



THE CHESTER GROSVENOR

Access Statement



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This access statement does not contain personal opinions as to The Chester Grosvenor's suitability to accommodate those with access needs, but it aims to provide accurate information regarding our 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. Being in the city centre, we are just minutes away from the main attractions, shops, restaurants and cafes.

We have 80 bedrooms with one accessible bedroom suitable for wheelchair users accessed via a lift. The en-suite bathroom has a level entry shower with handrails fitted throughout. All bedrooms have en-suite bathrooms. The room is interconnected to a non-accessible bedroom.



The Main Entrance

We look forward to welcoming you. If you have any queries or require any assistance please phone 01244 324024 or email reservations@chestergrosvenor.com

Pre-arrival

- For directions to the hotel please see the location section of our website: www.chestergrosvenor.com/location or call reservations on 01244 324024.
- The nearest railway station is Chester, which is situated 1 mile away.
- An accessible taxi service is available in Chester by calling *KingKabs* on 01244 343434.
- A chauffeur can be provided upon request. (NB: there is an extra charge for this service)
- Most of the streets in the surrounding area are level and either paved or cobbled.





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- Chester West and Chester Council partake in the RADAR toilet scheme which allows people with a disability to access a disabled bathroom with a specially designed key, given only to those who require it. If you do not have a key already, it can be purchased from:

DIAL House, Hamilton Place, Chester, CH1 2BH.

- Mobility aids hire can be arranged with prior request.
- Wheelchair hire is available with prior request.
- This access statement is available in larger print on request.

Arrival and Car Parking

- The nearest car park is the Grosvenor Shopping Centre car park which has 521 car parking spaces, 10 of which are designated for disabled users 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 with 24 hour staffing.
- The hotel can be accessed from the car park via intercom. A porter is available to assist with luggage handling. A wheelchair lift is located within the car park entrance for access to the main lift to reception.
- There are two steps leading to the main entrance in Eastgate with handrails on both sides. A portable ramp is available.



Access to the hotel via level 2A of the Grosvenor Shopping Centre car park.

Reception

- Reception is on the ground floor. A lift is available for guests entering the hotel from level 2A of the car park.
- The lobby has marble flooring.
- The check-in desks are low level and on short-pile carpet.
- There are adequate spaces between furniture to allow pushchair and wheelchair users to move around.



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- Guests can be checked-in at an alternative place if required.
- The reception area is well-lit using evenly spread ceiling spotlights and additional lamps in various areas.
- There is a hearing loop system in place for those with a hearing impairment.
- A pen and paper can be provided at reception to aid check-in.



Reception

Bedrooms

- Bedrooms are located on the first, second, third and fourth floors which can be accessed via the lift.
- The hotel offers a designated accessible bedroom on the first floor. This room provides specific facilities for guests with disabilities, these include:
 - The clear door opening width is 32.5 inches.
 - The bedroom is well lit by ceiling spot lights and table/wall lamps.
 - The bedroom has wooden flooring.
 - The accessible room has remote controlled riser recliner chairs.
 - It has a King sized bed (non-allergenic bedding can be provided upon request)
 - The space next to the bed is 39 inches. The height of the bed from the top of the mattress is 24 inches.
 - The accessible room fire alarm alerts guests with both an audible and visual warning.
 - The room is installed with emergency pull cords, located at the bedside and in the bathroom.
 - Vibrating pillows are available upon request.
 - Telephones, with voice amplification are located in both the bedroom and the bathroom.
 - The room is interconnected to a non-accessible bedroom suitable for a personal assistant/carer or family/friend member.
 - The wardrobe has sliding doors for easier access.
 - The accessible bedroom has a low level desk.



The accessible bedroom



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Bathrooms, Shower-rooms and Toilets

- The bathroom within the accessible bedroom has level access from the bedroom.
- Guests in the accessible room have access to a marbled, walk-in en suite wet room.
- Grab rails are fitted around the shower and toilet.
- The bathroom has lever taps for easy use, a telephone, and a fire alarm sounder.
- The bathroom is well lit by ceiling spotlights.
- The bathroom flooring is marble.



Public Areas

Halls, Stairs, Landings and Corridors

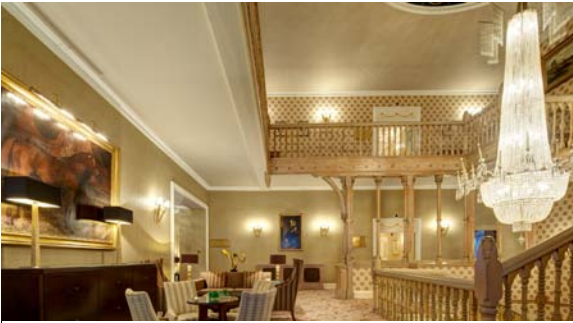
- All public areas are well lit by ceiling spotlights.
- Most public areas are covered with short-pile carpets.
- There is a lift with audible announcements.
- The majority of room corridors are 50 inches wide.

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 width of the Drawing Room is 38 inches.
- The Gallery has short-pile carpet. The Drawing Room has short-pile carpet and a wooden outer edge.
- Each area has a mixture of seating 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.



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The Gallery



The Drawing Room

Restaurants and Bars

- All restaurant and bar areas are located on the ground floor.
- La Brasserie is accessed from both inside and outside of the hotel. It has a wooden floor, upright chairs and couches with high and low level tables.
- The nearest toilets are on the ground floor and include an accessible toilet.
- 'Simon Radley at The Chester Grosvenor' has short-pile carpet.
- The restaurant is well lit with ceiling spotlights.
- Tables have a clear height of 28 inches and all chairs have arms. There is a table service offered within both restaurants.

Food allergies and intolerances: please contact us in advance about your requirements or if you require any information with regard to food allergies or intolerances or any other special dietary requirements.



La Brasserie



'Simon Radley at The Chester Grosvenor'

Cloakrooms

- There are marble/wooden floored toilets for hotel guests located on the ground and the first floor, lit by ceiling spotlights. The accessible toilet on the ground floor has grab rails, lever taps and an emergency pull cord.
- The door width of the accessible toilet on the ground floor is 35.5 inches.



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- There is clear space for a wheelchair to the left of the toilet which is 41.5 inches wide. From the floor to the seat, the toilet is 18.9 inches. The wash basin is 28.3 inches high.

Leisure Facilities

The Spa at The Chester Grosvenor

- The Spa at The Chester Grosvenor is located on the first floor and can be accessed using the lift.
- The spa door width is 31 inches.
- There is level access to the spa reception. There are 5 treatment rooms with wooden flooring and 2 steps leading up to them.
- Treatment rooms can be accessed using a ramp (provided upon request).
- All treatment room doors are 28 inches wide; candles are also burned in the rooms.
- Flooring in the spa is wooden except the thermal suite and reception which are tiled.
- The relaxation area is accessed via two steps.
- There are two steps (with a handrail) to the thermal suite which consists of a sauna, steam room, foot baths and salt grotto. The width of the steps is 37.5 inches.

Fitness Centre

- The fitness centre, located on the first floor, has level access.
- The door width for the fitness centre is 32.5 inches.
- Equipment available to use includes a rowing machine, exercise bikes, treadmills, free weights and a work bench.
- Both the spa and the fitness centre are well lit by ceiling spotlights.
- The nearest accessible toilet to the spa and the fitness centre is on the ground floor which can be accessed via the lift.

Should you require any assistance please contact the Spa on 01244 895 686.



The Spa at The Chester Grosvenor



The Fitness Centre



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Meetings and Events

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



The Westminster Suite



The Executive Boardroom

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 hotel.
- Room service is provided 24 hours daily.
- Complimentary Wi-Fi is provided in all bedrooms.

Hotel Contact Information

The Chester Grosvenor

Eastgate, Chester, Cheshire, CH1 1LT

SatNav directions: Please use postcode CH1 1DE which will direct you to the Grosvenor Shopping Centre car park on Newgate Street. The hotel entrance is on level 2A.

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Fax: +44 (0)1244 313 246

Email: hotel@chestergrosvenor.com

GDS code: LX

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