

# Hotel Accessibility Guide

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Welcome to our Hotel Accessibility Guide. Each of our hotels is committed to providing a comfortable and inclusive stay for all our guests. In this guide, you'll find details about the accessible services, facilities, and amenities available at each property. Our team is here to assist you with any specific needs or requests to make your visit as enjoyable as possible.

## Comfort Inn Victoria

### Contact Information

We're here to help! For any questions regarding accessibility, or to discuss your needs, feel free to reach out:

Main Contact: Kamila Borkowska  
Phone: 020 7233 6636  
Website: <https://www.choicehotels.com>

### Physical Accessibility

- Entrance: Our hotel does not currently offer specific accessibility features at the entrance, but please contact us if assistance is needed upon arrival.
- Parking: There is no designated accessible parking at our location.
- Interior Spaces: Some areas of the hotel may be more difficult to navigate; we recommend contacting us to discuss any specific needs.
- Restrooms: We currently do not have accessible restroom facilities on-site.

### Visual Accessibility

- Signage: Currently, we do not provide Braille or tactile signage.
- Lighting: We ensure all public areas are well-lit, especially near stairways, to help guide you safely.
- High Contrast: Signage with high contrast colors is not currently available.



### **Hearing Accessibility**

- **Listening Devices:** We do not offer assistive listening devices, but please let us know if you have specific needs during your stay.
- **Visual Alerts:** Currently, our hotel does not feature visual emergency alerts.

### **Services & Amenities**

- **Text-Based Communication:** Text-based communication options are not available, but our team is happy to assist over the phone or via email.
- **Accessible Accommodations:** Currently, we do not offer accessible rooms.
- **Dining:** Dining accommodation for accessibility are not currently available.

### **Assistance & Support**

- **Staff Training:** Our team members are trained to assist guests with disabilities and are happy to provide any necessary assistance.
- **Service Animals:** Although pets are not allowed, we are happy to welcome service animals. Let us know if there's anything we can do to help accommodate your service animal's needs.

### **Feedback**

You're welcome to share feedback by email, phone, or in-person. We value your thoughts and suggestions and are always striving to improve.

## **Comfort Inn Edgware**

### **Contact Information**

If you need any assistance or have questions about accessibility features, feel free to reach out:

Main Contact: Asad Zaheeruddin

Phone: 0207 724 3569

Email: [comfortinnedgwareroad@4cgroup.co.uk](mailto:comfortinnedgwareroad@4cgroup.co.uk)



Website: <https://www.choicehotels.com>

### **Physical Accessibility**

- **Entrance:** The hotel is accessible through an entrance with level thresholds. Unfortunately, there is no signage specific to accessibility.
- **Parking:** Please note that the hotel does not have designated accessible parking spaces available.
- **Interior Spaces:** Most public spaces are accessible; however, there is a long corridor with three steps that may limit accessibility. Our team is happy to help navigate these areas.
- **Restrooms:** Accessible restrooms are not available, but we can direct you to nearby facilities if needed.

### **Visual Accessibility**

- **Signage:** Braille or tactile signage is not currently offered.
- **Lighting:** Public spaces, including hallways and stairways, are well-lit for your safety.
- **High Contrast:** We do not provide high-contrast signage currently.

### **Hearing Accessibility**

- **Listening Devices:** Assistive listening devices are not currently available.
- **Visual Alerts:** We do offer visual emergency alerts, including flashing lights and vibrating pillows for guests with hearing impairments.

### **Services & Amenities**

- **Text-Based Communication:** We're available via email for text-based communication if you have any questions.
- **Accessible Accommodations:** Our hotel does not have designated accessible rooms, but our team is here to assist with any requests you may have.
- **Dining:** No specific accessible dining options are available on-site.

### **Assistance & Support**

- **Staff Training:** All our team members are trained in providing support for guests with disabilities.



- **Service Animals:** Service animals are welcome. Please inform us prior to arrival so we can make arrangements to support you and your animal.

### **Feedback**

You're welcome to share feedback by email, phone, or in-person. We value your thoughts and suggestions and are always striving to improve.

## **EasyHotel Victoria**

### **Contact Information**

For any questions or requests related to accessibility, our team is happy to help. Reach out to:

Main Contact: Sameer Kassam  
Phone: 02078341379  
Email: [operations.victoria@easyhotel.com](mailto:operations.victoria@easyhotel.com)  
Website: [www.easyhotel.com](http://www.easyhotel.com)

### **Physical Accessibility**

- **Entrance:** Our entrance includes a ramp, and signage is available to request assistance if needed.
- **Parking:** No designated accessible parking spaces are available at the hotel.
- **Interior Spaces:** All pathways to and from special needs rooms are accessible with step-free options, though there is no lift in the building.
- **Restrooms:** Accessible restrooms are available within special needs rooms, which include grab bars and wide stalls.

### **Visual Accessibility**

- **Signage:** We do not currently offer Braille or tactile signage.
- **Lighting:** All public areas are well-lit to provide a safe environment for all guests.
- **High Contrast:** High-contrast signage is available to aid visibility.



### **Hearing Accessibility**

- Listening Devices: We do not provide assistive listening devices.
- Visual Alerts: Vibrating pillows with flashing lights are available for guests upon request.

### **Services & Amenities**

- Text-Based Communication: We offer text-based communication via email and our easyHotel help desk.
- Accessible Accommodations: Wider doorways and roll-in showers are provided in our special needs rooms, and vibrating pillows are also available for hearing-impaired guests.
- Dining: No on-site dining is available, but staff are happy to provide recommendations for accessible dining nearby.

### **Assistance & Support**

- Staff Training: All our staff members are trained to assist guests with disabilities and provide a welcoming experience.
- Service Animals: Service animals are permitted in our accessible rooms, so please let us know in advance so we can prepare for you and your animal's needs.

### **Feedback**

You're welcome to share feedback by email, phone, or in-person. We value your thoughts and suggestions and are always striving to improve.

## **Holiday Inn Express St Albans**

### **Contact Information**

We're here to help! If you have any questions about accessibility, please contact us at:

Main Contact: Will Glenn

Phone: 01727615000

Email: [will.glenn@hiexpresstalbans.co.uk](mailto:will.glenn@hiexpresstalbans.co.uk)



Website: <https://www.ihg.com/holidayinnexpress>

### **Physical Accessibility**

- Entrance: Our main entrance is accessible, with level thresholds and automatic doors.
- Parking: Accessible parking is available with 96 spaces located near the hotel entrance.
- Interior Spaces: All public spaces and pathways are accessible, with wide hallways and lifts available for ease of movement.
- Restrooms: Accessible restrooms are available close to the reception and lobby. They feature grab rails, lower sinks, and emergency pull cords.

### **Visual Accessibility**

- Signage: Braille signage is not available, but an induction loop is provided.
- Lighting: The hotel is well-lit throughout public spaces, particularly around stairways.
- High Contrast: High-contrast signage is provided.

### **Hearing Accessibility**

- Listening Devices: Induction loops are available for meetings and events.
- Visual Alerts: Vibrating pillows are available for use in guest rooms, and fire detector heads feature flashing beacons to alert guests.

### **Services & Amenities**

- Text-Based Communication: Communication is available via email for reservations and inquiries.
- Accessible Accommodations: Accessible rooms include features such as roll-in showers, lower toilets and sinks, wider doorways, grab rails, and emergency pull cords.
- Dining: Menus are available in digital and paper formats, but currently no Braille options are offered.

### **Assistance & Support**

- Staff Training: Our staff are trained to assist guests with disabilities and provide support as needed.
- Service Animals: Service animals are welcome. Please let us know in advance to ensure we can best accommodate your needs.



## Feedback

We welcome feedback by email, phone, or in person. Your insights help us to enhance our services and ensure a better experience for all.

## Holiday Inn Camden Lock

### Contact Information

Please feel free to contact us for any accessibility queries:

Main Contact: Saily Lai

Phone: 02074854343

Email: [resmanager@hicamdenlock.co.uk](mailto:resmanager@hicamdenlock.co.uk)

Website: <https://www.ihg.com/holidayinn/>

### Physical Accessibility

- Entrance: The hotel entrance is accessible with level thresholds, though there is no specific signage for accessibility.
- Parking: Designated accessible parking is available at the side of the hotel.
- Interior Spaces: All pathways and public spaces are accessible with wide hallways, lifts, and designated accessible rooms.
- Restrooms: Accessible restrooms are available, featuring grab rails and emergency pull cords.

### Visual Accessibility

- Signage: Braille or tactile signage is not currently available.
- Lighting: Public areas are well lit, ensuring a safe environment for all guests.
- High Contrast: High-contrast signage is provided where possible.

### Hearing Accessibility

- Listening Devices: Assistive listening devices are not provided.
- Visual Alerts: Visual emergency alerts, such as flashing alarms, are installed, and vibrating pillows are available for guests with hearing impairments.



### **Services & Amenities**

- **Text-Based Communication:** Communication is available via phone or email.
- **Accessible Accommodations:** Rooms include roll-in showers, lower sinks and toilets, grab rails, and emergency pull cords. Some rooms also have interconnecting doors for carers.
- **Dining:** While accessible menus are not available, dietary accommodation can be arranged upon request.

### **Assistance & Support**

- **Staff Training:** Staff are trained in supporting guests with disabilities and ensuring an accessible experience.
- **Service Animals:** Service animals are welcome. Please inform us prior to your stay so we can make the necessary arrangements.

### **Feedback**

Guests can share feedback in person, via email, or through online review platforms. Your feedback helps us to continually improve our services.

## **Canopy by Hilton London City**

### **Contact Information**

For accessibility information or assistance, please contact:

Main Contact: Peadar McFadden  
Phone: 02039887480  
Email: [gm@canopylondoncity.com](mailto:gm@canopylondoncity.com)

### **Physical Accessibility**

- **Entrance:** Our entrance is fully accessible with automatic doors and clear signage.
- **Parking:** Accessible parking is available nearby, though we recommend contacting us for the best options.
- **Interior Spaces:** All public spaces are accessible, including wide hallways and lifts for ease of access.





- Restrooms: Accessible restrooms are available and feature wide stalls, grab rails, and emergency pull cords.

### **Visual Accessibility**

- Signage: Braille or tactile signage is not provided currently.
- Lighting: Public areas are well-lit for your safety and comfort.
- High Contrast: High-contrast signage is available to improve visibility.

### **Hearing Accessibility**

- Listening Devices: Listening devices are available upon request.
- Visual Alerts: Visual emergency alerts, such as flashing lights, are installed in guest rooms and public areas.

### **Services & Amenities**

- Text-Based Communication: Guests can communicate with us via email or phone.
- Accessible Accommodations: Accessible rooms include roll-in showers, grab rails, emergency pull cords, and vibrating pillows for hearing-impaired guests.
- Dining: Accessible format menus are not currently available, but our staff are happy to read menu items aloud.

### **Assistance & Support**

- Staff Training: Our team is trained in accessibility support and is committed to providing the best possible experience.
- Service Animals: Service animals are welcomed throughout the hotel. Please inform us ahead of your visit so we can make suitable preparations.

### **Feedback**

We value guest feedback on accessibility. Feel free to share your thoughts via email, phone, or online review sites.



## Westin London City

### Contact Information

For further information on accessibility or special assistance, please reach out to:

Main Contact: Gemma Barter

Phone: 0203 146 2693

Email: [gemma.barter@westinlondon.com](mailto:gemma.barter@westinlondon.com)

Website: <https://www.marriott.com>

### Physical Accessibility

- Entrance: The Westin entrance is fully accessible, with ramps, automatic doors, and level thresholds.
- Parking: No designated accessible parking is available on-site, but accessible options can be arranged nearby.
- Interior Spaces: Public spaces are accessible with wide hallways, lifts, and guest rooms designed for accessibility.
- Restrooms: Accessible restrooms are available, with grab bars, wide stalls, and emergency pull cords.

### Visual Accessibility

- Signage: At present, Braille or tactile signage is not available.
- Lighting: Public areas are well-lit, particularly around entryways and staircases.
- High Contrast: High-contrast signage is available to improve visibility for all guests.

### Hearing Accessibility

- Listening Devices: We do not currently provide assistive listening devices for events.
- Visual Alerts: Deaf guards and visual emergency alerts are available for hearing-impaired guests.

### Services & Amenities

- Text-Based Communication: Our Customer Sales team is available via email or phone. We also offer an online chat feature and mobile check-in options.



- **Accessible Accommodations:** Accessible rooms feature roll-in showers, lowered sinks and toilets, grab rails, and emergency cords.
- **Dining:** We currently do not offer Braille menus but can provide accessible options upon request.

### **Assistance & Support**

- **Staff Training:** Our team undergoes regular training in accessibility to better serve guests with disabilities.
- **Service Animals:** Service animals are welcomed across our hotel. Kindly notify us in advance to allow us to best prepare for your arrival.

### **Feedback**

Feedback on accessibility is highly appreciated. Please reach out directly or leave a review on any feedback platform.

