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Situated in the heart of the Royal Borough of Kensington and Chelsea, the hotel is two minutes walk from Gloucester Road tube station (with direct access from Heathrow, 15 miles) however access to the platform is only via steps. The Natural History, Science and Victoria and Albert museums are just some of the local attractions which offer ease of access for wheelchairs. Kensington Palace is also nearby, however, accessibility is limited. Local bus routes which are accessible for wheelchair users are 49, 74 and 14.

The hotel, which offers 906 bedrooms, including 8 accessible rooms, has its entrance on Courtfield Gardens. There are two Blue Badge car parking spaces on the forecourt of the hotel with valet parking on request. A gentle ramp provides easy access to the hotel entrance.

The hotel team is aware that each of their guests will have different needs, and they are confident in welcoming disabled guests to the hotel.

Conference & Banqueting facilities are also accessible with tables to accommodate wheelchair users, a range of chairs with arms and without arms, and fixed and portable induction loops for those with hearing impairments. Ramps for staging can be arranged upon request.

ACCOMMODATION – ADAPTED

The rooms are very spacious, allowing a wheelchair turning circle at each side of the bed and within the bathroom. Ceiling track hoist facilities are available in one accessible guest room. It is important to note that the ceiling track in the bedroom is separate from that in the bathroom and the hoist unit unhooks to be carried through. Door locks are activated by a key card and door closers have a delayed action.



Fire alarms are fitted with a strobe light so a visual warning is present for those with hearing impairments. Vibrating pagers can also be provided if required.

Room Features:

- Room size: 6.4 m x 2.7 m, Door Width: 0.8m
- Low level wireless doorbells, security chain and door viewers
- Low level light switches and air-conditioning controls
- Open plan wardrobes with lowered hanging rails
- Height of bed is 0.53m, with maximum clear space beside bed of 2.4m and clear space under bed of 12.7 cm
- Portable door chime available
- Bedside emergency pull cord and telephone
- Low pile carpeting
- Waterproof sheets and bed rails available on request
- Other in-room facilities include: Direct dial telephone with voicemail facilities, trouser press, radio/television with satellite channels and pay movies, iron/ironing board, tea & coffee making facilities, hairdryer, en-suite bathroom, mini bar, data port and international modem connection, dedicated non-smoking floors
- 2 rooms are connecting with PA/carer's rooms



Bathroom features:

- Hinged door opening into bathroom, door width: 0.9m
- Fitted bathroom with easy access bath, allowing space to transfer from a wheelchair to the bath.
- All taps set to a safe temperature of 41 degrees.
- Accessible toilet and basin, along with numerous grab and support rails
- Towels and other bathroom supplies have been placed at an accessible height
- Two emergency pull cords (one at the side of the WC and one beside the bath)
- Accessible toilet at 0.5m from floor to seat
- Toilet obstructions if any: None
- Basin at 0.7m from floor to bowl top
- Height of bath tub side: 0.4m
- Bathtub grab bar size and position: 2 bars (1 at side of bath and 1 at end of bath). 35mm diameter, one approx. 1.7m long, mounted horizontally, one approx. 0.6m long mounted vertically.
- Bath Seating: Seating area at rear of tub measures approx. 0.7m wide by 0.6m deep.

Additional Features:

- Accessible washroom
- Bar and restaurant fully accessible
- Evacuation Chair available in the event of a fire
- Menus and literature available in large print
- Assistance dogs welcome
- Special diets can be catered for if notice is received in advance
- Lightweight cutlery and beaker available on request