



Accessibility Statement

Novotel Glasgow Centre

Situated in the heart of the city centre, Novotel Glasgow Centre is the perfect place to stay whether you are visiting for business or leisure. We are located just a 5 minute walk from the shopping centre, restaurants, cafes and within easy access to all major attractions.

We have 139 bedrooms with 8 accessible rooms suitable for wheelchair users situated throughout our 6 storey hotel, all of which are interconnected to non-accessible rooms if you are travelling with friends or family. All rooms are fitted with en-suite bathrooms, 2 of which have a bath with overhead rainfall and handheld shower facilities, whilst 6 offer entry level walk-in shower only facilities. All accessible room en-suites are fitted with adjustable handrails, as required, i.e. Toilet, Sink, Shower and Bath.



We look forward to welcoming you. If you have any queries or require any assistance please phone 0141 222 2755 or email H3136@accor.com

Novotel Glasgow, 181 Pitt Street, Glasgow, G2 4DT

Pre-Arrival

- For full details and maps of how to reach us please see our hotel website. Alternatively, you can plan your journey by car or public transport using www.transportdirect.info; simply enter your postcode and ours, which is G2 4DT to get directions.
- The nearest railway stations are Glasgow Central and Glasgow Queen Street, both approximately 0.5 miles away (a 10-15 minute walk). Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.
- The nearest bus stop is 50m/54yds from the hotel - ask driver for the stop on the corner of Bath Street and Pitt Street, there is shelter and seating available. All buses can accommodate one wheelchair.
- The nearest airport is Glasgow International, again taxis are available from the airport or you can catch the airport shuttle, No. 500, which operates every 10-12 minutes, 24 hours a day. The nearest stop is on St Vincent Street, from which it will take about 10 minutes' walk up hill to the hotel.
- The main road outside the hotel has a wide tarmac pavement, but is not a dropped kerb.

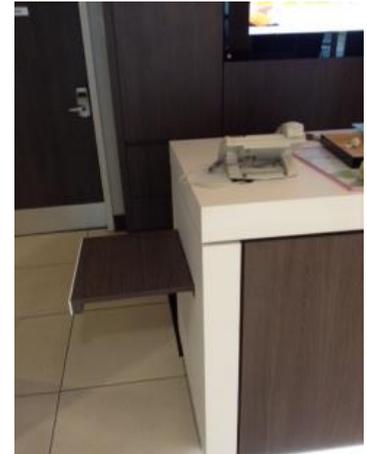


Car Parking and Arrival

- There is limited parking on site. We have a total of 19 spaces, which are charged at £8 per exit and available on a first come, first served basis. There are 2 clearly marked Blue Badge spaces which can be reserved by contacting the hotel in advance, and are issued free of charge. The car park is located on Bath Lane, immediately in front of the hotel when approaching from Pitt Street. Access to our underground car-park is granted through a buzzer system, and a token, available from reception is required for exit.
- The car park surface is tarmac, with a buzzer system entry to the hotel direct from the carpark which provides access to the lift up to reception and your room.
- There is a drop off point at the main entrance of the hotel, but with no dropped kerb. The main entrance is accessed at street level via automatic doors.
- We can offer a porter service 24 hours a day to assist with your luggage if required.

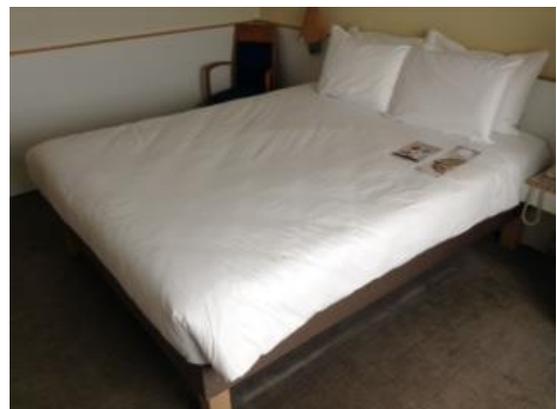
Main Entrance / Reception

- Reception is on the ground floor and has level access throughout
- The floor surface is even and made of tiles
- The area is well lit with overhead and wall lighting
- We have a lowered section on one of our reception desks that can be used if preferred.
- Pen and paper are available on request.
- There is a choice of seating in the lobby area, which can be used as an alternative space to check-in.
- Should you require a familiarisation tour of the hotel please ask any of our reception staff who will be happy to assist.



Bedrooms

- There are 8 accessible rooms situated throughout the hotel, all of which interconnect with non-adapted rooms, and are suitable for a personal assistant/carer or friend/family member. These can be easily reached by the lift from the ground floor. These rooms provide specific facilities for guests with disabilities including;
- All entry doors are 780mm/30.5inc wide, light and easy to open, with spyhole at a lower level to see who is at your door.
- Beds are 460mm/18ins high for ease of transfer from a wheelchair.
- Furniture includes chairs with and without arms and can be rearranged in the room as required.
- Transfer space for the bed is 810mm/32ins, with a bed height of 610mm/24ins and clear under bed space of 230mm/9ins.
- A big button phone is on the desk for guests.
- All our Freeview TVs have the option to enable subtitles and are operated by remote control.
- Each room is fitted with a strobe light on the ceiling and a vibrating pillow device to assist guests when the fire alarm sounds.
- The following equipment is available on request - wheelchair including foot rests, portable induction loop and storage bag and spare vibrating pillow.



Bathrooms, Shower-rooms and Toilets (En-suite or Shared)

All of the 8 accessible bedrooms have en-suite bathrooms providing specific facilities for guests with disabilities which include:

- Doors are 870mm/34ins wide
- The toilet height is 510mm/20ins high
- The wash basin height is 760mm/30ins high, with clear space underneath
- 2 of our accessible rooms have a bath in the en-suite, the height of the bath is 485mm/19ins.
- Grab rails are fitted at the toilet and bath/shower areas.
- Emergency pull cords are located at the toilet and bath/shower with direct connection to the front desk.
- Hot Water within any accessible room is regulated at a maximum of 41oC, with all these rooms set at 39/40oC. All other bedrooms are set at 55oC
- Other equipment available on request includes - Raised toilet seats, Mobile Bath Chair, Bath boards, and spare chair for the shower area.



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 1360mm/53.5ins wide and flooring is short pile carpet.
- There are 2 lifts with non-slip laminate
- Each floor is marked with large tactile numbers by the lift.
- A play area for children of all ages as well as personal use computers are available in the lobby for your convenience.

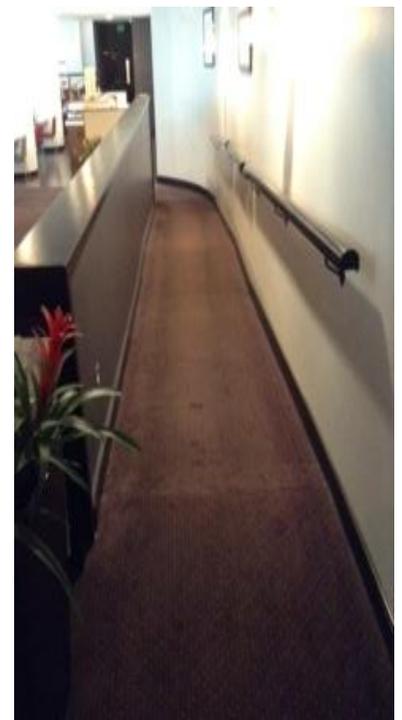


Public Areas - Lounges, Lobbies

- The lounge area is located on the ground floor with level entry from the reception/main entrance.
- The lounge is split between 3 levels, with the upper and lower levels having a total of 3 steps between each level.
- The room has a mixture of seating with sofas and soft chairs, as well as high tables and stools and low coffee tables.
- Lighting is natural daylight and by night levels are controlled by dimmer switches, with overhead and wall lighting.
- Bar food and drink can be served in the lounge, just ask at the bar for details, menus are available in large print on request.
- The nearest toilets are in reception and include an accessible toilet. The toilet height is 495mm/19ins and transfer space is 780mm/30.5ins.

Restaurant/Dining Room, Bar & Bar area

- The lounge and bar are located on the ground floor with level entry from reception and the main entrance area. Entry to the breakfast room is by 3 steps, but an alternative low gradient ramp is also available.
- The lounge, bar and breakfast room are all open-plan with no doors to access them.
- The lounge and bar have a mixture of sofas, chairs and stools with high and low tables. There is an upper and lower area available to relax in and both are accessed by 3 steps.
- With floor to ceiling windows the dining facilities benefit from natural daylight, and at night the overhead and wall lights are controlled by dimmer switches.
- The lounge operates table service for lunch and dinner. Breakfast is a self-service buffet. However staff can assist on request.
- The flooring is short-pile carpet



- We do our best to cater for any dietary requirements; please contact us in advance for specific requests.
- The Bar/Lounge has a widescreen TV with subtitles.

Public Toilets

- Public toilets can be found on: the ground floor with level access from the main entrance, first floor near the conference rooms and in the fitness suite.
- Entrance door 495mm/19ins and level entry to toilet.
- There is a vertical rail on the side wall adjacent to the toilet which lifts up and folds down to a horizontal rail.
- There are lever taps at the sink and an emergency cord.

Leisure Facilities



- Leisure facilities comprise of a gym, sauna and steam room, located on level 6, and can be accessed by lift.
- The leisure facilities are level throughout, with light easy to open doors for the sauna and steam rooms.
- The gym contains a range of equipment including cross-trainer, cycling, running and rowing machines as well as exercise mats and free weights. The leisure facilities are unmanned and whilst we do not limit access to anyone we do request that a self-assessed health and safety form is completed prior to entry.
- The leisure facilities are available to all guests over the age of 16.
- There is toilet within the Fitness suite which will be equipped with Grab rails and can also be used as a changing room. Lockers are available free of charge, although a returnable £1 coin is required to lock them.
- All leisure facilities are open between 6am and 10pm daily

Conference and Meeting Rooms

- Our 6 conference and meeting rooms are located on the first floor and can be accessed via flight of 25 stairs with a landing midway or by a lift.
- All the rooms have level access throughout
- All doors are 785mm/31ins wide, accessed by a secure keycard system and are light and easy to open.
- All rooms have natural lighting, and overhead lighting can be controlled using dimmer switches.
- The flooring is short pile carpet.
- The nearest public toilet with an accessible toilet is located on the same floor, opposite the meeting rooms.
- Please contact our Conference Manager on 0141 222 2775 to discuss any specific requirements you may have.



Additional Information

- All our staff receive regular training that includes disability awareness training
- We have a comprehensive evacuation procedure - should you require assistance please advise staff on check-in and a personalized evacuation procedure then can then be arranged. This can involve someone coming to your room to help with evacuation either out of the building or to a safe refuge area. Evacuation chairs are located throughout the hotel.
- We welcome trained assistance dogs throughout the hotel and water bowls can be arranged upon request.
- The nearest general hospital with A&E facilities and walk-in NHS service is Western Infirmary which is 1.5 miles from the hotel. NHS 24 can also be called free of charge from the hotel on 111 (you will need to dial 9 first from your room to obtain an outside line)
- Room Service is available 24 hours
- Free Wi-Fi is available in your bedroom and throughout the hotel.
- Information on local attractions and events can be obtained from Reception or the tourist information stand located in the lobby.

Future Plans

- Our website will soon be featuring virtual tours of all public areas of the hotel for your convenience.
- Hearing loop options are being considered for the reception area, although a portable hearing loop can be used in the meantime.

Contact Information

Address (Inc postcode): 181 Pitt Street GLASGOW G2 4DT

Telephone: 0141 222 2755

Email: H3136@accor.com

Website: www.novotel.com

Hours Of Operation: 24 hours

Local Carers: Please contact the hotel reception on 0141 222 2775 for assistance in this matter

Local Equipment Hire: Please contact the hotel reception on 0141 222 2775 for assistance

Local Accessible Taxi: Glasgow Taxi - 0141 429 7070 - www.glasgowtaxi.co.uk

Local Public Transport: First Buses - 0141 420 7600 - www.firstgroup.com/ukbus/glasgow McGills Buses - 08000 51 56 51 - www.mcgillsbuses.co.uk