

## Accessibility Guide for Park Plaza Westminster Bridge London

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### Welcome

Park Plaza Westminster Bridge London offers a wide range of services and amenities whether you are in town for business or leisure, from relaxing at Mandara Spa to preparing for meetings in the 24-hour business centre. After a busy day, re-energise with a workout in the fitness centre or unwind with a swim in the 15-metre indoor pool. We understand that accessibility is important to some of our guests. That's why our hotel has 53 accessible rooms that may include the following features, Audio and visual

emergency warning devices, controls operable without grasping or twisting, grab bars alongside toilet, induction hearing loop, larger guest room and bathroom doorways.

## At a Glance

### Level Access

- There is level access from the main entrance to:
  - Main Reception
  - Bedroom: Accessible Rooms
  - Brasserie Joel
  - Ichi Sushi
  - Illy
  - Dining Table
  - Primo Bar
  - Mandara SPA changing area
  - Mandara SPA
  - Mandara SPA Fitness Center changing area
  - Mandara SPA Fitness Center
  - Lobby area toilets
  - Outside Smoking pods

### Bedrooms

- We have non-allergic bedding.
- There is an emergency call system next to the bed.

### Level access bedrooms

- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.
- The bathroom has a level access shower.

### Hearing

- The fire alarm has a vibrating pillow pad and flashing lights.
- The (bedroom) TVs have subtitles.
- Some staff have disability awareness training.

### Visual

- Some parts of the venue have low lighting.

### General

- Staff are available 24 hours a day.
- Some staff have disability awareness training.

- We have emergency evacuation procedures for disabled visitors.

## Getting here

200 Westminster Bridge Road  
London  
SE1 7UT



### Travel by public transport

- You can get to Park Plaza Westminster Bridge London by bus, train and metro.
- The nearest bus stop is 0.1 miles / 0.2 km down the road, near St Thomas Hospital. The bus stop is 0.10 miles / 0.2 km from Park Plaza Westminster Bridge London.
- The nearest train station is Waterloo Station . The train station is 0.3 miles / 0.5 km from Park Plaza Westminster Bridge London.
- The nearest underground station is Waterloo Station . The underground station is 0.3 miles / 0.5 km from Park Plaza Westminster Bridge London.



### Travel by taxi

- You can get a taxi with Black Cabs by calling +44 0871 871 8710. The taxi company has a wheelchair accessible vehicle.
- Guests can request a private transfer (fee apply) through our concierge team via email.



### Parking

- There is parking near the venue. There are accessible parking spaces. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
- From the car park to the entrance, there is level access.

## Arrival



### Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1067mm wide, or more.



### Main entrance

- The main entrance has level access.
- The door is 1067mm wide.
- The door has a push button to open it.
- The main door is revolving and automatic.

## Getting around inside

### Visual Impairment - General Information

- Some parts of the venue have low lighting.



### Lift

- We have 16 lifts.
- You can get a lift to all floors.

### Lifts to floors G to 12

- The lift door is 1021mm wide.
- The lift is 1921mm wide. The lift is 1602mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.

### Lifts from 13-15 Floors

- The lift door is 960mm wide.
- The lift is 1249mm wide. The lift is 1750mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.

### Events Lifts

- The lift door is 1113mm wide.
- The lift is 2059mm wide. The lift is 1607mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.



### Main Reception

- From the main entrance to reception, there is level access. There is a lift. From the lift to reception, the route is 2656mm wide, or more.
- The check-in desk has a low section for wheelchair users.
- No Seating available at the main reception but available at the guest relations reception, just opposite main reception, this is where the low section of the check in desk is located.



### Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, floor standing lights and natural daylight.
- Lights are LED. TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.

- All bedrooms have fitted carpets.



## Accessible bedrooms

### Accessible bedroom Accessible Rooms

- From the main entrance to the bedroom, there is level access. There is a lift. The route to the bedroom is 1116mm wide, or more. The bedroom door is 932mm wide. There is 1475mm at the side of the bed. The bed is 530mm high. There is 173mm under the bed.
- There is a low clothes rail. You can use the rail sitting down.
- There is an emergency call system next to the bed.
- The bedroom is flexible (either double or twin). The bathroom is ensuite. The bathroom door is 847mm wide.
- The bathroom has a level access shower. The level access shower has a seat. The level access shower has handrails.
- The toilets have handrails. The direction of transfer onto the toilet is to the left and right. There is 1417mm at the side of the toilet.
- There is 707mm in front of the toilet. The toilet seat is 487mm high.
- The basin is 709mm high. The taps are lever operated. There is space under the basin, with no pedestal or boxing.
- The bathroom has an emergency call system.
- We have a total of 53 accessible rooms throughout the hotel, 20 of which can accommodate up to three adults in a double bed plus sofa bed.



## Bar

### Primo Bar

- From the main entrance to the bar, there is level access. There is a lift. From the lift to the bar, the route is 1287mm mm wide, or more.



## Swimming pool

### Mandara SPA

- From the main entrance to the swimming pool changing area, there is level access. The door is 893mm wide.
- There is a wide changing cubicle, for wheelchair users.
- From changing area to the swimming pool, there is level access. The door is 893mm wide.
- The swimming pool has a hoist.



## Gym

### Mandara SPA Fitness Center

- From the main entrance to the gym changing area, there is level access. The door is 893mm wide.

- There is a wide changing cubicle for a wheelchair user.
- From the changing area to the gym, there is level access.

## Public toilet

### Lobby area toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a lift.
- From the lift to the public toilet, the route is 901mm wide, or more.
- The toilet door is 906mm wide.
- The direction of transfer onto the toilet is to the left and right.
- There is 1343mm at the side of the toilet. There is 1259mm in front of the toilet. The toilet seat is 479mm high. The toilets have handrails.

## Place to eat and drink

### Brasserie Joel

- From the main entrance to the dining area, there is level access. There is a lift. From the lift to dining area, the route is 1545mm wide, or more. To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat, vegan, kosher and halal specific diets.
- Kosher and Halal upon request prior to staying or booking, for all others please always inform the waiter of your requirements.

## Place to eat and drink

### Ichi Sushi

- From the main entrance to the dining area, there is level access. There is a lift. From the lift to dining area, the route is 1930mm wide, or more. To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- We cater for vegetarian and gluten free (celiacs) specific diets.

## Place to eat and drink

### Illy

- From the main entrance to the dining area, there is level access. The route is 1919mm wide, or more. To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.

- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free and vegan specific diets.

## Getting around outside

### Smoking

#### Outside Smoking pods

- From the main entrance to the smoking area, there is level access. The route is 1057mm wide, or more.
- The entrance is 2701mm wide.
- The smoking area has a shelter.

## Customer care support

- You can hire mobility equipment from Mobility Equipment Hire Direct Ltd by calling 0800 994 9000.

#### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has a vibrating pillow pad.
- The fire alarm has flashing lights.

#### Customer care support

- Some staff have disability awareness training.
- Staff are available 24 hours a day.

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Guide last updated: 18 January 2019