



THE CHESTER GROSVENOR

ACCESS STATEMENT

This access statement does not contain personal opinions as to The Chester Grosvenor's suitability to accommodate those with access needs. It does, however, provide accurate information regarding the hotel's facilities.

INTRODUCTION

The Chester Grosvenor is situated in the heart of Chester next to the landmark Eastgate Clock and in close proximity to Chester Cathedral and the ancient city walls.

The hotel is minutes away from restaurants, cafés, shops and more. Most of the streets in the surrounding area are level and either paved or cobbled.

The hotel features 79 bedrooms and suites, including one accessible bedroom suitable for wheelchair users which can be accessed via a lift. The en-suite bathroom has an entry level shower with handrails fitted throughout. The bedroom is also interconnected to a non-accessible bedroom.

Please call the reservations team to arrange on 01244 324024 or email reservations@chestergrosvenor.com

PRE-ARRIVAL

- For directions to the hotel, please click [here](#)
- Chester train station is a five minute drive away
- A chauffer service can be provided by request at an additional cost
- Accessible taxi service, *KingKabs*, is available. Call on 01244 343434
- Mobility aids and wheelchairs are available by prior request
- This Access Statement is available in larger print upon request

Chester West and Chester Council partake in the RADAR toilet scheme which offers disabled people independent access to locked public toilets.

Click [here](#) for more information.

ARRIVAL AND PARKING

Grosvenor Shopping Centre Car Park provides the closest and most convenient parking. There are 10 designated disabled spaces on level 1B. Access to the hotel is via level 2A. The car park surface is tarmac with a marble floor leading to the hotel entrance. The area is well lit at night and there is 24 hour staffing.

The hotel can be accessed from the car park via intercom. A porter is available to assist with luggage. A wheelchair lift is located within the car park entrance for access to the main lift to reception. There are 2 steps leading to the main entrance with handrails on both sides. A portable ramp is available and a porter can assist you.

RECEPTION

From the car park, reception is accessed via a lift to the ground floor. The lobby features marble flooring, short-pile carpet and low check-in desks. There is adequate space between furniture for wheelchair and pushchair users to move around. The reception area is well lit using evenly spread ceiling spotlights and additional lamps.

There is a hearing loop system in place for those with a hearing impediment. A pen and paper can be provided to aid the checking in process.



Guests can check-in and out at an alternative place if required



BEDROOMS

Bedrooms are located on the first, second, third and fourth floors, all of which can be accessed via the lift.



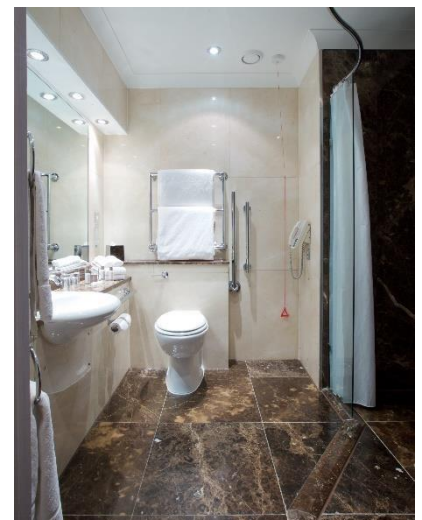
The accessible bedroom is located on the first floor. It provides specific facilities for guests with disabilities which include:

- The clear door opening width is 32.5 inches
- Ceiling spot lights, table lamps and wall lamps ensure the room is well lit
- Wooden flooring
- Remote controlled riser recliner chairs
- King size bed. *Non-allergenic bedding can be provided upon request*
- Bed height is 24 inches from the top of the mattress
- Space next to the bed is 39 inches
- Fire alarm with audible and visual warnings
- Emergency pull cords at the bedside and in the bathroom
- Vibrating pillows available upon request
- Telephones with voice amplification located at the bedside and in the bathroom
- Wardrobe with sliding doors
- Low level desk
- Complimentary Wi-Fi, 24 hour room service
- An interconnecting non-accessible bedroom suitable for a personal assistant, carer, family member or friend

The en-suite bathroom is well lit by ceiling spotlights and features level access, marbled walk-in wet room and flooring, grab rails by the toilet and shower, lever taps, telephone, fire alarm sounder.

PUBLIC AREAS

HALLS, STAIRS, LANDING AND CORRIDORS



- All public areas are well lit by ceiling spotlights
- Most public areas are covered with short pile carpet
- There is a lift with audible announcements
- The majority of room corridors are 50 inches wide

LOUNGES AND LOBBIES

- The Gallery and the Drawing Room are located on the first floor and easily accessed via a lift
- The clear door opening of the Drawing Room is 38 inches
- The Drawing Room has short pile carpet and a wooden outer edge
- The Gallery has short pile carpet
- Each area has a mixture of eating with sofas and soft chairs together with low level and higher level tables
- The areas are well lit by table lamps and wall lights, with the Gallery also having a chandelier
- The nearest toilets are located on the first floor. An accessible toilet is located on the ground floor



RESTAURANTS AND BARS

- All restaurant and bars are located on the ground floor and are both accessed from inside the hotel
- Both restaurants are well lit with ceiling spotlights
- La Brasserie has a wooden floor and Arkle has short pile carpet
- There is table service within both restaurants



Upon booking, please inform the restaurants if extra space or a taller table is required. Also, please contact us in advance regarding all food allergies, intolerances and special dietary requirements.

TOILETS

There are marble and wooden-floored toilets located on the ground and first floor, lit with ceiling spotlights.

The accessible toilet on the ground floor features grab rails, lever taps and an emergency pull cord. Its door width is 35.5 inches. There is clear space for a wheelchair to the left of the toilet which is 41.5 inches wide. From the floor to seat, the toilet is 18.9 inches. The wash basin is 28.3 inches high.

LEISURE FACILITIES

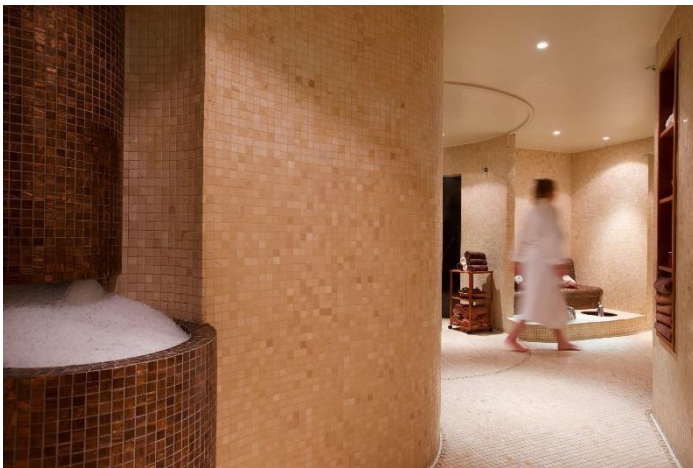
SPA

- Located on the first floor
- Accessed via a lift
- Spa door width 31 inches
- Level access to spa reception
- Spa reception and the Thermal Suite are tiled
- Well lit with ceiling spotlights
- 5 treatment rooms with wooden flooring and 2 steps leading up to them. These can be accessed via a ramp which can be provided upon request
- Treatment room doors are 28 inches wide

- Relaxation area accessed via 2 steps
- 2 steps with a handrail to the Thermal Suite. The width of the steps is 37.5 inches
- The Thermal Suite consists of a sauna, steam room, foot baths and salt grotto
- The nearest accessible toilet is on the ground floor, accessed via a lift

GYM

- Located on the first floor
- Level access
- Door width is 32.5 inches
- Equipment includes a rowing machine, exercise bikes, treadmills, free weights and bench
- The nearest accessible toilet is on the ground floor, accessed via a lift



MEETINGS AND EVENTS

- The Westminster Suite is accessed via level 2A of the Grosvenor Shopping Centre car park. Alternatively, guests can gain access via the lift at level 2 with a ramp and wheelchair lift
- The clear door opening width into The Westminster Suite is 58 inches
- The floor within the Suite is level throughout, with short pile carpets
- The Eaton Suite is on the first floor. The area surrounding the entrance door is marble, which then proceeds to short pile carpet
- The entrance door is 47 inches wide
- The nearest accessible toilet for both The Westminster Suite and The Eaton Suite is on the ground floor

ADDITIONAL INFORMATION

- All bedrooms are provided with information regarding evacuation procedures
- In an evacuation, fire wardens attend the accessible room to ensure guests are evacuated promptly and assisted to a place of safety
- Assistance dogs are welcome at The Chester Grosvenor

CONTACT

The Chester Grosvenor, Eastgate St, Chester, Cheshire, CH1 1LT

Please use postcode CH1 1DE which will direct you to Grosvenor Shopping Centre Car Park on Newgate Street. The hotel entrance is on level 2A.

01244 324024

hotel@chestergrosvenor.com reservations@chestergrosvenor.com