



THE RESIDENT

COVENT GARDEN

ACCESSIBILITY GUIDE

We Look Forward to Welcoming You

Thank you for considering The Resident
Covent Garden for your upcoming stay in
London. We hope the below information is
helpful and informative to you in advance of
your stay.

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





Arriving at 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 request this, 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 lobby, with a large window offering visibility to the street outside.

Navigating Our Reception

Once you have reached our lobby, our reception desk will be just inside on your left. There is some seating available in our reception for those needing access to seating.

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.

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 Peep Forms

Upon arrival, you may be asked to fill in a ‘PEEP’ or ‘Personal Emergency Evacuation Plan’, in the case of fire, flood or any 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 supply you with a deaf guard if needed. This information will be documented and communicated to each responsible Duty Manager.

If you have any specific worries about evacuation in case of an emergency, then please speak with the Manager on duty.

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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details: _____			
3 If you have difficulty hearing the alarm, would you require a physical indicator e.g. a vibrating alarm?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details: _____			
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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If YES go to question 11 If NO, go to question 10			
10 Do you have a mobility impairment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If YES go to question 16 If NO, thank you for taking the time to complete this questionnaire.			

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Navigating The Hotel

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 the event of an emergency.

We feature a generously sized lift, able to comfortably accommodate a wheelchair and a small number of guests. The lift's buttons featured indented numbers and braille to support guests with vision challenges.



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

- Accessible Rooms feature pull cords on either side of the bed, in the shower and next to the toilet, to assist in case of emergency.
- Our kitchenettes feature space for a wheelchair or chair for those with trouble standing for a long time.
- Hard-of-hearing guests are offered a deaf guard to assist with wake-up calls or evacuation, where needed.
- 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 a foldable seat in the shower.

Additionally, each accessible bathroom includes two pull cords (by the toilet and shower), in case of accident or emergency.

If you require any additional resources or assistance, please speak to our team at reception.



For Further Assistance

- Our team is on hand to assist you in finding local resources and amenities, whether you require a local chemist, an accessible tour option or restaurants to suit dietary concerns.
- To reach our team from your room, simply call 0 on our phone system, and a member of the team will be pleased to assist

For any additional information or 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!