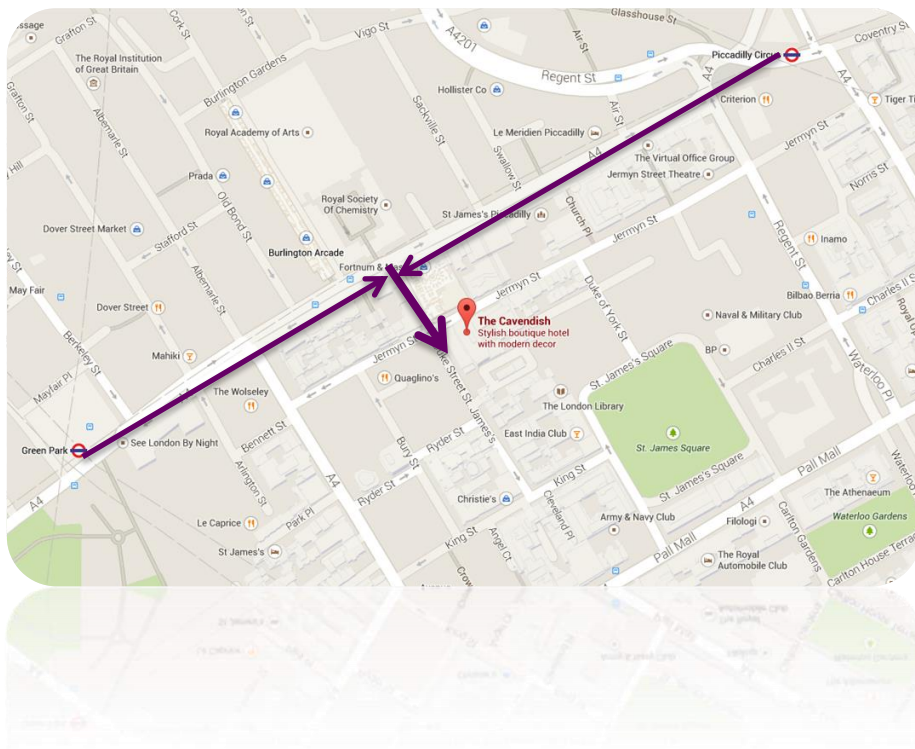
The Cavendish London welcomes people with disabilities and has developed the Access Statement to address some of the more common issues that disabled people face. Recognition has been given to include guests with an impairment, which could include: Mobility, Sight, Hearing, Learning Disabilities or any hidden impairment. The Cavendish London aims to ensure that all employees, guests and others who use the hotel are treated equally and according to their needs.

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## Pre-Arrival

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- For assistance prior to arrival please contact the reservations team on 020 7930 2111 or by email : [info@thecavendishlondon.com](mailto:info@thecavendishlondon.com)
- The hotel is located within the city centre
- Accessible busses stop on Piccadilly, 250m from the hotel
- The nearest Tube stations are Green Park and Piccadilly, both 750m from the hotel, with Green Park having Wheelchair access from the park entrance
- The next closest wheelchair access Tube Station is Westminster which is 1.6km away
- Guide dogs are allowed in the rooms, but no other pets
- The hotel offers an airport pick-up service to The Cavendish London



## ARRIVAL & CAR PARKING FACILITIES

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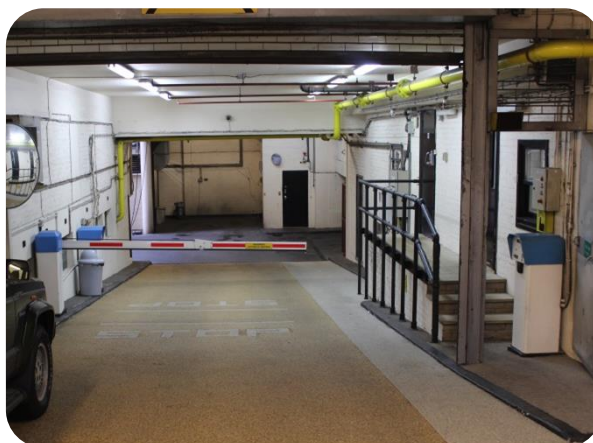
**Please note car parking is chargeable. Overnight stay for residents is £40 per night, with a %50 discount for green vehicles with a CO2 emission below 100g/km. Non-residents rates are £50 for day visitors, with hourly rates available from £10 for 2 hours.**

The Cavendish London is situated in the London congestion charge zone. For Full Details on the charge and how to pay as well as details for Blue Badge drivers please visit [www.cclondon.com](http://www.cclondon.com) or call 0845 9001 234.

- The hotel's Main Entrance and drop off point are 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

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### Main Entrance, Reception & Ticketing Area

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- The main entrance is on Duke Street offering level, paved, access
- The entrance has electric sliding doors



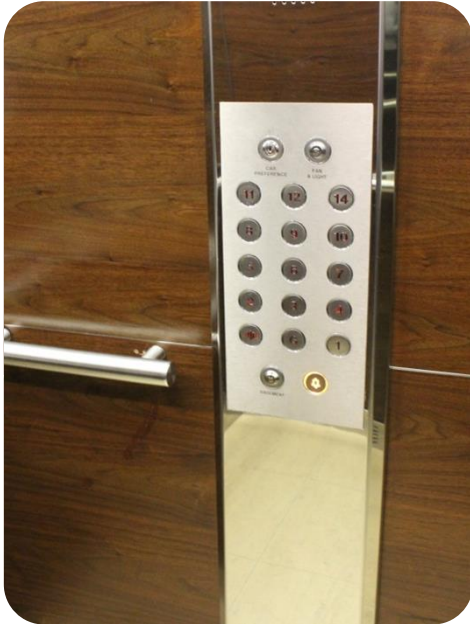
On entering the main entrance reception is in front of you, concierge to your right and lifts to your left. There are no further steps leading up to the main lobby/reception area.

- The reception desk is 120cm high. Registration can be completed whilst sitting and we have clipboards available
- The reception and concierge desk have portable induction loops fitted
- The registration card can be enlarged if required.
- The main restaurant and lounge are located on the first floor
- The flooring throughout the reception area is marble which can be quite reflective and shiny.
- There are a number of sofas and comfortable chairs available in the lobby.
- **Please ask concierge for assistance if required**



## Public Areas - Hall, Stairs, Landing, Corridors etc

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- 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 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> 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.
- For assistance with phone calls, please ask reception.

## Public Areas - Sitting room, lounges, lobbies etc

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- 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

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- 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



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## Restaurant / Dining Room, Bar & Bar area, Take Away

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- The restaurant is located on the first floor via 3 wooden steps with a handrail
- A wooden ramp is available for all wheelchairs users



- The restaurant floor surface is polished wood and short pile carpet
- Restaurant tables and chairs can be moved
- 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
- Menus exist in braille script.
- A portable induction loop is available
- Restaurant meals can be served in the lounge upon request
- The bar is located on the Ground floor via 4 marble stairs with a handrail
- 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; level access is via the lift.
- Petrichor is the first hotel restaurant to have its menu on the mobile app “Good Food Talks” which reads out the entire menu.
- Please inform us of any dietary requirements on booking

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## Laundry

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- 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 Extn. 23 if you have laundry to be collected

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## Shop

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- 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

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### Treatment room/s

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- Not available

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### Leisure Facilities

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- Not available

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### Outdoor Facilities

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- Not available

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### Conference & Meeting Rooms, Banqueting

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- 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

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- Not available

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### Bedrooms & Sleeping Areas

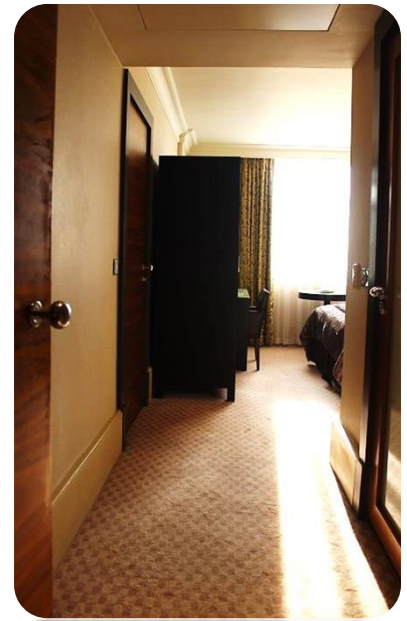
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- There are 3 accessible bedrooms which provide specific facilities for guests with disabilities, these include:
- Wide entrance doors (80cm / 31")
- Low level switches
- The distance from the lift is 4.2 meters (13.8 feet)
- Height of bed: 65cm / 25"
- Emergency cord and telephone next to the bed.
- Furniture cannot be moved.



- Power socket by the bed ( 85cm / 33" high)
- 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
- Air-conditioning is fully controllable in all 3 rooms
- All accessible rooms are interconnecting
- All bedding is hypo-allergenic - feather pillows are available on request
- All bedrooms are non-smoking
- A vibrating alarm pad is available on request
- TV's which provide subtitles are available
- 2 wheelchairs fit in the room.
- Power wheelchairs fit in the room.



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



- All bathrooms are en-suite
- Roll in showers
- 3 grab rails around the shower (vertical and horizontal)

- Shower stools
- Flooring in the bathroom is non-slip ceramic
- An alarm cord is fitted
- Height of toilet: 45cm / 17"
- Height of sink: 70cm / 27.5"



## Grounds and Gardens

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- Not available

## ASSISTANCE DOGS

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A “Recognised Assistance Dog” is one which has been specifically trained to assist a disabled person and which has been qualified by one of the charitable organisations registered as members of Assistance Dogs UK. (Canine Partners, Dog A.I.D, Dogs for the Disabled, Hearing Dogs for Deaf People, Support Dogs, Guide Dogs, and Medical Detection Dogs).

Are allowed in the hotel:

- Assistance dogs used for fetching and carrying people with manipulative and ambulatory impairments
- Support dogs for stress and anxiety
- Guide dogs for visually impaired and blind people
- Hearing dogs used by low hearing and deaf people.
  
- Bowls can be provided for assistance dogs for food and water
- No surcharge of maintenance or cleaning fee for customers with an assistance animal.

## Additional Information

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- If you require any assistance during you stay please contact reception or concierge. The Duty Manager can also be contacted by dialling 666.
- 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. All networks work.
- A list of equipment hirers is available through the Visit London website or from the hotel on request.

## CONTACT INFORMATION

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Address:

The Cavendish London  
81 Jermyn Street  
London  
SW1Y 6JF

Level and vehicle access is on Duke Street

Telephone: 020 7930 2111

Fax: 020 7839 2125

Email: [info@thecavendishlondon.com](mailto:info@thecavendishlondon.com)

Website: [www.thecavendishlondon.com](http://www.thecavendishlondon.com)

Hours of operation: 24 hour, 365 days

## CONTACT TELEPHONE AND EMAIL ADDRESS

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**We welcome your feedback to help us continuously improve if you have any comments please phone 0207 930 2111 or email [info@thecavendishlondon.com](mailto:info@thecavendishlondon.com)**