

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

Access Statement for JURYS INN CROYDON

Introduction

Jurys Inn is located in the heart of central Croydon. The hotel is a 3 minute walk from mainline train station, East Croydon and other various public transport links for buses and trams. We have 240 rooms over 12 floors, with 14 meeting rooms all accessible by both stairs and lift. We have accessible rooms on each bedroom floor also.

We look forward to welcoming you. If you have any queries or require any assistance please phone 02084486000 or email jurysinns.croydon@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 one dropped kerb.

We use a local taxi firm who have an accessible taxi service available - there are 15 cars in their fleet and they advise that these are pre-booked in advance as they cannot guarantee they will be available - 02086606000

All Croydon 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 03448004411 to see which journeys will have a wheelchair accessible bus that day.

All of the bus stops are located at the front of the train station or in front of the Whitgift Shopping Centre, which is around a 3 minute walk away in each direction. The streets in the area surrounding the property are of an even build.

Car Parking and Arrival

We have 3 accessible parking spaces at the front of the hotel. In case of the bays not available you can park in the Whitgift Centre NCP car park which is on other side of the Wellesley Road 3 minuet 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 surface from the car park to the hotel is through shopping centre underpass with tarmac / paving slabs.

When entering the building there are automatic doors - these are locked between 11pm and 6am for the security of our guests however there is 24

hours presence of staff at reception that would open this for resident guests. There is also a door bell besides the main entrance. There are steps / ramp access to the main entrance.

Upon arrival we can give directions to the car park if you choose to arrive at the hotel first.

We do not have luggage porters but if a guest is not able to take their own luggage to the bedroom - we will assist where possible.

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.

There are chairs and sofas available in reception.

The flooring in the lobby and ground floor is marble, in the bar and restaurant is wooden, tiled 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.

Guests can check in at the main reception desk, we can offer a check in on a lower section of the reception if requested.

We frequently accommodate show rounds of the property - we advise to pre-book with our Sales Manager.



Bedrooms

We have no ground floor bedrooms, but every floor is accessible by lift.

On every bedroom floor there are either, fully accessible and partly accessible bedrooms. All of 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. We offer a complimentary room for carers.

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 made with feather; non feather bedding can be requested at the time of booking which can be made available.

Instructions on how to activate subtitles on the TV can be obtained from reception.



Bathrooms, Shower-rooms and Toilets (Ensuite)

A fully accessible room has no bath in the bathroom; there is a wet room shower, with a seat attached to the wall.

Partly accessible comes with a bath.

All bathrooms are equipped with grab rails in the bathrooms and there is flat access from the bedrooms to the en-suites.

The door opening width of the bathroom door is 38.5".

In partly accessible bathrooms the shower is above the bath.

The height of the WC from floor to seat is 17.5".

The height of the wash basin 27" 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.

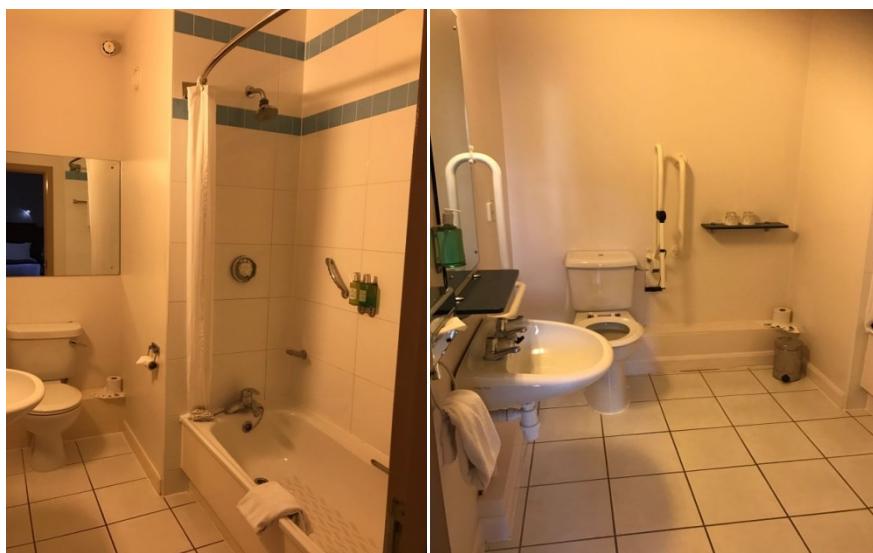
The shower dials are on a turn mechanism only in the partly accessible rooms.

The bathrooms are well lit with wall lights and fluorescent tubes over the mirrors which are fully encased.

The towels are white.

There are red emergency pull cords located in fully accessible rooms only, located in the bathroom.

Our taps in our accessible bathrooms have been embossed with hot and cold tactile markers.





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 - (the lift buttons are equipped with braille and they all have mirrors).



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 67".

These areas are level throughout with access space between furniture, with a combination of high and low tables, couch 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 marble and carpet.

There are no TV's in the lobby area - we have 1 TV in our bar.

Food and drink purchased within the hotel can be consumed in these areas. We do not allow food and drink purchased from outside the hotel to be consumed in any public area; however guests are welcome to enjoy this in their bedrooms.

The nearest WC's and accessible WC are located on the same level just besides reception.

Restaurant/Dining Room, Bar & Bar area

The bar and restaurant are located on the ground floor and are level. There are a few steps in the bar to a raised area however these do not prevent gaining access.

The clear width to each area is 48" for the bar and 82" 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, tiled and 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.

Room service is available between the times of 12pm midday to 6am. Between 10pm and 6am there is a limited menu available and no alcoholic drinks are available on room service during these hours.

Both bar and restaurant food will be brought to you when ready, breakfast is a self service buffet. Assistance is available if required.

Staff can read out our menu if required.

All of our crockery is white, cutlery silver and the tables do not have cloths on them.



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 access can be gained when requested at reception.

There are no ramps or steps to gain access to the toilets.

Both external and internal access doors are 38.5".

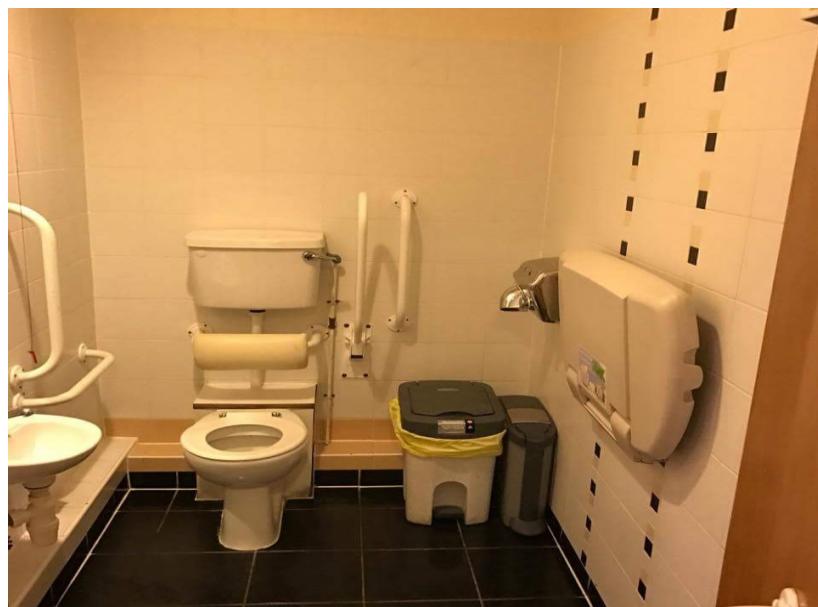
There is clear space for a wheelchair (when facing the WC) to the left hand side and this is 28".

The height of the WC from floor to seat is 18".

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, 6 on the first floor and 8 on the second floor. All conference 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 number for conference/meeting hire is 02084486000

There are WC's and accessible WC's located on each conference floors



Additional Information

We welcome assistance guide dogs and provide a water bowl on request. We do not allow any other pets or animals on the premises.

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

There is free WI-FI at the hotel; Premium Wi-Fi can be purchased from reception.

All of our staff receives 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 during your check in to the hotel. 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, lifts are inactive during an evacuation. The meeting point is outside hotel across on Walpole Road.

Contact Information Address (Inc Wellesley Rd, London CR0 9XY
postcode):

Telephone: 020 8448 6000

Email: jurysinns.croydon@jurysinns.com

Website: www.jurysinns.com/hotels/london/croydon

Grid Reference: TQ324658

Hours Of Operation: Open all year

Local Carers:
Carers of Croydon
Address: 12 Katharine St, Croydon CR0 1NX
Phone: 020 8680 8253

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

East Croydon Train Station

East Croydon Bus Station

Wellesley Road Tram Stop

Local Public Transport:

West Croydon Overground

West Croydon Bus Station

Ruskin square Train Station

Any additional or further information can be provided by contacting the hotel directly.