

ACCESS STATEMENT FOR JURYS INN NEWCASTLE



We aim to cater for the needs of all visitors in our 274-bedroom Hotel. The following statement is a summary of our provision. If you have any specific requests please feel free to call us and we will endeavour to help.

PRE-ARRIVAL

The closest train station, Central Station is located within a 5 minute walk from the hotel, when exiting the train station, turn left and walk through the Centre for Life plaza at the end of the street; we are located across the road on St James' Gate. There is a taxi company, LA, based at the train station and also have a pickup/drop off point at the hotel, and there are usually 4 or 5 taxis at the hotel at any given time.

We also have a local metro/underground, which runs every 15 minutes from Newcastle International Airport, the closest stop is Central Station, and this takes about 20 minutes and operates from 5.50am until 10.45pm.

There is also the local National Express Coach Station just opposite the hotel, situated on St James Boulevard.

ARRIVAL & CAR PARKING

The Hotel postcode is NE1 4AD, if you are using satellite navigation this will bring you directly into the hotel plaza. We do not have our own car park, however, we recommend guests use Time Square car park, adjacent to the hotel. This is open 24 hours a day and payment is made direct to the car park by either credit card or cash. We have 2 unmarked disabled parking spaces, which need to be booked in advance.

There are 4 stone steps leading to the hotel entrance which are 17 cms high and have a metal handrail running up the centre, there is also an access ramp made of concrete from street level to the front doors, which has a slight gradient. The front door has sensors inside and out and opens when motion is detected; it is approximately 6 metres wide providing easy access.

On entry to the hotel there is a large lobby with 2 spacious seated areas. Our reception desk has 4 stations and also a lower desk for disabled guests to check in. There are 3 lifts which accommodate 12 people per lift.

We do not have porter service; however, we are happy to assist guests with their luggage. The city centre is a 5 – 10 minute walk away.

PUBLIC AREAS

Breakfast is served in the restaurant on the ground floor; this is all on the same level for easy access. Some furniture is flexible and can be moved on request. Tables are 67cm high by 135cm wide. Opening times are Monday – Friday 6.30am until 10am, Saturday and Sunday 7.30am until 12noon. Breakfast is a self-service buffet; however, a member of staff would be available to help if required.

We serve food in the bar from 12noon, this also situated on the ground floor with no obstructions. Tables are the same height as those in the restaurant. We do not serve lunch in the restaurant.

Dinner is served from 6.00pm until 9.45pm serving both an a la carte and Table d'hote menu in our restaurant.

PUBLIC AREAS – WC

Public toilets are located on the ground and 1st floor, both with no obstructions. There is also a disabled toilet on both floors. Background music is played throughout the ground floor.

BEDROOMS

We have 274 bedrooms over 7 floors; there are 3 lifts and also 3 stairwells. Each stairwell has an enclosed lobby with a disabled refuge point with intercom connection to reception in the event of an evacuation.

Bedroom and bathroom doors are 78 cm wide; our disabled bedroom doors are wider. We have 2 fully adapted and 12 partially adapted disabled rooms. Beds are 48 cm high but can be raised on blocks on request. Televisions have remote controls and teletext. There is an armchair and an upright chair in the rooms. All rooms have an ensuite bathroom with shower, although our 2 fully disabled rooms have wheelchair accessible wet rooms. The edge of the bath is 47 high; there are good colour contrasts of floors, wall fittings and fixtures.

ADDITIONAL INFORMATION

If the alarm bells sound continuously, a full evacuation must be carried out. There are 5 fire exits and as mentioned, 3 refuge points on each floor for disabled guest to go to in the event of a fire with an intercom which links to reception. There is also red flashing light's in our disabled rooms for non-hearing guests. The fire assembly point is the far end of the plaza, in front of the hotel. Assistance dogs are welcomed into the hotel.

CONTACT INFORMATION



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Hours of operation: We are open 24 hours with both reception and switchboard coverage.

