

Jurys Inn Liverpool Access Statement

Introduction

Jurys Inn Liverpool Hotel (JIL) welcomes customers with disabilities and have developed this Access Statement to address some of the more common challenges that disabled people face when staying at the hotel.

This access statement is intended to provide additional information for all guests who wish to stay at the hotel or use its facilities. JIL caters for people with mobile disability as well as sensory impairments such as sight, hearing, learning disabilities and special dietary requirements. JIL request that anyone wishing to make a booking, inform the Hotel in advance of any special needs or disabilities.

As guests' health, safety and comfort are of the utmost importance to the JIL, all staff have regular training which includes disability awareness training and emergency evacuation training – this is also included in staff inductions and ongoing training. There are emergency evacuation chairs at the base of all stairwells.

Pre-Arrival

For assistance prior to arrival, please contact the Hotel Reception at the following details

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Address: Jurys Inn Liverpool Hotel, No. 31 Keel Wharf, Liverpool, L3 4FN

Tel:+44 (0)151 244 3777

Fax:+44 (0)151 244 3888

E-mail: jurysinnliverpool@jurysinns.com

There are different ways to get to Jurys Inn Liverpool:

- Public Transport: Bus services are available from both Central Train Station and John Lennon Airport (JLA) to the Liverpool One Bus Station or Grover Bus Stop (all buses are accessible), which are only a five or two minute walk from the hotel. Please see JIL website for public transport guide.
- Taxis: many wheelchair accessible Taxis are available throughout the city. Information is available from Mersey Cabs: www.mersecabs.co.uk or call 0151 298 2222
- If you are traveling by car, follow the City Centre and Albert Dock signs. Car parking is available at the nearby Arena and Convention Centre Car Park (disabled parking spaces are available).
- The City Centre is only a few minutes walk or bike (wheelchair) ride away from the hotel. Please see JIL website for walking or cycling map.
- "Shopmobility" is a scheme whereby users can hire a wheelchair or scooter to enable them to shop in comfort. Details of how this scheme operates in Liverpool are available at: www.shopmobilityuk.org/admin/ShowSite.asp?Routine=List&UserId=S00129.
- Hotel brochures, sample menus and tariffs are available in larger font on request.
- An Access Statement is available on-line.

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Arrival & Car Parking Facilities

- There is an entrance to the Hotel at Keel Wharf. Keel Wharf is accessible by car or footpath to the Hotel (JIL Lower Ground Floor). A stairwell or elevator access is available from the lower ground to the reception area. Both entrances to the hotel have automatic sliding doors and are flat surfaces for ease of access.
- Car parking is available at the nearby Arena and Convention Centre Car Park where disabled parking spaces are available near the entrance. The car park is located at Kings Waterfront which is next to the Hotel. A special discounted rate of £7.50 for 24 hours is available to Jurys Inn guests. The stairwell or lifts are available at all floors of the car park.
- The access to the Jurys Inn from the car park is from the first floor of the car park, through to the Piazza and onto the main ground floor entrance to the hotel.
- If you require any assistance, please contact the Hotel Reception desk.

Main Entrance, Reception

- The Hotel can be entered through the Piazza entrance opposite the Arena and Convention Centre (ground floor), or the lower ground entrance, both of which have automatic sliding doors.
- The Reception desk is located directly in front of the Piazza entrance of the hotel.
- Reception is all on one level and there is a large, open space within the lobby in front of the reception desk. The floor in the reception and main lobby is mostly marbled which is suitable for wheelchairs.
- The reception desk is 120cm high. Part of the desk is low level check-in counter (72cm) for people on wheelchair.
- There are a number of sitting areas in reception/lobby – some of which are carpeted.
- Additional room keys are available on request.
- Guest can be taken on a familiarisation tour of the hotel by Hotel staff if required.
- To main stairwell and lifts are located next to Reception.
- The main restaurant is located to the right of reception and bar is to the left of reception – all of which are on the main ground floor. In addition, there are no steps or slopes on route to the entrance or the bar or the restaurant.

Public Areas – Reception / Lobby, Bedroom Corridors, Stairs and Landing(s).

- The restaurant, lobby and the bar on the ground floor are open plan, separated only with a 160 cm barrier (half glass, half wooden for ease of viewing). The outside wall, starting from the restaurant, through the lobby and to the end of the bar is made of double glazed reinforced glass. There are eight low coffee tables in the Lounge area with a seating capacity 32. Staff will provide assistance to those who need it.
- The Reception, Lobby, Restaurant and the Bar are all located on the same level on the Ground Floor.
- The public toilets in the Lobby / Reception area (male, female and unisex accessible toilet) are located to the right of the reception desk.
- Baby changing facilities are available in the accessible toilets.
- The public telephones, cigarette machine and cash machine are located to the

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- right of reception. There are also phones at varying heights.
- On the right side of the reception is a digital screen displaying information on the current conferences for the Hotel and the City.
 - All six bedroom floors and the lower ground floor can be accessed by the 3 lifts which have automatic sliding doors, which are fitted with sensors and audible enunciation and buttons at standard height, including floor numbers in Braille. There is also a handrail and a mirror within the lifts. Each lift has 12 people capacity. Floors can also be accessed by the carpeted stairs with handrails, located on the left side of the elevators.
 - The corridors are well lit with universal flat carpeted surface throughout. As the building is designed in letter 'L', there are 3 ends / stairwells to the corridors. The fire exits, stairs and refuge areas are at the every end of the corridor at the other side of the fire door, which can be opened when pushed. The refuge areas are also fitted with an intercom to reception.
 - There is an ice machine located on every floor on the bedroom corridors, half way down each corridor.
 - All the conference and meeting rooms (suite 1-10) are located on the first floor which can be accessed by the elevator or the stairwell. This floor includes a breakout area (with tables and chairs), and conference floor toilets (male, female and unisex accessible bathroom).
 - Conference Suits 1 and 2 are located to the right of the double door (from the lift or stairwell) and suites 3-10 are to the left.
 - The bedrooms on the first floor are located down the corridor on the right side of the elevators.

Public WCs

- The fire alarm system has sirens in the public areas including flashing lights and fire curtains on the ground floor areas.
- There are two sets of public toilets, one on the ground floor, and second on the conference and banqueting floor. Both sets of toilets have a unisex accessible toilet.
- The toilets provide:
 - Emergency Alarm pull cord linked to reception.
 - Flashing light when fire alarm sounds.
 - Space free of obstacles and wide doors.
 - Floor is non slip tile.
 - Vertical rails either side of basins and toilets.
 - Horizontal rail on the side opposite transfer from the toilet.
 - Tiles are beige coloured and sanitary ware is white.

Restaurant / Dining Room (for Breakfast and Dinner), Bar & Café

- The Infusion restaurant is on the right side of the lobby/reception with a total seating capacity of 186. There is seating without armrests available, and clear space beneath tables of at least 68 – 73 cm. Entrance to the restaurant is 176cm wide. Straight ahead from the restaurant entrance is a buffet where breakfast or buffet dinners are served. An la carte menu is available. Staff will provide assistance to those who need it.

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- The Intro Bar and Il Barista Cafe is to the left of the reception with sitting capacity of 96. The bar counter is 125cm high with part of it being low level counter for people on wheelchair. Staff will provide assistance to those who need it. The Bar is equipped with two TV screens Sky Sports package.
- The terrace, surrounded by high rails is on the same level as the ground floor and can be directly accessed from the bar or the area outside of the Piazza entrance. The sitting capacity of 20 is on the armless stone benches or additional seating in the Summer period.
- The Infusion Restaurant opening times are:
 - Breakfast 6:45am-10am Monday to Friday and 7:00 am-11:30am Saturday and Sunday.
 - Dinner: 6pm-9:45pm everyday.
- The Intro Bar and Il Barista Café opening times are:
 - Beverages 11am -1:30am Monday to Thursday, 11:00am 3:00 am Friday and Saturday, 11:00am – 12:30 am Sunday.
 - Food: 12:00pm -10:00pm.
- The Restaurant serves Continental or full English breakfast. For breakfast, lunch or dinner options, the Hotel can accommodate different dietary requirement: Halal meat, Vegan, Dairy free or other special dietary requirements. Please contact the Hotel prior to your arrival to make arrangements.

Laundry

A dry cleaning service is available at the Hotel. Laundry bags and forms are available in bedrooms within the desk drawer, and can be dropped off at Reception (for same day service) by 8am each day and returned by 5pm. Please note that there is no dry cleaning facility is available on Sundays.

Shop

Some toiletries are available for sale at reception.

Conference, Meeting Rooms and Banqueting

- The Hotel has 10 conference rooms on the first floor, accommodating up to 120 delegates, which are accessed via the lifts or staircase.
- All rooms are reached through double doors (each leaf is 95cm wide)
- Lighting can be dimmed with the use of dimming switches in each conference room.
- Please notify the Hotel in advance if any additional services are required for conferences.
- There are toilets available at the end of the corridor, which also have an accessible toilet to the same specification as the public toilets listed above.

Bedrooms & Sleeping Areas

There are 310 bedrooms at this hotel, of which 15 of which are fully accessible bedrooms. 14 rooms have walk in shower and one has low entry bath. There are 3 accessible bedrooms on each floor except the 6th one. Each accessible bedroom has a double bed and can sleep maximum of 2 people. All of accessible bedrooms are interconnected with a double room with inside interconnecting doors.

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- All accessible bedrooms provide following facilities for guests with a disability:
 - Wide entry door for easy access. Some bedroom doors can be opened automatically with a remote control – please advise reception prior to your arrival.
 - Bathrooms doors open outward for easy access.
 - Grab rails around shower - vertical and horizontal.
 - Grab rails either side of the toilet – vertical and horizontal.
 - Storage and wardrobe hanging space with adjustable height. .
 - Flashing wake up and emergency alarm.
 - Vibrating pillow linked to the Hotel fire alarm system which can be provided for on request.
 - Seating and standing level spy hole 105cm and 160cm high.
 - Plenty of space for wheelchair maneuverability
 - Transfer space and turning of at least 120cm on each side of the bed.
 - Lower bed with underneath bed clearance for portable hoist.
 - Emergency procedures and floor plan clearly written displayed on the door.
 - Television with remote control.
 - Flooring in bedrooms is carpeted.
 - Flooring in bathroom is non slip tile.
 - Lighting levels are controllable and there is a reading lamps on the desk in the room.
 - There are emergency buttons beside the bed linked to reception.
 - A Big Button telephone is available upon request.
 - Some Accessible rooms are fitted with automatic curtains which can be controlled with remote buttons installed in an accessible control panel next to the bed.
 - Non-smoking rooms throughout the Hotel.
 - Some of the furniture is flexible in the room and items can be moved or removed on request.
- The fire exits, stairs and refuge areas are at the every end of the corridor behind a single door. Every end of the corridor has double fire doors which can be open if pushed.
- An evacuation chair with a safe working load (SWL) of 150kg is available at the base of each fire stairwell.

Guest Bathroom, Shower-room & WC

- The door to the room is 88cm clear opening outwards into the bedroom, with 160cm minimum clear space opposite the door. There is a door bar to aid closure from inside the room.
- There is a large area of clear floor space within the accessible rooms for easy wheelchair maneuver. The hand basin has a lever operated tap, with clear space beneath the basin of 60cm. There is vertical and horizontal rail beside the hand basin. There is transfer space on both sides of the WC. There is a fold down rail on one either side of the WC. The WC is 48cm high. There is an emergency cord linked to reception, and a strobe light linked to the fire alarm system.
- There is emergency phone installed on the wall to the left of WC. There is a level access shower.

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- The shower seat size is 40 x 40cm, and is adjustable in height.
- There are 2 x horizontal, 1 x angled and 1 x vertical handrails in the shower area.
- There are also integral handrails on the shower seat. The shower controls are 1200mm high.

Additional Information

- Guide dogs are welcome in the hotel – please notify the Hotel in advance.
- Any medication can be stored, in one of the kitchen fridges.
- If you require any assistance during your stay please contact reception. The Duty Manager can also be contacted via reception.
- Your health, comfort and safety are of the utmost importance, therefore all front house staff have regular training which includes disability awareness training. There is a set evacuation procedure and the Fire alarm system is tested weekly.
- There is good network coverage for mobile phones within the hotel and all networks work.

The Hotel has tried to be as accurate as possible and have included as much detail as possible in the Access Statement, and welcomes any feedback to continuously improve on the information provided. If you require further assistance, please call 0151 244 3777.

Hours of operation

Jurys Inn Liverpool is open 24/7 excluding 24th, 25th and 26th of December when the Hotel is closed.

Local public transport numbers

Taxi phones linked to Mersey Cabs are placed on reception desk and in the lower ground lobby. For accessible taxi numbers please contact reception.

Future plans

- Jurys Inn Liverpool is waiting for the text and subtitles to be installed on all TV's.