



## **Access Statement for Clayton Hotel Manchester Airport**

### **Pre-Arrival**

- For full details and maps of how to reach us please refer to the directions section of our website.
- The nearest railway station to us is the Manchester Airport station, this is opposite the hotel.
- Trains, trams and also buses arrive into the station, which is approximately a 15 minute walk to the hotel.
- When deciding to utilise our 24 hour complimentary shuttle service the journey from the train station to the hotel is no more than five minutes; the bus will drop passengers directly outside the main entrance doors of the hotel.

### **Car Parking and Arrival**

- There is onsite parking at the hotel.
- You will need to take a ticket at the entry barrier.
- The car park surface is tarmac with a gravel path leading to the main entrance where there is a drop off point, there is a partially dropped kerb.
- At the hotel there are 5 disabled parking spaces located outside the main entrance of the hotel.
- There are also 7 drop-off spaces next to the main entrance of the hotel with a maximum stay of 30 minutes. They are ideal when families wish to help with luggage when dropping guests at the hotel.
- The car park is well lit at night and the path has uplighters to help guide guests towards the hotel with ease.
- We have a porter service available 24 hours a day to assist with luggage if needed.

### **Main Entrance / Reception / Welcome Area**

- Reception is on the ground floor and has level access throughout.
- The floor surface throughout the lobby is marble and the area is evenly lit, with overhead lighting and wall lights.
- During the night, as it begins to get dark, extra lights are used around the windows in reception to help with visibility.
- There is a choice of seating in the lobby area, which can be used as an alternative space for check-in.
- A familiarisation tour is available on request.
- Refreshing Clayton Vitality water is located in the lobby, available for guests to help themselves.

### **Bedrooms**

- There are 3 ground floor accessible bedrooms that interconnect with non-adapted rooms; suitable for a personal assistant/carer or friend/family member.
- These rooms can be reached via step free access from the main entrance and reception.
- Our fully adapted rooms provide specific facilities for guests with disabilities that include:
- All entry doors are 3ft wide, light and easy to open.

Clayton Hotel Manchester Airport, Outwood Lane, Manchester, England.

M90 4HL

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- The height of the beds from the floor to the top of the mattress is 22 inches.
- The accessible rooms are bright and evenly lit; overhead and wall lighting is used, controlled by switches.
- There are also bedside and table lamps in each room. Additional reading lamps are available on request.
- In addition to the full accessible bedrooms, there are 9 double semi-adapted rooms and 7 double, single semi-adapted rooms located on various floors around the hotel; all of which are accessible via one of the 4 lifts.
- These, and all other bedrooms in the hotel, offer the following: all bedroom doors are marked with raised numbers; lighting as above; good colour contrast between the floor, walls and doors; short pile carpet; all bedding is non-feather; widescreen digital television with remote control, subtitles, and audio description facilities.

### **Bathrooms, Shower-rooms and Toilets**

- All of the ground floor accessible bedrooms have en-suite bathrooms providing specific facilities for guests with disabilities. These include:
  - Doors that are 3ft wide.
  - Level entry showers.
  - Toilets at a height of 17 inches from the floor.
  - A wash basin at the height of 32 inches from the floor, with clear space underneath.
  - Grab rails, horizontal and vertical, that are fitted around the shower.
  - Horizontal and vertical grab rails are fitted either side of the toilet.
  - Lever taps are fitted on the washbasin and bath.
  - Good colour contrast between the doors, floor, walls and towels.
  - The flooring is non-slip tile.
- In each accessible room there is an emergency pull chord that will notify the reception desk with an alarm when pulled.
- All other bathrooms have the same lighting, lever taps, floor fitting and good colour contrast as above. However, the shower is not separate and is over the bath.

### **Public Areas - Halls, Stairs, Landings, Corridors**

- All public areas, halls, stairs, landings and lifts, are well lit using a combination of ceiling and wall lights.
- Corridors are slightly dimmer lit by ceiling lights.
- Corridors are 58 inches wide and the floor covering is short pile carpet.
- There are four guest lifts all with tactile buttons.
- There is a mirror in each lift, and the floor is non-slip tile or carpet.
- There is also various stairwells leading up to all 8 floors, all of which are near the lifts; ideal for friends/families to utilise if there is not enough room in the lifts.

### **Public Areas - Lounges, Lobbies**

- The lounge bar is situated on the ground floor with level entry from the reception and main entrance area.
- Double doors to this area are usually left open.
- Entrance doors onto the terrace is on the same level with no steps.
- The room has a mixture of seating with sofas and soft chairs, together with low coffee tables as well as some high tables, stools and booth seating
- Lighting is natural daylight and by night levels are controlled by dimmer switches.
- Overhead and wall lighting used as well as candles around the room.
- One section of the bar area includes steps, however this area can also be reached via a gently sloping corridor opposite.
- The flooring is short pile carpet in the lounge area.
- Bar food and drink is served throughout the day, between the hours of 12pm-11.30pm.
- Service is at the bar, but drinks and food can be served at the table too.
- The nearest toilets are on a corridor just outside of the lounge area, they are on the same level with no steps and include an accessible toilet.

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- The hotel reception desk is also situated on the ground floor and is open 24 hours a day.

### **Restaurant/Dining Room, Bar & Bar area**

- The restaurant is situated on the ground floor with level entry from the reception and main entrance area.
- Double doors to this area are normally open.
- The restaurant has level access throughout.
- Tables in the restaurant are well spaced apart, with a clear height from the floor of 30 inches, with a mixture of upright chairs with and without arms.
- There are also booths in the restaurant area.
- The bar area has a mixture of sofas, soft chairs and upright chairs with high and low tables.
- Lighting is natural daylight and by night levels are controlled by dimmer switches.
- Overhead and wall lighting is used as well as table lamps around the room.
- Candles are lit on tables.
- The flooring is short pile carpet.
- We do our best to cater for any dietary requirements; please contact us in advance of your restaurant booking with any specific requests.
- Where possible all our food produce is locally sourced.
- The restaurant is table service for dinner.
- Breakfast is a self-service buffet; however, staff can assist on request.
- The nearest toilets and accessible toilet are at the lobby which is level entry from the restaurant.

### **Public Toilets**

- Public toilets can be found on the ground floor.
- These toilets have level access from the main entrance, reception, lounge, bar and restaurant areas; as well as our meeting and conference rooms.
- Both sets of toilets have a unisex accessible toilet, described below:
- The entrance door is 34 inches wide and level entry into the toilet.
- There is a 49 inch transfer space to the left of the accessible toilet near the lounge bar.
- There is a 45 inch transfer space to the left of the accessible toilet near the ground floor lifts.
- The toilet height is 20 inches from the floor.
- There are vertical rails either side of both basin and toilet.
- There is a horizontal rail on the side wall adjacent to the toilet.
- A flashing light when the fire alarm sounds.
- An emergency alarm pull cord that will notify the reception desk when pulled.
- The toilets are well lit with fluorescent overhead lighting and there is a low level light switch.
- There are lever taps on the sinks.

### **Airport Shuttle Bus**

- The Clayton Complimentary shuttle bus service runs 24 hours a day.
- The buses pickup and drop off at all terminals as well as the train station.
- They have an electric side step that is automatically deployed when the door is opened; grab handles are fitted to assist exit and entry.
- The step is at a height of 9 inches from the floor.
- Wheelchairs will not fit in to the luggage compartment at the back of the buses.
- For those who cannot access the bus, Clayton Hotel staff will arrange a complimentary taxi transfer to and from the airport.

### **Additional Information**

- We have a set of evacuation procedures – should you require assistance someone will come to your room and help you with your evacuation either out of the building or to a refuge.
- We have safe lifts and evacuation chairs to assist.

- Upon request, a water bowl is available just outside the main entrance for assistance dogs and one can be supplied for bedrooms where necessary.
- Room service is available 24 hours.
- Clear signage is used throughout the hotel.
- We have an area where a mobility scooter can be charged, please ask at reception.
- The nearest General Hospital with an A&E unit and walk in NHS facility is Wythenshawe Hospital, which is 4.7 miles away.
- An on call doctor can attend the hotel at any time, this service is chargeable. Please contact reception for further information.
- Free Wi-Fi Internet access is available in bedrooms and throughout the hotel.

#### **Hours of Operation:**

- We are open 365 days per year.

#### **Local Accessible Taxi:**

- Street Cars are the local accessible taxi company that are based at the airport. Our front office team will pre-order a taxi for those that require the service e.g. a wheelchair user that is unable to access our shuttle buses.

#### **Airport assistance:**

- At Manchester Airport there are several reception points for those that require further assistance; these can be found within the check in hall of each terminal.
- OCS are the company that look after passengers that require further assistance. If required, they will greet passengers at the check in point and will remain with the travellers until the departure gate, where they can help board the plane. They will provide wheelchairs for those that do not have one but require the equipment to travel around the airport.
- To acquire this service passengers must contact their airline and inform they require assistance at least 48 hours before the flight time.
- There is a scheme for children on the autistic spectrum: 'Autism Awareness at Manchester Airport'. This entitles the child requiring special assistance, plus immediate family, to access the fast track lane free of charge to avoid a stressful experience in the busy queues.
- A wrist band is included for the special guest to wear so that airport staff are made aware of the circumstances.
- The airport do need to be notified two weeks before the flight date for a passenger to access this service.
- Assistance dogs are welcomed by Manchester Airport if required, again, the passenger must contact their airline and inform them of this prior to flying.

#### **DisabledGo:**

- Manchester Airport is featured on the DisabledGo website. This enables passengers that require particular accessibility to preview each area of the airport to see the facilities on offer there e.g. how many disabled toilets there are.
- For further information please visit <http://www.manchesterairport.co.uk/at-the-airport/special-assistance/getting-around-the-airport-with-disabledgo/>