

The CLARENDON HOTEL

Access Statement For The Clarendon Hotel

Montpelier Row, Blackheath Village SE3 0RW

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The Clarendon Hotel, Montpelier Row, Blackheath, London SE3 0RW

- Telephone: 020 8318 4321 • Fax: 020 8318 4378
- Email: relax@clarendonhotel.com • Web www.clarendonhotel.com
- Hours of operation: Reception 24hours
- Local public transport numbers:
Bus, Train, Dockland Light Railway and Thames boat services
Tel - 020 7222 1234 web - www.tfl.gov.uk
- Local accessible taxi numbers: www.londontaxitour.com . Com 07957 272179

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Introduction

The hotel is situated in Blackheath Village overlooking the beautiful views of Blackheath Common.

We have 181 rooms offering single, double, twin, triple or family rooms.

We aim to provide the highest standards of service to all our guests and encourage this through our culture and staff training. We look forward to welcoming you to the Clarendon Hotel and making your stay and enjoyable one.

We offer the following services and facilities:

Pre-Arrival

For assistance prior to arrival contact the hotel on 020 8318 4321.

The hotel is situated at the start of Blackheath Village. It is a 5-minute walk, from Blackheath Railway station, which is in the centre of the village.

Walking to the hotel from the Train Station

The 5-minute walk from the station to the hotel is as follows:

Come out the station and turn left, walk as far as the traffic lights and cross the road (by Butcher and Curnow Opticians) towards Rymans shop. Turn left and proceed up a hill towards the hotel, passing Wemyess Road on your right and the Village church on your left.

Taxi service from the station

Blackheath Village Cars are situated at the side of the station and are open 24 hours –Tel 020 8318 5432

Bus service from the station

A bus service is available from the train Station to the hotel, routes 89, 54 & 108. Bus stops are just outside the railway station. The 108 bus stop is accessible. The buses stop outside the hotel. The short walk to the hotel from the bus stop is flat.

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Arrival & Car Parking Facilities

The hotel has a front and rear entrance and car parks. The front car park has space for approx 35 cars and the rear 15 cars.

The front entrance has 2 disabled car bays and a disabled ramp to enter the hotel. The disabled door needs to be opened by a member of staff, so please either ask somebody in reception to open the door or if you are alone try to call the hotel to advise them you need the door opened.

To get to the rear of the hotel, turn right when coming out of the front hotel car park drive 100 meters until you arrive at the Princess of Wales Pub, drive alongside the pub and take the first turning on the right. You will then arrive at the back of the hotel where there is a small car park. To enter the hotel from the rear car park, press the rear door entry system, whereupon reception will open the door. The rear entrance is not suitable access for wheelchairs as there are 8 steps to reception and the rear door entry system not accessible for wheelchair user.

The reception lobby is located on the ground floor.

If you need assistance with luggage, equipment or guidance, our team of porters are on duty 24 hours.

GENERAL VILLAGE PARKING INFORMATION

MONDAY - SATURDAY

**GUEST'S CAR PARK FREE BETWEEN 7PM – 9AM
ON YELLOW LINES AND PARKING BAYS FREE OF CHARGE
WEEKEND'S PARKING IS FREE FROM
SATURDAY 7PM-9AM MONDAY
MAIN VILLAGE CAR PARK IS OPEN 24 HOURS**

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Main Entrance & Reception

There are two entrances to the hotel, one is through a glass entrance with 4 steps and one which has the disabled ramp.

There are no steps in the main lobby area.

If you arrive from the rear car park press the rear entry door system and reception will open the doors.

As you come into the building turn right and proceed up 8 steps at the top of these steps walk straight on until you reach the main reception foyer. The reception desk is on the left.

The front desk is immediately in front of you when entering the main entrance.

There are a number of sitting areas in reception/lobby.

The reception desk is 115cm high. Registration can be completed whilst sitting in the reception area and we have clipboards available.

There is an induction loop installed at reception.

On check-in the staff can brief you of our evacuation policy.

The registration card can be enlarged if required.

Through the doors to the right of the main reception is the one hotel lift to bedroom floors. There are 8 stairs on all floors to access bedrooms. Except the ground floor which is level.

The restaurant and the restaurant bar are located by the hotel lift.

There are no steps on route or at the entrance to the restaurant.

The main bar is located in the lower floor of the hotel. This can be accessed by taken the lift by the restaurant to the basement.

Please seek assistance from reception.

The main bar can also be accessed through the door to the left of reception and down two levels of stairs (9 & 7 steps)

The floor surface throughout the reception lobby is carpet.

Familiarisation tours can be given where required.

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Public Areas - General (Internal)

The public telephone is located to the right of reception.

The phone is at a height of 125cm With a seat beside it.

The lift tactile buttons height is 150cm.

The lift is 95cm (d) * 92.5cm (w) The lift doors open to 81cm.

There is an internet/business centre in the reception foyer.

The internet desk is open 24 hours and offers: photocopying, business services, email and internet access.

Help is offered when using the facilities in the business centre and operation of this facility is via a paid-for card.

Public Areas - WC

The hotel has a unisex disabled access toilet situated on the ground floor to the left of reception.

This toilet has

- Emergency Alarm pull cord
- Flashing light when fire alarm sounds
- 150x160cm free space free of obstacles and doors
- Floor is non slip laminate
- There are vertical rails either side of basin
- There is a horizontal rail on the side, opposite transfer from the toilet
- There are lever taps on sink.
- The floor is grey and the tiles and sanitary ware is white.

There are two sets of public toilets, both are in the basement areas, one is located by the Chart Bar and the other by the Westcombe Park Suite.

The men's toilets situated by the Chart Bar have a disabled cubicle.

This toilet has:

- 150x160cm free space free of obstacles and doors
- Floor is non slip laminate
- There is a vertical rail to the left-side of the toilet.
- There is a horizontal rail on the side, opposite transfer from the toilet
- There are lever taps on sink

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Restaurant, Bar & Lounges.

Cocktail Bar (by the Restaurant)

There is a bar situated on the ground floor to the left of reception adjacent to the restaurant and is open only during restaurant serving times.

It has level entry, with carpet even flooring

Table service can be provided in the bar

There is a selection of tables and chairs available of varying heights

Lighting is low level light.

Chart Bar

The Chart Bar is located in the lower floor of the hotel. This can be accessed by taking the lift by the restaurant to the basement.

Please seek assistance from reception.

The main bar can also be accessed through the door to the left of reception and down two levels of stairs (9 & 7 steps)

The Chart Bar has no natural lighting

The bar serving counter is 110cm high

Table service may be provided

Chairs and tables are of the tub design with mid level tables(65cm).

Meridian Restaurant

The main restaurant is situated by the hotel lift.

There are no steps or slopes on route or at the entrance.

There is a host desk on entry to the restaurant where staff will seat you at a table.

The restaurant is buffet service for breakfast, however table service maybe provided.

Lunch and Dinner service is table service only.

Menus are available in large print and staff will automatically take you through the menu and choices for the meal.

Lighting is mainly natural daylight whilst for the evening meal lighting is low level with candles on the table. Lighting can be increased at certain tables if required.

We are able to cater for dietary needs, please advise staff on booking.

Lounge areas for food and drink with porter service.

The hotel has three lounge areas, a small one is in the reception foyer, which is level, there is also a Cocktail Lounge next to the restaurant and the Resident Lounge next to the main bar. Orders can be given with the reception, bar or restaurant.

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Conference & Banqueting suites

We have 5 conference/Banqueting suites.

Suites

Boardroom Suite, Heathview Suite, Regency Suite
Westcombe Park Suite, Meridian Restaurant

Boardroom Suite

Is situated on the ground floor and has level access.

Door width is 71cm.

Layup - 10-boardroom style only with no flexible style seating

The suite has no natural daylight.

This room also has level access to unisex disabled toilets.

This suite has air-conditioning.

Room usage – Conference use only

Heathview Suite

Is situated on the ground floor and has level access.

The door width is 77cm.

This suite can seat 25-theatre style and 16-boardroom style.

This suite has flexible style seating.

The suite has natural daylight as it overlooks Blackheath.

This room also has level access to unisex disabled toilet.

Room usage – Conference, private dining, civil marriage.

Regency Suite

Is situated on the lower floor. This room has two access points, one from the main foyer and one from the rear of the hotel.

To access this suite from the main foyer, turn left at reception and follow signs down the corridor to the Regency Suite.

There are 8 steps to descend. The door width is 77cm

To access this room from the rear of the hotel, a private courtyard needs to be opened and ramps fitted for wheelchairs to access the suite. Prior arrangements need to be made. There are no toilets accessible from the room on the same level. To access the unisex disabled toilet 8 steps need to be climbed.

This suite can seat 70-theatre style and 30-boardroom style.

This suite has flexible style seating.

The suite has natural daylight.

Room usage – Conference, private dining, civil marriage

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Westcombe Park Suite

Is situated on the lower floor.

This is accessible via the Residents Lounge adjacent to the bar.

This suite is not fully accessible for wheelchair use as there are always stairs to descend.

To access this suite take the lift from outside the restaurant to the basement (Resident Lounge), please seek assistance as from the basement you will require guidance.

Once in the Residents Lounge, go through the double doors and descend 8 steps to the Westcombe Park Suite. Many guests also book the Chart Bar with this suite.

The Chart Bar is accessible via the lift.

This suite has toilets, accessible by climbing 7 steps.

This suite can seat 120-theatre style and 110-caberet style.

This suite has flexible style seating.

This suite has no natural daylight.

This suite has air-conditioning.

Room usage – Conference, private dining, civil marriage.

Meridian Restaurant

(access information as above)

Disabled unisex toilets are on the same level.

This suite can seat 120-theatre style and 180-caberet style.

This suite has flexible style seating.

The suite has natural daylight.

The suite has air-conditioning.

Room usage – Conference, private dining, civil marriage, Restaurant.

- Hearing loops are not available in rooms.
- Please notify conference organisers in advance if any additional services are required for conferences e.g. interpreters, seating or staging, we do try to accommodate everyone's needs where possible.

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Bedrooms

There are 4 bedrooms on the ground level.

Room 12 Twin, 14 Twin, 15 Double, 16 Double

Room 14 has better access than the other rooms as follows:

Room 14

Door width 80cm

Desk height 75cm

Bed height 65cm

Bath height 65cm

Sink height 82cm

Room 14 room has some specific facilities for guests with disabilities these include:

- Vibrating pillow and flashing wake up and emergency alarm available from reception on request.
- Seating and standing level spy hole.
- Transfer space and turning of at least 120cm at one side of one of the beds.
- Twin or double bed combinations available.
- Emergency procedures clearly written and in large print.
- Television with Teletext and remote control.
- Flooring in bedrooms is short pile carpet.
- Flooring in bathroom is non-slip laminate.
- Room folders available in large print.
- Room service is 24 hours.
- Pillow filling can be requested.
- Non-smoking rooms.

The furniture is flexible in the room and items can be moved or removed on request.

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Additional Information

Laundry

Laundry service and dry cleaning is offered. Bags are available in bedrooms and are collected by 10am each day and returned by 5pm (no dry cleaning on Sundays). Bags are collected from bedrooms.

Gardens

The hotel has a large garden at the rear of the hotel, which the Meridian Restaurant overlooks.

This can be accessed from three points

- 1) The Meridian Restaurant there are seven steps to descend.
- 2) The rear car park where there is a gate of 75cm wide.
- 3) From the rear door entrance along the 70's bedroom wing.

The garden has low level wooden seat and tables.

To arrange garden service, contact reception prior to seating.

If you require any assistance during your stay please contact reception. The Duty Manager can also be contacted via reception. We have a set evacuation procedure for basic information - Alarm bells are a continuous alarm. Someone will come to your room and assist with evacuation.

All front of house staff have regular training which includes disability awareness training.

There is good network coverage for mobile phones within the hotel and bedrooms. All networks work.

Contact Information

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Future Plans

Our website is to be developed to accessible guidelines including WC3 and PAS 78

- Our brochures, menus and tariffs to be available in larger font.

We welcome your feedback to help us continuously improve if you have any comments please phone 0208 318 4321 or email

relax@clarendonhotel.com