

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.

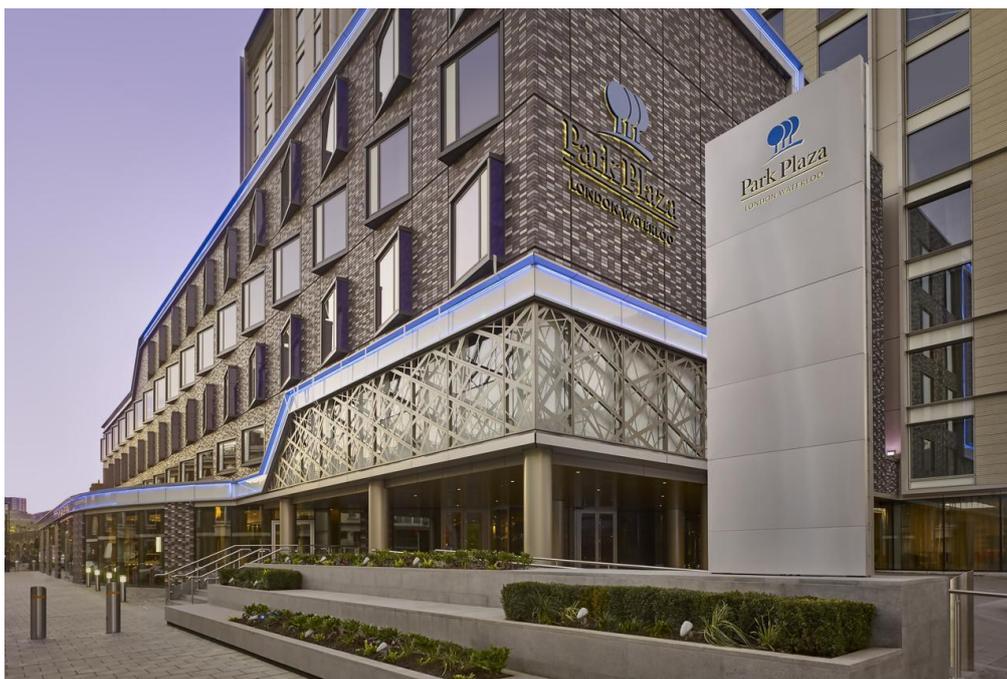
Access Statement for PARK PLAZA LONDON WATERLOO

Introduction

Park Plaza London Waterloo is located on Southbank, within walking distance from London's most recognisable attractions such as the London Eye and the Aquarium, along with London's most celebrated Theatres. The hotel is a 10-minute walk from Waterloo Train Station and 2-minute walk from Lambeth North Tube station which is via the Bakerloo Line. There are also various bus lines situated close to the hotel which gives easy access to various areas in the city.

We have 494 rooms over 13 floors all accessible by lift. Our 6 meeting rooms are located on the ground floor. Our heated swimming pool, gym and spa facilities are located in the basement accessible for all of our guests. We have accessible rooms from floors 1 to 11.

We look forward to welcoming you. If you have any queries or require any assistance please phone ++44 (0) 333 400 6128 or email ppwainfo@pphe.com



Pre- Arrival

The nearest railway station is Waterloo Station and is located approximately a 10-minute walk away, access is possible by wheel chair and there are drop kerbs all the way to the hotel.

The closest underground stations are Waterloo and Vauxhall which both have step free access from street to train and Westminster which has step free access from street to platform.

Our preferred taxi company is Black Taxis with all cars being wheelchair accessible. They can be booked via our Concierge or alternatively can be contacted via 02077369958.

All London buses are equipped with accessible access for all travellers. The only restrictions are for travellers using a very large electric wheelchair or large mobility scooter. It is advised to contact their advice line for further guidelines: 020 7737 2339 or alternatively contactus@transportforall.org.uk.

There are bus stops just a 2-minute walk from the Hotel and our Concierge is available 24 hours to advise on the correct buses to get you to your destination.

Car Parking and Arrival

All cars can stop outside the main doors to the hotel; it is a flat, smooth surface of granite tiles.

We offer a valet parking service which is complimentary to blue badge holders. This is through a company called Car Spa Logistics and our Concierge Team can sort this out for all guests. There are some restrictions and the car park does have opening and closing times; Monday to Saturday 0700-2300 and Sunday 0700-1900.

When entering the hotel, we have an automatic revolving door and push/pull doors on either side that are manned by our doorman during the day. Between 2300-0630 it is key access only to the hotel however our Reception and Concierge are available 24hours in case of any problems and to assist any guests. There is a doorbell besides the main entrance and steps/ramp access from the road to the Hotel entrance.

We have luggage porters available 24 hours a day to assist guests with luggage to and from rooms.

Main Entrance/ Reception/ Welcome Area

As you enter the hotel the Reception Desk is located on the ground floor to your right and the Concierge Desk to your left.

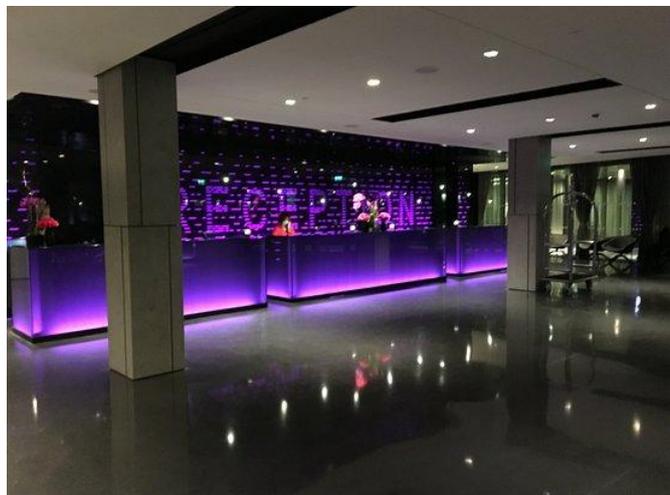
There are 6 lifts available to all floors from Reception. The ground floor is level throughout and the surface is smooth marble.

Pushchairs and wheelchairs can manoeuvre easily throughout the lobby area as it is open and spacious. There are several seats by Reception for guests to use while waiting however there is also a large lounge available just further down from the main entrance on the ground floor.

The lobby area is lit throughout with LED spot lights and there are hanging LED lights above Reception and Concierge. There is also a lot of natural light from the main entrance into the Hotel.

Guests can check in at the Main Reception desk, there are 6 stations split into 3 sections enabling the team to easily come around the desk and assist guests with paperwork.

We frequently accommodate show rounds of the property which can be booked with our Meeting and Events Manager.



Bedrooms

We have no ground floor bedrooms at the Hotel but every floor is accessible by lift.

From floors 1 to 11 we have fully accessible and partly accessible bedrooms. All the beds are lower along with the furniture in the bedroom. The rails in the wardrobes are also lower.

All furniture in the bedrooms can be moved around at the guest's request and some can also be removed.

We have a range of double and twin beds in our accessible rooms and some Executive rooms are also accessible. We have connecting rooms which allows carers/ family to stay close by with access and one Studio Room with a sofa bed for families.

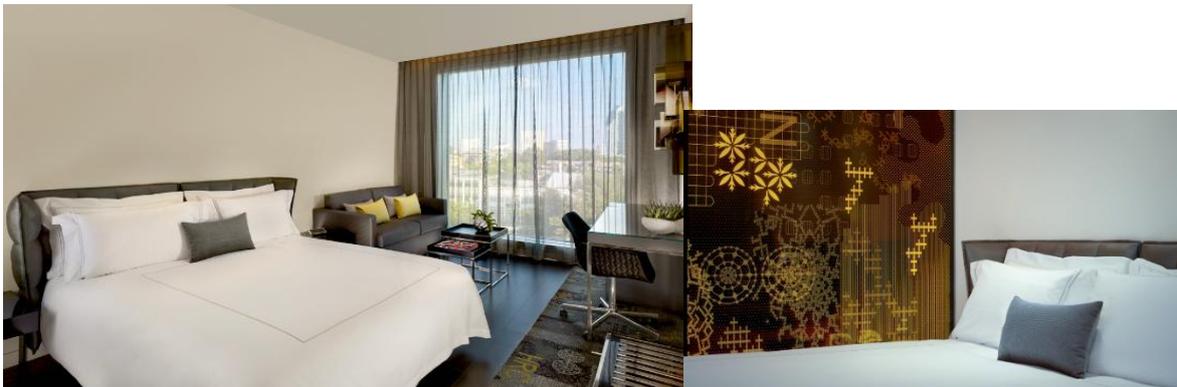
All bedroom numbers are to the side of the bedroom doors. There are keypads on either side of the bed and at the bedroom entrance that control the lighting, blinds and heating in the room these are not raised in Braille format.

The rooms are lit with LED lighting throughout the room and there are spotlights above the desk and beds to assist with guests working and reading. The walls are white with a coloured feature wall in each room. The door is black and there are black wooden floors throughout the room.

All our bedding is Park Plaza branded and is non feather however feather pillows are available on request.

Each room is equipped with smart TV's and subtitles are easily available.

All bedrooms are 100% Smoke Free.



Bathrooms, Shower-Rooms and Toilets

We have no baths throughout our hotel except for our 1 bedroom suites which still have a walk in shower as well. We also have one Superior King Room with a bath in the room, this room can be booked on request, however the shower is over the bath and not separate.

A fully accessible room has a complete wet room shower with a seat attached to the wall. Support/ grab rails are throughout the bathroom to support the guest and red emergency pull cords.

The basin is lowered for easy access and the toilet is positioned higher. The door width is wider for wheelchair access and it is a smooth surface from the room to bathroom.

A partly accessible room also has a walk in shower however there is no seat attached to the wall. Again there are red emergency pull cords for guests. The basin is also lowered in these rooms however it is a standard toilet.

All our shower dials are on a turn mechanism; in our fully accessible rooms these are located lower down for easy access.

Our bathrooms are well lit with spotlights in the ceiling. There are large mirrors in every bathroom and a smaller make up mirror.

All the towels are white and all our bathrooms come with Elemis amenities.



Public Areas- Halls, Stairs, Landings, Corridors

Our corridors have LED lighting throughout and the corridors are 1.5 meters wide.

All our corridors are carpeted and there are no steps throughout the floors.

We have 6 lifts going from Reception on the ground floor to the 13th floor, 2 of our lifts also enable guests to access our Spa located in the basement, these lifts are labelled and are available from each floor. All our lift buttons are equipped with braille and have mirrors.

We have 2 main staircases which are in our back of house areas and are also used in the event of an evacuation. The access doors to these stairs are highlighted with evacuation signs.

Our Lounge area is located on the ground floor just past the Reception and Concierge area. It is a large area with a range of different chairs and sofas spread out so guests can easily manoeuvre around.

There is an artificial fire place along the back wall of the lounge which has a glass cover to protect children.

The floor throughout the lounge area is marble and there are no steps to access the lounge area.

Any food or drink purchased through the hotel can be eaten in our Lounge area. We do not allow food and drink purchased from outside the hotel to be consumed in any public areas however guests are welcome to enjoy this in their rooms.

There are no TV's in our Lounge but often have live music over the weekends.

There guest toilets and accessible toilets located behind reception on the ground floor. Our accessible toilet is also equipped with emergency pull cords.



Restaurant/ Dining Area/ Coffee Shop and Bar

Blake's is our breakfast area which is located on the ground floor just past the Lounge. There are no steps into this area and it is smooth marble flooring. There is LED lighting throughout the dining area.

There is space for wheelchairs and push chairs and furniture can be moved if necessary.

This area offers our full self-service English Breakfast Buffet however assistance is available if required. This area can also be used to cater our conference lunches.

Toilets for this area are located behind the main Reception Desk.

We try to accommodate any dietary requests throughout all of our dining outlets and ask that our guests inform us in advance if possible.

Our room service menu is available 24/7 and again.



Our Illy Café is located on the ground floor opposite our Main Reception however there are some steps to access this area. Entrance to the café for wheelchairs or push chairs can be accessed from our outer door which is located out the main entrance of the Hotel and to the right hand side.

It is open from 0700-1800 and serves a range of savoury and sweet food items, along with Italian coffee, cold drinks and alcoholic beverages.

There is a range of high and low seating throughout and outdoor seating available with umbrellas. Along with LED lighting there is also natural light from the large windows facing the street. The flooring throughout the café is marble.

There are toilets available behind Reception or alternatively past the Illy counter, through to the bar on the right hand side.

There is a TV situated in the café which plays any sporting events on.

Our Florentine Restaurant and bar area are located next to each other on the ground floor.

There are several steps leading down to the Florentine Bar and Restaurant. Access for wheelchairs and pushchairs can be found from the outside. This is out the main entrance of the hotel and to the right just past Illy café. You can also access the Bar and Florentine Restaurant from Illy Café. The flooring throughout the Florentine and Bar is marble.

Florentine is an all-day dining restaurant serving a brasserie style menu. The menu is simple and electric with a range of freshly made dishes such sourced from local producers.

The neighbouring bar blends tradition and the avant-garde. We serve bottles of British bubbles, craft beers and cocktails created with our own homemade syrups and infusions.

The Restaurant has a maximum capacity of 74 guests. It can also be booked for private dinners with a minimum food and beverage cost. Our bar has a maximum capacity of 60 guests (20 around the bar, 30 seated at tables and 10 standing).

Opening hours are: Monday to Friday 1130-2230
 Saturday 0830-2230
 Sunday 0830-2200

There is a cloakroom and toilets available by the bar area, there is an accessible toilet and baby changing facilities available.

Bookings in our Florentine Restaurant are advised, these can be made at our main Reception desk for in house guests or alternatively you can call +44 (0) 203 146 5800.



Conference and Meeting Rooms

The Hotels 6 meeting rooms collectively offer a space of up to 405m² and cater for up to 310 delegates theatre style. The meeting rooms are located to the right of the main entrance. They are all on the ground floor with no step access required.

Each meeting room ranges from 43m² to 91m² and all feature movable partitions to create larger spaces with flexible set-ups.

There is LED lighting throughout and all meeting areas benefit from natural daylight. There is carpet throughout the meeting rooms. We offer complimentary high speed Wi-Fi, individual air conditioning and audio-visual systems.

There is a pre-function area for welcome and registration as well as meeting breakouts.

There are toilets located close to the meeting rooms and an accessible toilet is available.

Furniture can be moved in the meeting suites and also the lobby area upon request. AV is also available upon request.

The contact number for our Meeting and Events team is +44 (0) 333 400 6128 or alternatively you can email ppwaconf@pphe.com



Spa and Leisure

Our spa and leisure facilities are located in the basement which is accessible from 2 of our 6 guest lifts. It is tiled flooring throughout.

The Fitness Centre features Technogym cardio and resistance machines, our fitness centre is open 24/7 and is accessible by using your room key.

The swimming pool is heated with seating available; there are both steps and flat walk way to the swimming pool area. Our swimming pool is open from 0600-2200 and children can swim between 0800-2000 and it is advised that they book a swim time.

There is a reception desk in the spa and leisure area where one of our therapists can answer any questions or queries.

We have 2 treatment rooms available and guests can book various treatments including manicures and pedicures. Our spa is open daily from 0900-2100 and we advise that any treatments are booked in advance.

There are separate male and female changing rooms along with toilets and showers. Towels and lockers are available at no charge. There is wheelchair and pushchair access throughout our spa area. There are emergency call buttons in the gym and pool area.



Additional Information

We welcome assistance guide dogs however do not allow any other pets or animals on the premise.

LED lighting is used throughout the entire building.

The local hospital is St Thomas' Hospital located on Westminster Bridge Road.

There is complimentary Wi-Fi throughout the building and is easily accessed on multiple devices.

All of our staff receive regular training that includes disability awareness training.

If you require special assistance during an evacuation our Reception team are trained to ensure these measures are put in place and you will be asked to complete a form at check in.

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, lifts are inactive during and evacuation. The meeting point is on Hercules Road at the other end of the tunnel.

Contact Information:

Park Plaza London Waterloo

6 Hercules Road

London

SE17DP

United Kingdom

+44 (0) 333 400 612 8F: +44 (0) 333 400 6129

ppwainfo@pphe.com

www.parkplaza.com/waterloo

Local Accessible Taxi: London Black Taxis
02077369958.

Local Public Transport: Waterloo Train Station
Lambeth North Underground

Any further information can be provided by contacting the hotel directly.