



THE RESIDENT

COVENT GARDEN

ACCESSIBILITY GUIDE

Hotel Accessibility Guide

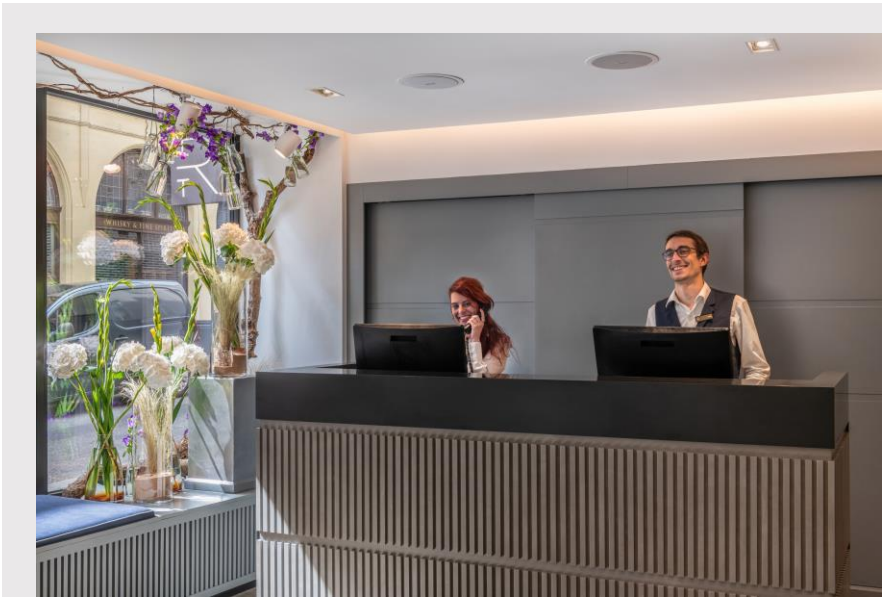
Thank you for considering The Resident Covent Garden for your upcoming stay to London, we hope the below information is helpful and informative to you in your booking process.

If you would like any further assistance of information please contact us at reservations@residenthotels.com and member of our team would be more than happy to assist you.



Arriving to the Hotel

- When you arrive to The Resident Covent Garden, we recommend the main entrance on Bedford Street, with some street parking available close to our entrance. There will be one small step to traverse, however a portable ramp is available for wheelchair users, to ask for this, simply use the call button at our entrance and a member of the team will be available to assist you.
- Our entrance uses automatic doors, controlled, for your safety by our front of house team, these are wide and perfectly suitable for wheelchair users.
- Should you require assistance entering the building, carrying luggage or guidance to our site, a member of the team will be on hand to assist. Our Reception desk is in our front hall, with a large window offering visibility to the street outside.



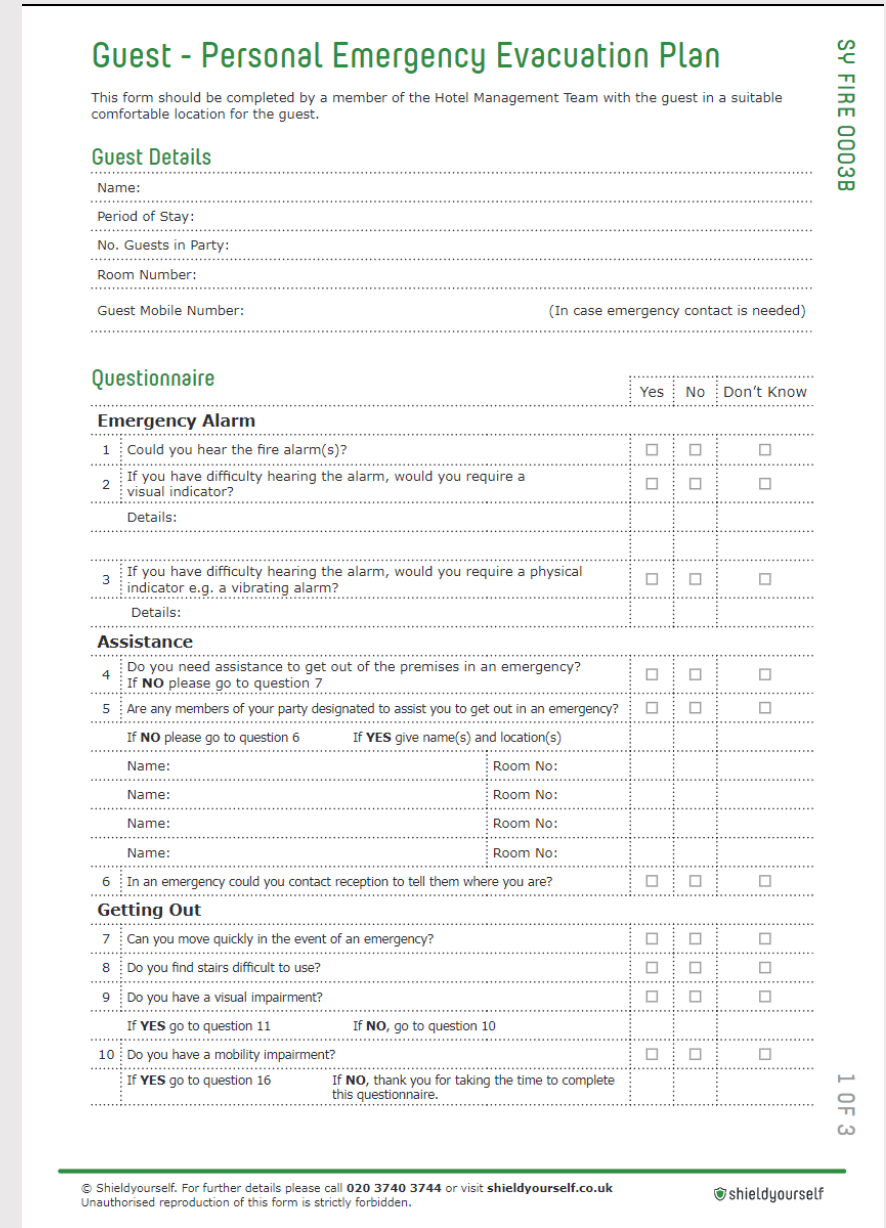
Reception

- Once you have reached our Front Hall, our reception desk will be just inside on your left. There is some seating available in this space for those in need of it. Behind the reception lies a small set of stairs which leads to some additional seating, this may not be accessible to guests with poor mobility however a member of our team would be happy to grant you access to the main reception area's seating.
- Our reception features accessible wood floors, which should cause no challenges to wheelchair users.
- Our reception desk also features an induction loop for guests who are hard of hearing.
- Should you require any of your information in large print or any additional requests, please speak to a member of the team, who would be happy to assist.



Health & Safety and Peep Forms

- Upon arrival, you will likely be asked to fill in a 'PEEP' or 'Personal Emergency Evacuation Plan', in the case of fire, flood or other emergency.
- This allows our team to gauge what support you need in the event of an emergency, whether you require assistance and how we may best protect you.
- A member of our team will then guide you through how best to react in an emergency, highlight potential exit strategies and pass this on to the duty manager throughout your stay.
- This best allows us to keep you safe during your visit, in the event of an emergency.



Guest - Personal Emergency Evacuation Plan

This form should be completed by a member of the Hotel Management Team with the guest in a suitable comfortable location for the guest.

Guest Details

Name: _____

Period of Stay: _____

No. Guests in Party: _____

Room Number: _____

Guest Mobile Number: _____ (In case emergency contact is needed)

Questionnaire

	Yes	No	Don't Know
Emergency Alarm			
1. Could you hear the fire alarm(s)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. If you have difficulty hearing the alarm, would you require a visual indicator? Details: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. If you have difficulty hearing the alarm, would you require a physical indicator e.g. a vibrating alarm? Details: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance			
4. Do you need assistance to get out of the premises in an emergency? If NO please go to question 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Are any members of your party designated to assist you to get out in an emergency? If NO please go to question 6 If YES give name(s) and location(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: _____ Room No: _____			
Name: _____ Room No: _____			
Name: _____ Room No: _____			
Name: _____ Room No: _____			
6. In an emergency could you contact reception to tell them where you are?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting Out			
7. Can you move quickly in the event of an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Do you find stairs difficult to use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you have a visual impairment? If YES go to question 11 If NO , go to question 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Do you have a mobility impairment? If YES go to question 16 If NO , thank you for taking the time to complete this questionnaire.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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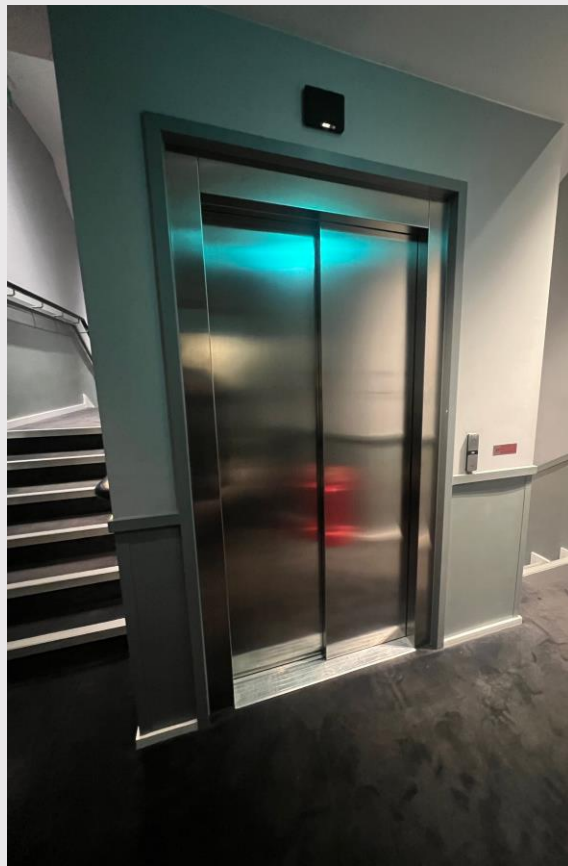
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Additional Support

- If you require a wake-up call, please ask a member of our team.
- Our hand are also on-hand to assist you in finding local recommendations and support, should you require a local chemist, restaurants to suit dietary concerns etc.
- To reach our team from your room, simply call 0 on our phone system and a member of team will be in touch shortly.



Getting Around the Hotel



Our flooring throughout the hotel varies between laminated wood and carpet, all of which should be free from trip hazards and traversable for wheelchair users.

Our automatic doors each feature wheelchair friendly buttons to guide these to open, placed at an accessible height for wheelchair users. At various points we also feature Refuge Call points for any guests in need of assistance, particularly in an emergency.

We feature a generously sized lift, able to comfortably accommodate a wheelchair and a number of guests. The lift's buttons featured indented numbers to support poorly sighted guests when needed. If you require additional support please speak to a member of our team.

Our Bedrooms



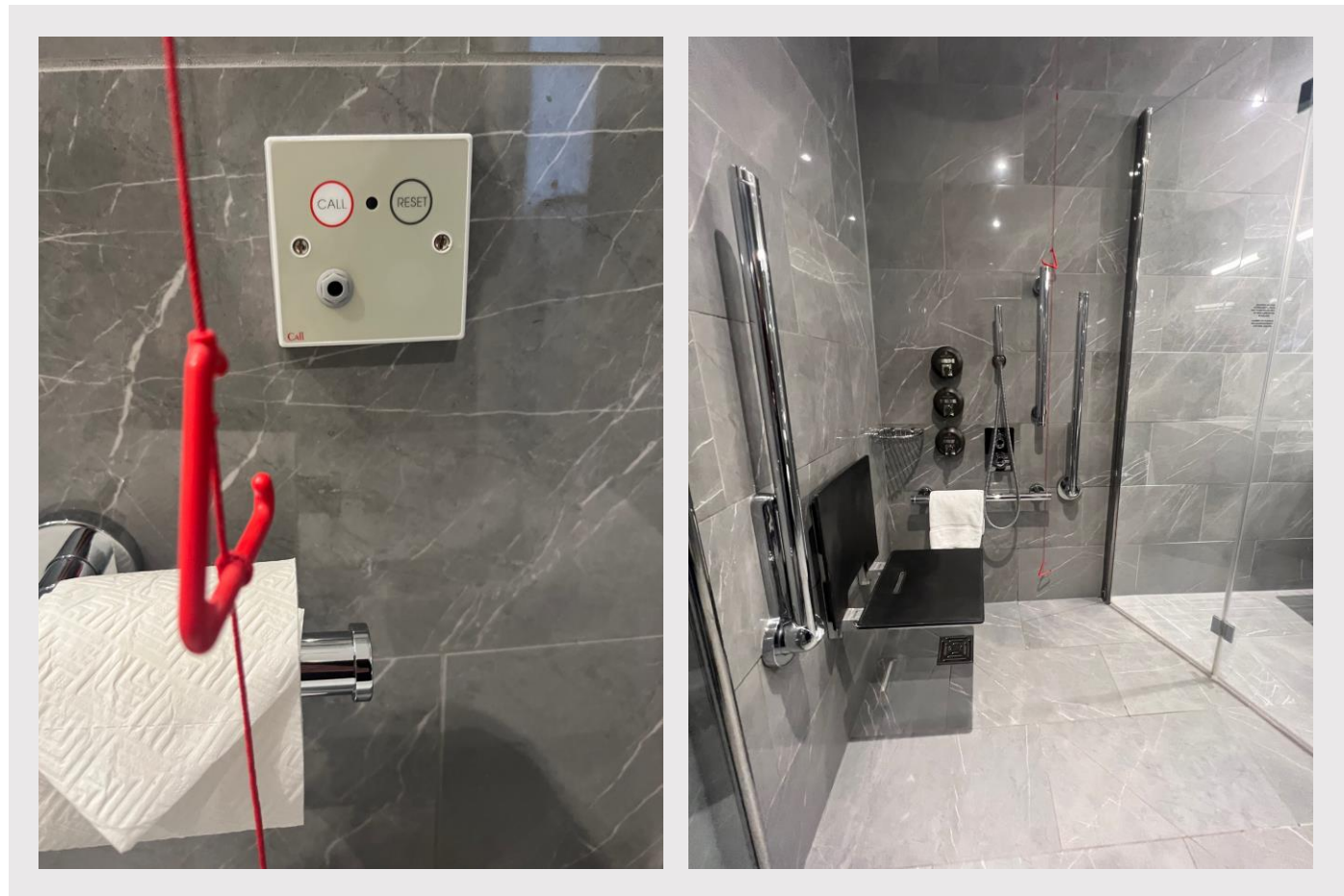
We feature an assortment of accessible rooms featuring additional resources, aids and floor space, designed to suit a wheelchair user. The following adjustments have been made to make these rooms more accessible...

- We have included additional floor space in the bedroom and bathroom
- There are pull chords by the bed and toilet to ensure help is accessible to our guests, these will never be shortened or tied
- An additional peephole is included on the door at a suitable height for wheelchair users
- Our kitchenettes feature space for a wheelchair or chair for those with trouble standing for a long time.
- If you require additional space in your room and would like our team to remove some non-essential furniture items, please let us know.

Our Bathrooms

Our bathrooms are designed to accommodate guests with a variety of needs, including ample space for a wheelchair, sinks at various heights, mobility bars and seats where needed as well as two pull chord (by the toilet and shower), should you require assistance. There is also an additional help button here in case of emergency.

Should you require additional assistance please let us know, our team is on hand to help wherever needed.



Hearing Impaired Guests

We also offer some adjustments for hearing impaired guests, these include the following...

- We can provide a deaf guard to be taken to your room, this will vibrate, light up and flash in the event of an emergency, insuring you can leave the building safely.
- Our lifts display floor information on a digital screen, communicating which floor you are currently on.
- Our reception desk also features an induction loop for guests.

If we can assist you in any other way, please let a member of our team know, they would be more than happy to assist.



Example Deaf Guard



FOR FURTHER ASSISTANCE

For any additional information of assistance please reach out to us directly at coventgarden.reception@residenthotels.com or 0203 146 1790 and a member of our team would be more than happy to help!

For assistance within the hotel, dial 0 on our phones to be connected to our front of house team.