



THE RESIDENT

EDINBURGH

ACCESSIBILITY GUIDE

We Look Forward to Welcoming You

Thank you for considering The Resident for your upcoming stay in Edinburgh. 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 edinburgh.reception@residenthotels.com and a member of our team would be more than happy to assist you.





Arriving at the Hotel

When you arrive at The Resident Edinburgh, please enter via the main entrance at 15 Drumsheugh Gardens, where you will find an accessible ramp or one small step to enter and a set of automatic doors; 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.

We also offer two accessible parking spots at the rear of the hotel for any guests in need of close-by parking. To reserve this in advance, [please reach out to our team](#).



Navigating Our Reception

Once you have reached our lobby, our reception desk will be just inside on your right. The entrance to our lift area features automatic doors, unlocked with your room key, placed at an accessible height.

There is also a range of seating available in our reception and lounge if you'd like, all easily accessible by wheelchair. If you need our team to adjust the position of furniture or help guide you through our lounge, they'd be happy to assist.

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, 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

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

Our automatic doors each feature accessible buttons that open a wide set of doors, placed at a convenient height for wheelchair users. At various points, we also feature Refuge Call points for any guests in need of assistance. In case of emergency, we have evacuation chairs when needed.

We feature a generously sized lift, able to comfortably accommodate a wheelchair and a number of guests. The lift's buttons feature Braille numbers to support guests with sight-related challenges, which verbally announce each floor upon arrival. For guests hard of hearing, the lift also displays floor numbers on a digital screen.



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 edinburgh.reception@residenthotels.com or 0131 2022 284, and a member of our team would be more than happy to help!