

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 Brighton**

### **Introduction**

We are a city centre hotel and are approximately a 10-15 minute walk into Brighton town centre. We are located adjacent to Brighton railway station with excellent public transport links to trains, buses and we use an environmentally friendly taxi firm. There is a gradual - medium hill to walk to and from town (about 15%). We have 234 rooms over 5 floors. The ground floor has 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 01273 862121 or email [jurysinnsbrighton@jurysinns.com](mailto:jurysinnsbrighton@jurysinns.com).



## **Pre-Arrival**

- The nearest railway station is Brighton Station and is located approx a 2 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 7/8 cars in their fleet and they advise that these are pre-booked in advance as they cannot guarantee they will be available (01273 205205).
- All Brighton and Hove 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 its advised to call customer services on 01273 886 200 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 Brighton Station. The streets in the area surrounding the property are of an even build.
- We have menus available in braille.
- Beach friendly wheelchairs are available from the council seafront office; there is a £25.00 refundable deposit. (01273 292716)

## **Car Parking and Arrival**

- We do not have any onsite parking facilities however; Brighton train station car park is directly opposite our entrance doors. It has 600 spaces and there is an attendant 18hrs a day, 6 days a week. There are 28 spaces for parking. 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 slabs. 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 - these are never locked as 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 91".

### **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 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, Danny Lee on 01273 862033.



## **Bedrooms**

- We have no ground floor bedrooms, but every floor is accessible by lift.
- On nearly every floor there are both 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 non-feather, Non allergenic bedding can be requested but it is not guaranteed.
- Deaf alerter's are provided free of charge from reception, 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. They are also HAC (Hearing Aid Compatible)
- Instructions on how to activate subtitles on the TV can be obtained from reception.

- For our guests who are hearing impaired we have door bells available on request, which have a flashing LED light to alert them when somebody is at the door.



### **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. Partly accessible comes with a bath and we provide a step to gain access into the bath.
- 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.
- A bathing board is 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 marble and carpet.



- There are no TV's in the lobby/lounge area - we have 2 TV's in our bar.
- 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 restaurant on the left hand side.

### **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 however these do not prevent gaining 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.
- While we don't 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.
- Staff can read out the menu if required and we also provide on request menus in braille.
- 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 restaurant.





## **Public Toilets**

- The public/accessible WC's are located on the ground floor just past the restaurant. The accessible WC is a unisex toilet and it is not locked.
- 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 9 meeting rooms in total. 4 on the ground level and 5 on the lower ground level. The 5 on the lower ground level are all 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 Karolina Orecchini on 01273 862003 or



- on [Karolina\\_Kapciak@jurysinns.com](mailto:Karolina_Kapciak@jurysinns.com) or [danny\\_lee@jurysinns.com](mailto:danny_lee@jurysinns.com)
- 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**

- 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.
- There is an NHS walk in centre just outside Brighton train station next to fitness first. The local hospital is the Royal Sussex County Hospital, located on Eastern Road - 01273 696955.
- There is chargeable WIFI at the hotel, £5 per hour or £10 for 24 hours. We also have an internet kiosk which is £6 per hour.

- One of the main attractions is Brighton Pier located on Madeira Drive - They have accessible access information on the Visit Brighton website, The Royal Pavilion is another major attraction, they have accessible information on their website.
- All of our staff receive regular training that includes disability awareness training.
- Each floor contains a refuge point incase 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 bicycle racks at the rear of Brighton train station.

## **Contact Information**

Address (Inc postcode):	Jurys Inn Brighton 101 Stroudley Road, Brighton, East Sussex, BN14DJ
Telephone:	01273 862121
Email:	jurysinnsbrighton@jurysinns.com
Website:	<a href="http://brightonhotels.jurysinns.com/">http://brightonhotels.jurysinns.com/</a>
Grid Reference:	N 50 49 49 4 W 08 18 6
Hours Of Operation:	Open all year
Local Carers:	The Fed - 01273 208934 - they will be able to provide details of people who volunteer for caring duties.
Local Equipment Hire:	Shopmobility - 01273 323239, Churcher Mobility Hove - 01273 775123, Scooter Mobility Hire - 01273 699603 or 07515 516978
Local Accessible Taxi:	01273 205 205 - must be pre-booked in advance
Local Public Transport:	<a href="http://www.traveline.info">www.traveline.info</a>



## Brighton & Hove Learning Disability Partnership Board

[www.brightpart.org](http://www.brightpart.org)



The aim of the Thumbs Up Scheme is to improve services to people with a learning disability. The scheme is based on ten tips for good customer support.

We aim our service to offer good support to people with a learning disability by putting into action the top ten tips based on what people with learning disabilities have said.

1. Listen to what the person is saying
2. Give the person extra time.
3. Use plain English that avoids jargon
4. Use pictures as well as writing. For example a picture of a venue as well as a map
5. If the person has a carer, talk to the person rather than the carer
6. If the person asks for help, show them as well as tell them.
7. Not ignore bullying. Do the best you can to help if you think someone is being bullied.
8. Offer good customer service. If you notice someone may need extra help, offer it
9. Offer help with access if you think someone needs it (e.g. steps and doors).
10. Do your best to make your service accessible to people.