

# THE BRISTOL

HARBOURSIDE

## Accessibility at The Bristol

Facilities available for our disabled guests are as follows:

### Arrival

Directions to The Bristol are available on our website or by calling the hotel on 0117 923 0333.

As you arrive at The Bristol, you will find 2 parking spaces in the adjacent NCP car park, which are available for disabled drivers – on level 3. Access to the hotel is then via the NCP car park lift to the ground floor, and through the hotel main entrance.

If not travelling by car, the nearest train station is Bristol Temple Meads.

There is also a parking bay located directly outside the main entrance for dropping off and picking up. If you need assistance with luggage or equipment, our team are available for portage 24 hours a day.

### Reception

The reception desk is located on the ground floor of the hotel in the entrance lobby.

The reception desk is 140cm high: check-in can also be completed whilst sitting in the William Jessop Lounge, to the left of the lobby.

Assistance is available to help take your luggage to your room.

Reception staff will also brief you on our evacuation policy and ask you to fill out a Personal Emergency Evacuation Plan, if necessary.

In the event of an emergency a member of the team will assist with your evacuation. Fire evacuation advice is provided on the back of your bedroom door and a disabled refuge area is situated in the hotel stairwell on floors 1-4.

### Bedrooms

The Bristol has fully 5 accessible rooms.

- 4 rooms with 1 standard double bed and 1 queen-sized bed
- 1 room with one queen-sized and bed 1 standard single bed (harbour view)

The flooring in the bedrooms is short pile carpet and the flooring in the bathrooms is tiled.

Items of furniture can also be moved, or removed upon request.

Room service is 24 hours.

The bathrooms are designed for wheelchair users with shower wet rooms, lowered wash basins and a grab bar is positioned to the side of the toilet.

All bedrooms floors are accessed via the hotel lifts (floor numbers in braille).

Emergency pull cords link directly to reception, from the bedroom and bathroom.

## Public areas

Accessible toilet facilities are located in the small business centre in the entrance lobby.

## Conference, Banqueting & Meeting Rooms

Conference, Banqueting and Meeting rooms are located on the ground floor and are fully accessible (apart from one room: The George White)

Please notify our meetings and events team of any specific seating or staging requirements.

Accessible toilets are located on the ground floor of the Conference Centre and are accessed via a stair lift.

## The River Grille Restaurant

Access to the River Grille restaurant is via the external main entrance, or via 'back of house' (please ask front desk team for assistance).

The nearest accessible toilet facilities are located in the small business centre in the entrance lobby.

## The Shore Bar

Access to the Shore Bar ground floor is via the external main entrance, and access to the 1<sup>st</sup> floor is via 'back of house' (please ask our front desk team for assistance).

The nearest accessible toilet facilities are located in the small business centre in the entrance lobby.

## The River Lounge Bar

Currently there is no access for wheelchair users (four steps between the entrance lobby and River Lounge Bar)

The William Jessop Lounge, to the left of the lobby, can be used as an alternative lounge bar.

Please do contact us with any further enquiries.

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