

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 all our guests/visitors.

Access Statement for

The Reem

part of the Crystal Hotels collection

Introduction

Situated in the residential area of Bayswater, London the Reem is an elegant Victorian townhouse, tucked away in peaceful and leafy Prince's Square but only minutes away from bustling Bayswater and Notting Hill. The highly popular Whiteleys shopping and restaurant complex is a just short walk away, and so are the restful royal parks of Hyde Park and Kensington. It is an excellent choice for a stay whether you are visiting for business or leisure.

There are 39 bedrooms all with level access from the lift elevator which services all floors. The dimensions of the lift are small and would not be suitable for most wheel chairs but we do offer ground floor bedrooms. The general dimensions and door access sizes of these rooms which are suitable for various categories of occupancy (ie single,twin,double) can be provided on application. All the bathrooms have showers.

Being a conversion from a large residential property the internal space for the rooms can be small and awkward (is not large) and we do recommend that if you have a disability, you call the manager of the hotel to discuss your particular needs and the nature of your disability so that we can endeavour to provide you with the best accommodation for your stay in London.

We look forward to welcoming you. If you have any queries or require any assistance, please phone 020 7243 8516 or email reemhotel@crystalhotels.co.uk .

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using a number of journey planning websites. The best for journeys around London using public transport is www.tfl.gov.uk/plan-a-journey ; simply enter the postcode of where you are coming from and ours, which is W2 4PX to get directions.
- The nearest railway station is Paddington, which is 0.8 miles away (a 16 minute walk). Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.
- The nearest Underground Station is Bayswater. There is no taxi rank at this station but it is possible to hail a registered black cab from the roadside if the orange taxi light is illuminated above the windscreen.
- The nearest bus stop is 0.5 miles from the hotel in Bayswater Road. Most non request bus stops have a shelter and bench seating. All buses can accommodate one wheelchair. The 94, 148, 390, and N207 buses all runs to/from the West End, every 5 minutes approximately Monday – Saturday and longer on Sundays. The N207 is a night bus running approximately every 20 minutes through the night

- The main road outside the hotel has a wide flag stoned pavement.
- This Access Statement and further details on the hotel are available in larger print on request.

Car Parking and Arrival

- There is no parking on site. The nearest car park is located near Bayswater underground station, this car park is situated in the heart of this vibrant shopping district of London, close to Kensington Palace, Notting Hill Gate, Whiteleys Shopping Centre and Kensington Park. It has 175 parking spaces and is 5 minutes walk from the hotel, 0.3 miles from the main entrance. Currently the charge is £2.80 per hour but please check the hotel website for the latest charges. The car Park is open 24-hours per day. DMUK Members receive a discount off online pre-booking for this car park. Disabled Motoring UK is the campaigning charity for Blue Badge holders, disabled motorists, wheelchair and scooter users. Membership from just £20 per year. This is an underground car park with a tarmac/concrete surface. The car park and the access are well lit at night.
- It is possible to drop off guests at the main entrance of the hotel as long as the car is attended at all times, but there is no dropped kerb.
- There are 3 steps leading to the main entrance. The main entrance door is automatic and opens wide. Just before arriving at the hotel we would appreciate a phone call to the reception (the main number) so that we can assist with entering the hotel if needed.

Main Entrance / Reception / Welcome Area

- Reception is on the ground floor and there are 3 steps from the floor to the reception desk in the lobby.
- The floor surface throughout the lobby is ceramic tile.
- The area is evenly and well lit with overhead lighting and wall lights.
- A Clipboard is provided for ease of checking in
- A magnifying glass, pen and pad of paper are available on request.
- There is a choice of seating in the lobby area, which can be used as an alternative space for check-in.
- A familiarisation tour is available on request.

Bedrooms

- As stated earlier it is vital that you discuss your particular needs with the General Manager of the hotel. This discussion will be totally confidential and is purely designed to ensure that we offer you the most suitable accommodation for your stay. We have many, many different shapes and sizes of room just as there are many different shapes and sizes of disability. We are confident that we can find something suitable for you - if not we will recommend somewhere that can!
- All rooms have level access from the lift through well lit corridors. We do not currently provide interconnecting rooms but we do realise that an adjacent room for the personal assistant/carer or other family member of a guest with a disability is

important and we will be mindful of this requirement when allocating a room. Dimensions of doors do vary throughout the hotel therefore such critical dimensions will be considered before allocation. Please feel free to ask the exact dimensions of the door. All doors are held on door closers which makes them easy to close but can be difficult to open. Closers can be adjusted to achieve the right balance for you.

- Furniture can be easily removed or rearranged in the room if requested.
- Single, Twin or Double and Triple bedrooms are available at this hotel. Therefore a personal assistant/carer or friend/family member can be accommodated in the room rather than an adjacent bedroom.
- We will advise you the transfer space available in the allocated bedroom we will endeavour to create the ideal space of at least 1200mm/47ins on one side of the beds.
- The height of the beds from the floor to the top of the mattress is entirely adjustable but again will need to be requested in advance.
- Rooms are bright and evenly lit. Overhead and wall lighting is used. There are also bedside or table lamps in each room. Additional lighting is available on request.
- These, and all other bedrooms in the hotel, offer the following: All bedroom doors are marked with raised numbers. Lighting as above, good colour contrast between the floor, walls and doors, fire alarm, short pile carpet, all bedding is non-feather, widescreen digital television with remote control, subtitles, and audio description facilities. A vibrating pillow pad and alarm with flashing light are available on request.

Bathrooms, Shower-rooms and Toilets (Ensuite or Shared)

- All bathrooms are shower only bathrooms
- In the assessment mentioned above the size and suitability of the bathroom will be considered. All bathrooms at the property are small at around 2 to 3 square metres but they are carefully designed so that everything is in the right place.
- Suitable aids for easier use of the bathroom are fitted on request. These include toilet seat raisers and stand grab rail
- Lever taps are fitted on the washbasin.
- Well lit with overhead lights
- Bathroom wall and floor (non-slip) are all covered with white tiles.
- All other bathrooms have the same lighting, taps, floor fitting and good colour contrast as above.

Public Areas - Halls, Stairs, Landings, Corridors

- All public areas, halls, stairs, landings and lifts, are well lit using a combination of ceiling and wall lights (led lighting is used in the lift). Corridors are lit by wall lights and chandeliers.
- Corridors are wide but widths do vary throughout the building and there are a number of corridor turns. Again all this will be considered on allocation. The corridor floor covering is short pile carpet.
- There is one lift. There is a mirror on the back of each lift, the sides are covered in a laminate material and the floor is thermoplastic tile.

Public Areas - Lounges, Lobbies

- The lounge area is situated on the ground floor.
- There is no access door to the lounge
- Main area of the lounge has round steps leading to it but is on the same level as the lift/elevator.
- The area has some of soft chairs with arms together with a low coffee table.
- Lighting is natural daylight and overhead and wall lighting
- The flooring is ceramic in both the lounge and the lobby.
- The nearest toilets are on the lower level of the hotel – lift access available.

Restaurant/Dining Room

- The restaurant and bar are situated on the lower level with level entry from the lift and corridor
- A single door [840mm/33ins] to this area is left open during the opening hours of the restaurant.
- The restaurant has level access throughout. Tables in the restaurant are well spaced apart, with a clear height from the floor of [760mm/29.9ins], with a mixture of upright chairs without arms and banquette seating.
- Lighting is natural daylight and overhead and wall lighting
- The flooring is ceramic tile.
- We do our best to cater for any dietary requirements; please contact us in advance with any specific requests. Where possible all our food produce is locally sourced.
- If you are susceptible to allergies please advise our servers who have the recipes of each dish available for you to use
- Breakfast is a self-service buffet; however, staff can assist on request.
- Crockery is colour contrasted with the table where possible.
- The nearest toilets are near the entrance to the restaurant.

Public Toilets

- Public toilets can be found on: the lower floor with level access from the lift corridor

Leisure Facilities There are no leisure facilities

Grounds and Gardens There are no accessible grounds and gardens

Conference and Meeting Rooms There are no Conference and Meeting room facilities

Clubs and Entertainment There are is no club or entertainment facilities

Additional Information

- All of our staff receive regular training that includes disability awareness training.
- We have a set of evacuation procedures – should you require assistance someone will come to your room and help you with evacuation either out of the building or to a refuge. We have safe lifts and evacuation chairs to assist.

- A water bowl can be made available just outside the main entrance for assistance dogs and one can be supplied for bedrooms where necessary.
- Clear signage is used throughout the hotel using Arial font and large black letters on a green background.
- The nearest General Hospital with an A&E unit and walk in NHS facility (Saint Mary's Hospital) is 1 mile away. The nearest doctor's surgery (Lancaster Gate Medical Centre) is 0.6 mile away. Please contact reception for further information.
- Free Wi-Fi Internet access is available in bedrooms and throughout the hotel.
- We can offer a list of nearby attractions and details of their Access Statements for information, where available.

Contact Information

Address (Inc postcode): 50-51 Prince's Square, Bayswater, London W2 4PX, City of Westminster

Telephone: +44 20 7243 8516

Minicom: n / a

Email: reemhotel@crystalhotels.co.uk

Website: www.reemhotel.com

Grid Reference: Grid reference TQ 25506 80952

Hours of Operation: Open all year round

Local Carers: Direct Homecare, Tel.: +44 20 3519 1188

Local Equipment Hire: All Mobility, Tel.: +44 20 3659 5606

Local Accessible Taxi: Wheelchair Taxis, Tel.: 07519055741

Local Public Transport: Travel for London, Tel.: 0343 222 1234

Textphone: 0800 112 3456