



## **The Guardsman Hotel Disabled Access Statement**

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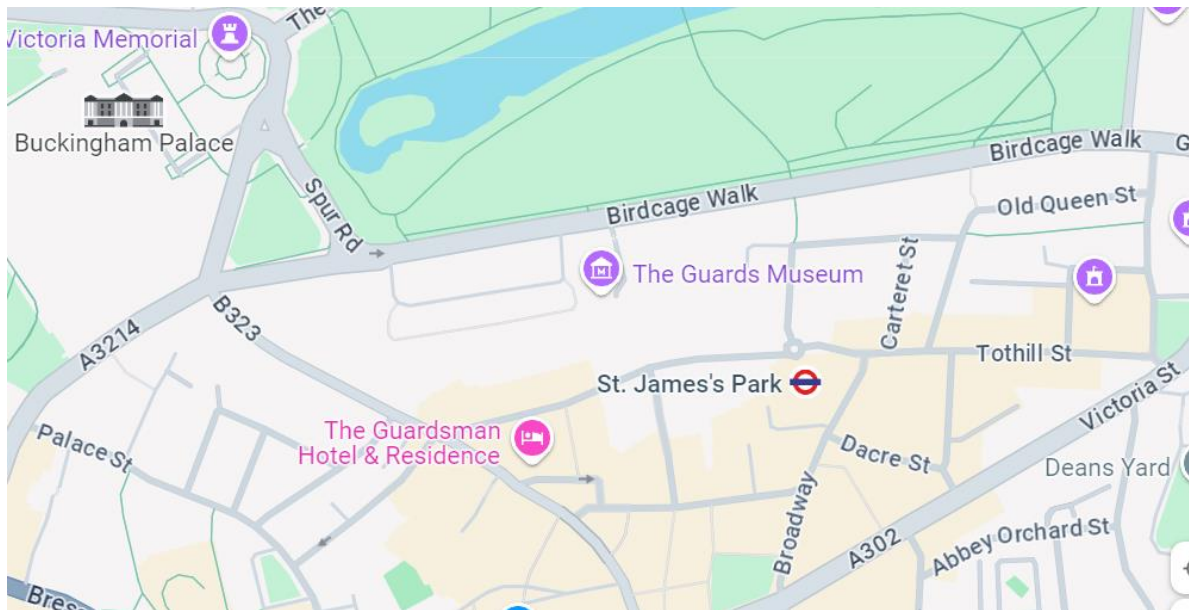
Thank you for considering The Guardsman Hotel. We are pleased to provide information regarding our hotel that you may find useful when planning your visit.

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 Guardsman 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 Guardsman and making your stay an enjoyable one. We offer the following services and facilities.

The Guardsman Hotel is located within the city centre and offers 53 spacious rooms and 6 residences. The hotel was built in 1999 and since then had a full refurbishment between 2018-2020. Located next to historic landmarks such as Buckingham Palace and right by the famous St James' Park, The Guardsman is an excellent base from which to explore the city.

### **Pre-Arrival**

- For assistance prior to arrival please contact the reservation team on 0207 309 9200 or by email; [info@guardsmanhotel.com](mailto:info@guardsmanhotel.com)
- The nearest Tube station is St James' Station within 3 minutes' walk from the hotel.
- Heathrow Airport is 60 minutes by car, 15.8 miles and City Airport is 60 minutes by car, 9.6 miles.
- The nearest Railway station to our hotel is Victoria Station which is 0.3 miles away, and also the closest wheelchair access tube station is Victoria Station.
- We have a taxi rank about 240 feet from the hotel entrance and we offer airport pick-up service to and from the hotel. Please contact the Guest Experience team for further information by email: [info@guardsmanhotel.com](mailto:info@guardsmanhotel.com)
- Accessible busses stop on St James's Park Station, 0.2 miles from the hotel offers Northbound, Southbound and Westbound services. The frequencies of busses are every 10-15 minutes on each direction. You can pick up bus No 26, towards Marble Arch, Pimlico or Sloane Square
- We provide a wheelchair usage to our in-house guests during their stay which requires 24 hours' notice prior to arrival date.
- The nearest shops are approximately 299 feet away.
- Guide dogs are allowed in the rooms.



### **Car Park and Arrival**

- The Guardsman is situated in the London congestion charge zone. For full details on the charge and how to pay please visit [www.cclondon.com](http://www.cclondon.com) or call 0845 9001 234
- The hotel's main entrance is on Buckingham Gate. We have a flat ground and firm paved entrance to the Hotel lobby.
- We do not have car park on site but the nearest car park for your convenience and peace of mind is Q-Park Victoria
- Address: Arneway St, London SW1P 2TX ,Phone: [0113 238 4200](tel:01132384200) distance from The Guardsman : 0.4 Miles. 10 Minutes' walk
- The hotel's entrance is fully lit 24 hours a day.
- Guest wheelchair can access to hotel lobby via our firmly levelled pavement.
- Team members from Reception are available to help at the main entrance

## **Main Entrance / Reception / Welcome Area**

- The main entrance has automatic doors, and they open 160 cm wide. Each side is 80 cm wide.
- Guests are welcomed in the entrance, which is level throughout, where they are asked to register at the Drawing Room.
- The reception desk is 110 cm high. The front desk is situated 375cm walked down on a marble floor from the main entrance.
- The Drawing Room has space for wheelchair access.
- Seating is available with 20 armchairs and 7 coffee tables.
- The area is well lit with ceiling spotlights.
- The Dining Room is located on the lower ground floor, accessible by lifts
- Assistance is available if needed from The Guest Experience team.
- We escort our guests to their rooms 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.
- Accessible bedrooms are located on ground, 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> floors.
- There is an evacuation chair on the 4<sup>th</sup> floor.
- The lights and temperature in the bedrooms can be adjustable from a wall panel or from the bed with the remote control through the TV.
- Our smoking area is located on the left side of our hotel, easily accessible from the lobby level



### **Getting round the Hotel**

- We have 2 lifts in the lobby and 1 of these serve the lower ground floor to 4<sup>th</sup> floor , and 1 of them serve the lower ground floor to the 7<sup>th</sup> floor.
- Each lift car dimension is 123 cm wide and 128cm deep.
- The lifts have audible alarm buttons and tactile buttons at normal height.
- There is a mirror at the left of one of the lifts at 127cm -101 cm. The other lift with a top and bottom mirror at 68cm -127cm

### **Public Toilets**

- Our unisex toilets with three cubicles are located on the lower ground floor, opposite the lifts. One of the cubicles is accessible fitted with horizontal grab rail, a pull cord alarm and lowered sink.
- The accessible toilet door is 92 cm wide, and Toilet is 45 cm high.
- The flooring in all toilets is nonslip tiles.
- The toilet is equipped with hand wash basin.
- The toilets are lit with the ceiling spotlight.
- The tap on the sink is a sensor.



### **Restaurant / Dining Room, Bar & Bar area**

- The Dining Room (breakfast, lunch, afternoon tea & dinner) is located on the lower ground floor with lift access.
- The restaurant floor surface is carpeted except the section between the bar and the restaurant which is marble. It is a levelled throughout layout. The tables and chairs can be moved.
- Sitting is with upright chairs with arms and tables with a centre support with a stale clear height underneath the table.
- We can offer different dietary needs to our customers, please advise the team.
- Our restaurant service is a la carte.
- Our cutlery is stainless steel, and napkins are white.
- We serve restaurant meals in The Drawing room upon request or room service.



## Bedrooms

- There are 53 rooms and 6 residences, all with en-suite bathroom. Rooms are located from ground floor to 7th floor accessible by the lifts.
- There are 5 accessible bedrooms and 1 residence.
  - o Deluxe Room 001, Executive rooms 107,209,309,408 and Copeland
- 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 show head. There are low level bars to assist a guest in a wheelchair manoeuvring out of, and back into the wheelchair.
- Accessible rooms have emergency pull cords in the bathroom, and vibration pillows up on request.
- Your room will have an armchair and a coffee table as well as a pouffe. 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 reception once you have arrived at the hotel to arrange for coffee table to be moved.
- Wide entrance doors 90cm
- Furniture cannot be moved in the room, but the seating areas are moveable.
- We have only double queen size beds on our rooms.
- All the rooms have the emergency evacuation procedures clearly displaced behind the bedroom door.





### **Bathroom, Shower-rooms and toilets (En-suite or shared)**

- All bathrooms are en-suite with walking shower.
- All our bathrooms are level access from the bedroom floor.
- The bathroom door width is 77cm.
- The toilet height is 45cm.
- The height of the wash basin is 82 cm and there is a clear space under the wash basin.
- Flooring in the bathroom is non-slip with natural stone tiles.
- We have the lever taps in the sinks and 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 or concierge.
- We have our evacuation procedures in place and every guest bedroom has the details on the TV. The alarm signal is a continuous siren.
- In the event of the fire please make your way to the refuge area
- All our management team are trained Fire Marshalls
- We have trained First Aiders on duty.
- We have the evacuation chairs and trained staff to assist guests in the event of an emergency.
- We welcome assistance dogs and bowls can be provided for food and water on request.
- All team members are trained on Fire Evacuation procedures.
- Free WIFI is available throughout the Hotel.
- Mobile phone reception at The Guardsman is generally good.
- We can refrigerate prescription medicine in our fridge for a limited period.
- We offer 24 hours room service. Menu can be found on the TV menu in the bedroom.
- The emergency signage is the standard green background with white print.
- The nearest hospital to us is: St Thomas' Hospital located 1.2miles from the hotel and 13min by car.