

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

Property

Access Statement for Jurys Inn Croydon

Introduction

We are a city centre hotel and are approximately a 10 minute walk into Croydon town centre. We are located adjacent to East Croydon railway station with excellent public transport links to trains, buses and trams, and we use an environmentally friendly taxi firm. There is no incline on the walk to the town centre. We have 240 rooms over 12 floors. The ground floor, first floor and second floor have no bedrooms on it but every floor is accessible by lift. On nearly every floor there are partly accessible rooms and fully accessible rooms - suitable for people with all kinds of access needs.

We look forward to welcoming you. If you have any queries or require any assistance please phone 02084486000 or email cri_operations@jurysinns.com



Pre-Arrival

- The nearest railway station is East Croydon Station and is located approx a 3 min walk away, access is possible by wheel chair and there is multiple dropped kerbs.
- We use a local taxi firm who have an accessible taxi service available - there are 7/8 cars in their fleet and they advise that these are pre-booked in advance as they cannot guarantee they will be available.
- All bus routes operated with low floor buses. There are a few older single deck buses still in service without a ramp or a designated wheelchair space, but they are low floor. A few services are not yet wheel chair accessible, so it's advised to call customer services on 03432221234 to see which journeys will have a wheelchair accessible bus that day.
- All of the bus stops are located at the front and rear of the train station which is around a 2 minute walk away. To take the bus from the town centre to Jurys Inn, take the buses which are running to East Croydon Station. The streets in the area surrounding the property are of an even build.

Car Parking and Arrival

We do have any onsite parking facilities however we have only three spaces available at the front of the hotel which are all sign posted for disabled use only. You can also park in the Whitgift Centre NCP car park which is on the other side of the Wellesley Road 3 minutes' walk from the hotel. Assistance from NCP is available 24 hrs a day, 7 days a week. There are 1059 spaces and 35 disabled bays for parking.

- The Parking is free for accessible customers displaying a valid international Blue Badge.
- The surface from the car park to the hotel is even tarmac / paving slaps.
- The car park is well lit and en route to the hotel there is street lighting. There are drop off bays opposite the front door, and a dropped kerb nearby

- When entering the building there are automatic doors - we have a 24 hour manned reception. There are no steps to the main entrance or ramps there is level access throughout.
- Upon arrival we can give directions to the car park etc.
- If a guest is not able to take their own luggage to the bedroom - we will take it for them.
- The opening width of our automatic doors is 67"

Main Entrance / Reception / Welcome Area

- The reception is located immediately inside the front doors on the ground floor with no steps.



- There is a lift available to all floors from the reception. The ground floor is level throughout and access is available to all floors by lift.
- Pushchairs and wheelchairs can manoeuvre easily around reception, the lobby and bar areas.
- The flooring in the lobby and ground floor is marble, in the bar and restaurant is wooden and a small carpeted section.
- All areas in reception and the lobby are well lit with LED spotlights in the ceilings and we also have floor lamps in reception.

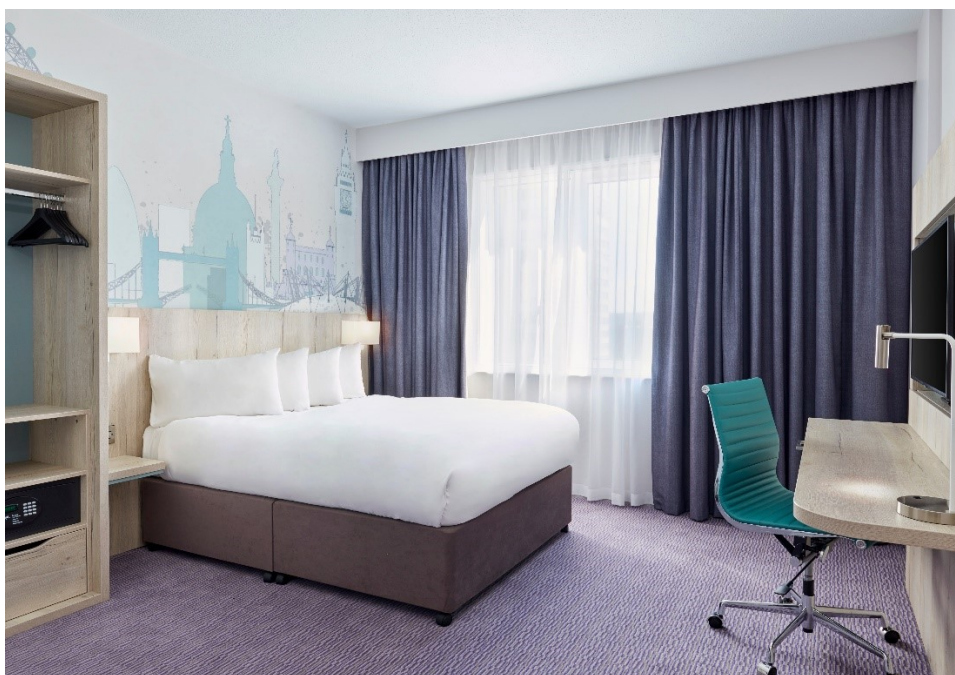
- Staff can check in at the main reception desk but we could offer a check in in another area if requested. There is a lower desk available for people in wheelchairs at the main reception.
- We frequently accommodate show rounds of the property - we advise to pre-book with our Sales Manager, Georgina_cooke@jurysinns.com



Bedrooms

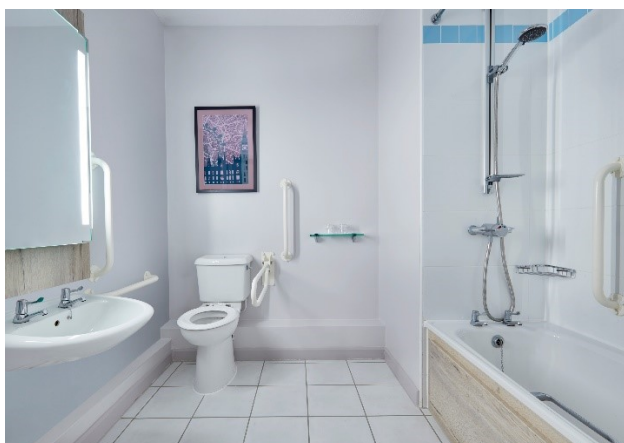
- We have 0 ground floor bedrooms, but every floor is accessible by lift.
- On nearly every floor there are either fully accessible or partly accessible bedrooms. All the beds are lower, bedside units and coffee stations and there are lower rails in the wardrobes.
- Bedroom doors are marked with the door number on the front - these are not raised in Braille format.
- All furniture in the bedrooms can be moved around at the guests request and can also be removed.
- The beds in our accessible rooms are doubles. These rooms all interconnect to a standard room so carers/ relatives can stay next door and the doors can be left open between the 2 rooms.
- The space next to the bed for wheelchair users to transfer onto the bed is 70.5".
- The height of the beds to the top of the mattress is 22".

- The clear space under the beds in the accessible rooms is 7".
- The bedroom is lit with LED wall lights and 2 spotlights above the bed. Additional lighting can be requested but is not guaranteed.
- The walls and doors are of a cream colour, with one wall in the bedroom a sandy colour, the carpets are red. There are carpets in the bedroom throughout.
- All bedding is non-feather, Non allergenic bedding can be requested but it is not guaranteed.
- A hearing loop can be hired in if requested in advance.
- A selection of our accessible bedrooms have large button telephones. The phones have a flashing light indicator enabling the call to be seen and heard.
- Instructions on how to activate subtitles on the TV can be obtained from reception.



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

- A fully accessible room has no bath in the bathroom but there is a wet room shower, with a seat attached to the wall.
- All bathrooms are equipped with grab rails in the bathrooms and there is flat access from the bedrooms to the en-suites.
- The clear door opening width of the bathroom door is 35".
- In fully accessible bathrooms the shower is separate in the partly accessible bathrooms the shower is above the bath.
- The height of the WC from floor to seat is 19" and the transfer side when looking at the WC is to the right.
- The height of the wash basin 27.5" and there is clear space under the sink.
- Support/grab rails are located next to the toilets.
- The taps throughout are lever and turn style.
- The shower dials are on a turn mechanism only in the partly accessible rooms.
- The bathrooms are well lit with wall lights and florescent tubes over the mirrors which are fully encased.
- The towels are white.
- There are red emergency pull cords located in the bathrooms with re-set boxes for these located inside the bedroom doors and next to the bed.
- Our taps in our accessible bathrooms have been embossed with hot and cold tactile markers.
- There is a seat height raiser available upon request.
- Rubber bath mats are available upon request.



Public Areas - Halls, Stairs, Landings, Corridors

- The corridors are well lit with wall lights and spotlights in the ceiling; the corridor width is 58" wide.
- The flooring on all corridors is carpeted.
- We have three lifts from reception to all floors - these all come with audible announcements (the lift buttons are equipped with braille and they all have mirrors). The lift announces which floor you are on as the door opens.
- The refuge areas are located on each corridor stairway with a refuge call point at each one.



Public Areas - Lounges, Lobbies

- Our lobby/lounge area is located immediately inside the front door with level entry. These are accessed through the main doors which have a clear opening width of 91".
- These areas are level throughout with access space between furniture, with a combination of high and low tables, couches and bucket chairs.
- These areas are all well lit with ceiling lights, wall lights and we also have floor lamps.
- The flooring is a mixture of vinyl, wood and carpet.
- There are no TV's in the lobby/lounge area - we have 1 TV in our bar and 2 TV in our restaurant.
- Food and drink can be consumed in these areas if requested.
- The nearest WC's and accessible WC is located on the same level just past the reception.

Restaurant/Dining Room, Bar & Bar area

- The bar and restaurant are located on the ground floor and are level throughout. There are a few steps in the bar to a raised area with 2 steps to gain access.
- The clear width to each area is 62" for the bar and 56" for the restaurant.
- There is space for wheelchairs and push chairs and furniture can be moved if necessary.
- The lights in the bar and restaurant are dimmed in the evenings but remain on during the day.
- The flooring is wooden with a small carpeted area at the front of the restaurant.
- We try to accommodate any dietary requests and ask that we are informed in advance.
- We provide room service in our standard offering, we will happily provide room service where necessary.
- Both bar and restaurant food will be brought to you when ready, breakfast is a self service buffet. Assistance is available if necessary.

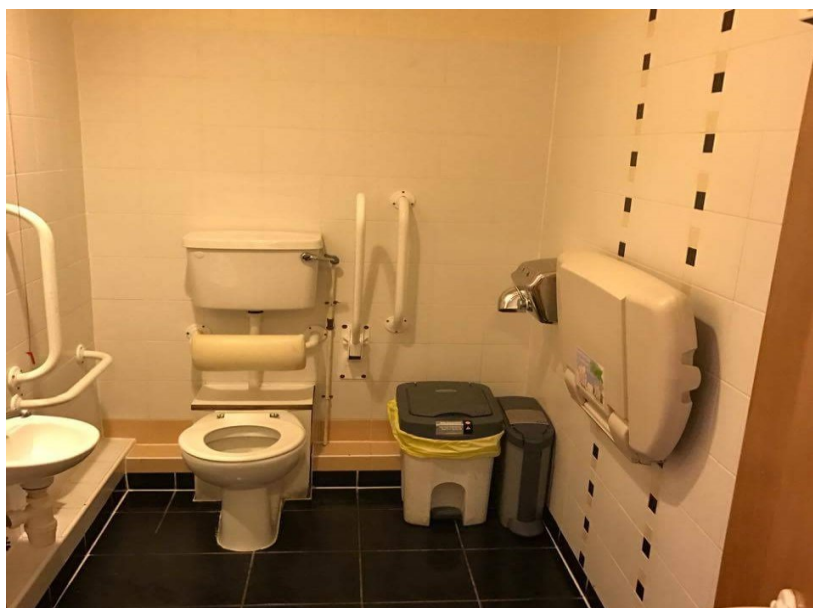
- All of our crockery is white, cutlery silver and the tables do not have cloths on them.
- The nearest WC and accessible WC is on the same level just past the reception.



Public Toilets

- The public/accessible WC's are located on the ground floor just past the reception. The accessible WC is a unisex toilet and can be unlocked upon request at reception.
- There are no ramps or steps to gain access to the toilets.
- Both external and internal access doors are 35".
- There is clear space for a wheelchair (when facing the WC) to the left hand side and this is 28".
- The height of the WC from floor to seat is 19".
- There is a grab rail (when facing the WC) to the left of the toilet.
- If guests need assistance, there is a red emergency pull cord in the toilet which is linked to our reception desk.

- Our taps in our accessible public toilets are marked with tactile mark to distinguish hot and cold.



Conference and Meeting Rooms

- We have 14 meeting rooms in total. 7 on level 1 and 7 on the second floor level. All meeting rooms are accessible by lift.
- The clear door opening width to the meeting rooms is 57".
- There is level access throughout. Either floor is suitable for a wheelchair or a pushchair.
- All areas are well lit with spotlights and wall lights.
- Furniture can be moved in the suites and also the lobby areas upon request.
- The floor surfaces are all carpeted
- The contact for conference/meeting hire is 02084486000

A hearing loop can be provided if requested in advance.

- There are WC's and accessible WC's located directly outside of the meeting rooms.



Additional Information

As health, comfort and safety are of the utmost importance to us, therefore hotel staff have received disability awareness training. Please do contact our Front Office Manager if there is something that needs our attention. We will endeavour to ensure that your individual needs are met wherever reasonably possible.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.

Personal Emergency Evacuation Plan (PEEP)

We understand that many disabled people will be able to leave the building unaided; however, some may require assistance. Therefore, we would like to offer you the opportunity to have a Personal Emergency Evacuation Plan (PEEP) to ensure that you can leave the building safely in the event of an emergency. The plan will explain what options you wish to take in the event of a fire evacuation. The plan will also state who is designated to assist you in our evacuation should you require this.

- We welcome assistance dogs and would provide a water bowl.

- LED lighting is used throughout the entire building.
- The signage used in the hotel is of a medium font on a grey/silver background - pictograms are not used.
- The local hospital is Croydon University hospital located on London Road, Croydon
- The WIFI is complimentary at the hotel.
- One of the main attractions is the box park located East Croydon Station - They have accessible access information on the website.
- All of our staff receive regular training that includes disability awareness training.

Each floor contains a refuge point in case of an emergency evacuation. If you have specific access requirements with regards to evacuating during an emergency evacuation please make this known to reception. Should the fire alarm sound during your stay you will need to evacuate the building by using the nearest emergency exit stairwell nearest to your bedroom. The meeting point is at the front of the hotel across the road on Walpole Road.

Contact Information Address (Inc postcode):	Wellesley Rd, London CR0 9XY
Telephone:	020 8448 6000
Email:	cri_operations@jurysinns.com
Website:	www.jurysinns.com/hotels/london/croydon
Grid Reference:	TQ324658
Hours Of Operation:	Open all year
Local Carers:	able to provide details of people who volunteer for caring duties.
Local Equipment Hire:	Shopmobility- 02086887336 Care Providers- 02086541065 Nanny M's Mobility Scooters-01883818729

Local Accessible Taxi:

Station Cars
020 8038 4747
Must be pre-booked in advance

Local Public Transport:

East Croydon Train Station
East Croydon Bus Station
Wellesley Road Tram Stop
West Croydon Overground
West Croydon Bus Station
Ruskin square Train Station