

Holiday Inn Ashford - Central



[View the Access Guide](#)

Canterbury Road, Ashford, Kent TN24 8QQ

0871 942 9001

www.ihg.com/holidayinn/hotels/gb/en/ashford/asdke/hoteldetail (<https://www.ihg.com/holidayinn/hotels/gb/en/ashford/asdke/hoteldetail>)

Guide Last Updated: 25/01/2018

[Something changed? \(/contact/something_changed?destination=/access-guide/kew-green/holiday-inn-ashford-central\)](/contact/something_changed?destination=/access-guide/kew-green/holiday-inn-ashford-central)



(<https://maps.google.com/maps?ll=51.157513,0.88102&z=14&t=m&hl=en-US&gl=US&mapclient=apiv3>)

Map data ©2018 Google

Access Guide



[Explain these icons \(/our-icons\)](#)

[Expand all](#) [Collapse all](#)

Hotel Introduction

[Collapse -](#)

Hotel Information

[Collapse -](#)

- The hotel has its own parking facilities.
- This hotel has its own restaurant located on the ground floor.
- Conference/meeting facilities are available.
- The conference/meeting facilities are located on the ground floor.

Room Information

[Collapse -](#)

- The hotel has 103 rooms in total.
- There is an/are accessible room(s) within the hotel.
- The accessible room(s) is/are located on the ground floor.
- The hotel has 3 accessible room(s) with accessible ensuite facilities.
- There is/are 3 accessible room(s) with a bath.
- There is an/are adjoining room(s) available for the accessible room(s).

- The accessible rooms are 50m - 56m from the hotel entrance.
- There is a/are standard room(s) available on the ground floor.
- There is an/are adjoining room(s) available for the standard room(s).
- Rooms on other floors are accessed via stairs.

Auxiliary Aids

Collapse -

- Vibrating pillows with flashing beacons are available on request.
- Bed raisers are not available on request.
- Bath mats are available on request.
- All televisions have subtitles available.

Getting Here

Collapse -

By Road

Collapse -

- This hotel is located on the outskirts of Ashford, just off Junction 9 of the M20. The hotel is located on the A28.
- This hotel has a car park which is free for all users.

By Bus

Collapse -

- There is a bus stop within 150 metres of the hotel.
- The nearest bus stop is located on the A28, approximately 90m from the hotel.
- [For more information on buses in the South East please click here \(opens new tab\) \(https://www.stagecoachbus.com/about/south-east\)](https://www.stagecoachbus.com/about/south-east).

By Train

Collapse -

- The nearest Railway Station is Ashford International.
- Ashford International Station is situated in the centre of Ashford, located approximately 2 miles from the hotel. There are bus and taxi routes to the hotel from the station.
- [For more information on National Rail please click here \(opens new tab\) \(http://www.nationalrail.co.uk/stations_destinations/AFK.aspx\)](http://www.nationalrail.co.uk/stations_destinations/AFK.aspx).

Getting Help and Assistance

Collapse -

- There is a member of staff available for help and assistance.
- Staff receive disability awareness/equality training.
- Staff do not receive deaf awareness training.
- There is not a member of staff trained in British Sign Language.
- British Sign Language interpreters cannot be provided on request.
- The alternative formats documents can be provided in include; large print on request.
- There is an assistance dog toilet or toileting area at the venue/near by.
- The assistance dog toilet or toileting area is located on the grass areas surrounding the hotel.
- Water bowls for assistance dogs are available.
- There are not mobility aids available.

Parking

Collapse -

Parking

Collapse -

- The hotel does have its own parking facilities.
- The car park is located in front of the hotel.
- The car park type is open air/surface.
- The car park does not have a height restriction barrier.
- The car park does not have a barrier control system.
- The car park surface is tarmac.
- There is a/are Blue Badge parking bay(s) available.
- The Blue Badge bay(s) is/are clearly marked and signposted.
- There is/are 4 designated Blue Badge parking bay(s) within the car park.
- The dimensions of the designated Blue Badge parking bay(s) surveyed are 370cm x 602cm (12ft 2in x 19ft 9in).
- There is a 120cm hatched zone around the Blue Badge parking bay(s).
- Parking spaces for Blue Badge holders do not need to be booked in advance.
- Clearly marked/signposted parent and child parking bays are not available.
- All parking spaces are provided on a first come first served basis.
- There is also an overflow car park for visitors.
- There is additional parking to the right of the hotel. There are no Blue Badge bays in the additional parking area.

Paying

Collapse -

- There are not parking charges for the car park.
- Payment signs are not provided.

Access from the Car Park

Collapse -

- The route from the car park to the entrance is accessible to a wheelchair user with assistance.
- Assistance may be required because there is/are slopes/ramps.
- The entrance is clearly visible from the car park.
- The surface on the approach to the entrance is tarmac and concrete tiles.
- There is not a road to cross between the car park and the entrance.
- The nearest designated Blue Badge parking bay is approximately 13m (14yd 8in) from the hotel entrance.

Drop-off Point(s)

Collapse -

- There is not a/are not clearly marked drop-off point(s).



1



2



3



4

Outside Access (Hotel Entrance)

Collapse -

Entrance

Collapse -

- This information is for the entrance located at the front of the hotel.
- The entrance area/door is clearly signed.
- There is step-free access at this entrance.
- There is a canopy or recess which provides weather protection at this entrance.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.

- The bell/buzzer is not in a suitable position to allow wheelchair users to gain access.
- The height of the bell/buzzer is 114cm (3ft 9in).
- The main door(s) open(s) automatically (towards you).
- The door(s) is/are double width.
- The width of the door opening is 137cm.
- There is a second set of doors.
- The door(s) open(s) automatically (towards you).
- The door(s) is/are double width.
- The width of the door opening is 132cm.
- There is a member of staff available for assistance at this entrance.
- There is a slope with a very easy incline.



1



2



3



4



5



6

Reception

Collapse -

Reception

Collapse -

- The reception point is located to the right as you enter the hotel.
- The reception point is approximately 2m (2yd 7in) from the hotel entrance.
- The reception area/desk is clearly visible from the entrance.
- There is step-free access to the reception point.
- There is a clear unobstructed route to the reception point.
- There are no windows, TVs, glazed screens or mirrors behind the reception point which could adversely affect the ability of someone to lip read.
- The reception counter is not placed in front of a background which is patterned.
- The lighting levels at the reception point are good.
- The height of the reception counter is high (110cm+).
- There is sufficient space to write or sign documents on the counter.
- There is not a lowered section of the counter.
- The counter is staffed.
- Clipboards can be provided to anyone who is unable to use the desk.
- There is a hearing assistance system at the reception point.
- The type of system is a fixed loop.
- The hearing assistance system is not signed.
- Staff are trained to use the system.
- Signs and universally accepted symbols or pictograms, indicating lifts, stairs, WCs, circulation routes and other parts of the building are provided in the reception area.
- The type of flooring in the reception area is carpet.

Reception Waiting Area

Collapse -

- There is a waiting area close to the reception point.
- Access to the waiting area is unobstructed.
- There is a mixture of seating with and without armrests.
- There is sufficient space for a wheelchair user to use the waiting area.



1



2



3



4

Getting Around

Collapse -

Access

Collapse -

- There is step-free access throughout the ground floor.
- There is a slight ramp, with a handrail on the left going up, for access to the conference/meeting rooms, restaurant and bar.
- This level change is in the corridor to the rear left of the reception lobby and leads to the bar, restaurant and conference facilities. The level change 1 ramp is shown in photographs 1 and 2.

Circulation

Collapse -

- There are doors in corridors/walkways which have to be opened manually.
- There are corridors/walkways with a surface width of less than 120cm (excluding any permanent obstructions over a small distance).
- The type of flooring in corridors/walkways is carpet.
- There is good colour contrast between the walls and floor in the majority of corridors/walkways.
- The lighting levels are varied.
- Access to other floors/levels is via stairs.

Signage

Collapse -

- Wayfinding signage is provided.
- The colour, design and typeface of signs is not consistent throughout the building.

Audio

Collapse -

- This venue does play background music in public areas.
- Music is played in reception, the restaurant and bar areas.
- There is a hearing assistance system in the public areas of the building.
- The system is a fixed loop.
- The fixed hearing loop is located at reception.



1



2



3



4



5



6



7



8

Eating and Drinking (Bybrook Tavern Restaurant)

Collapse -

- The following information is for the restaurant.
- The restaurant is located on the ground floor, to the left as you enter the hotel.
- There is ramped/sloped access to the restaurant.
- Full table service is available.
- There is not a hearing assistance system.
- There is step-free access within the restaurant.
- There is ample room for a wheelchair user to manoeuvre.
- This area does play background music.
- The type of flooring in this area is carpet.
- No tables are permanently fixed.
- No chairs are permanently fixed.
- Some chairs have armrests on both sides.
- The nearest table is approximately 1m from the entrance/opening.
- The standard height for tables is 72cm.
- Plastic/takeaway cups are available.
- Plastic/takeaway cutlery is not available.
- Drinking straws are available.
- There are hand held menus and menu boards/signs available.
- Menus are not available in Braille.
- Menus are not available in large print.
- Picture menus are not available.
- Menus are clearly written.
- Menus are presented in contrasting colours.
- The type of food served here is breakfast, hot and cold lunches and dinners.
- The lighting levels are varied.
- Access to the additional seating area is via 3 clearly marked, medium height steps, with handrails on both sides.



1



2



3



4



5



6

Eating and Drinking (Bybrook Tavern Bar and Lounge)

Collapse -

- The following information is for the bar.

- The bar is located on the ground floor, to the rear left of the building.
- There is ramped/sloped access to the bar.
- Full table service is not available.
- Food and/or drinks are ordered from the service counter.
- Food and/or drinks can be brought to the table.
- The height of the service counter is medium height (77cm - 109cm).
- There is not a lowered section of the counter.
- There is not a hearing assistance system.
- There is step-free access within the bar.
- There is ample room for a wheelchair user to manoeuvre.
- This area does play background music.
- The type of flooring in this area is carpet.
- No tables are permanently fixed.
- No chairs are permanently fixed.
- Some chairs have armrests on both sides.
- The nearest table is approximately 1m from the entrance/opening.
- The nearest table is approximately 2m from the till/counter.
- The distance between the floor and the lowest table is 42cm.
- The distance between the floor and the highest table is 62cm.
- Plastic/takeaway cups are available.
- Plastic/takeaway cutlery is not available.
- Drinking straws are available.
- Children are welcomed in the bar area.
- There are hand held menus available.
- Menus are not available in Braille.
- Menus are not available in large print.
- Picture menus are not available.
- Menus are clearly written.
- Menus are presented in contrasting colours.
- The type of food served here is hot and cold meals and snacks.
- The lighting levels are varied.



1



2



3



4



5



6

Accessible Room(s) (Rooms 134, 135 and 138)

Collapse -

Accessible Room Information

Collapse -

- The details in this section relates to the accessible room(s) with a lowered bath.
- This type of accessible room is located on the ground floor.
- There is step-free access to this type of accessible room.
- All accessible rooms of this type have similar specifications.

- The ensuite transfer space for the accessible rooms varies from left to right.
- Guests need to open a door between the entrance and the room(s).
- The narrowest width of the corridor leading to the room surveyed was 114cm.

Bedroom Features

Collapse -

- The accessible room surveyed is located on the ground floor, in the corridor to the rear right of the hotel.
- The accessible room surveyed at the time of the visit was Room 134.
- There is step-free access to the accessible room surveyed.
- There is numbered signage on or near the accessible room door.
- The door is manual with a key card lock.
- The fob/card reader height is 105cm.
- The width of the door is 78cm (2ft 7in).
- There are lowered spy holes available.
- The bed type is double.
- The bed height is not adjustable.
- The height of the bed is 63cm (2ft 1in).
- The measurement between the bed base and floor is 17cm (7in).
- The bed is moveable.
- The room does have an unobstructed minimum turning space of 150cm x 150cm next to the bed.
- The height of the desk is 76cm.
- The desk is not height adjustable.
- The desk knee recess does not have the recommended dimensions of 70cm (height) x 50cm (depth).
- The height and depth of the knee recess is 72cm x 36cm.
- The room surveyed had a height adjustable chair with armrests and an armchair.
- Wardrobes have been adapted to allow use from a seated position.
- Light switches are between 75cm and 120cm (4ft) from floor level.
- Electric sockets are between 40cm and 100cm (4ft) from floor level.
- The window control type(s) for the room is a/are standard lever(s).
- There is an emergency alarm in the room.
- The emergency pull cord alarm is within reach and fully functional.
- The emergency alarm rings to reception.
- There is a flashing fire alarm beacon within the room.
- The type of flooring is carpet.

Ensuite Facilities

Collapse -

- The ensuite door opens by sliding.
- The door weight is heavy.
- The door has no lock.
- The width of the door to the ensuite is 83cm (2ft 9in).
- The dimensions of the ensuite are 190cm x 168cm (6ft 3in x 5ft 6in).
- The ensuite does not have an unobstructed minimum turning space of 150cm x 150cm in front of the toilet seat.
- The ensuite has not got a non-slip floor.
- There is an emergency alarm within the ensuite.
- The emergency pull cord alarm is out of reach (higher than 10cm (4") from floor).
- There is a flashing fire alarm beacon within the ensuite.
- Disposal facilities are available.
- There is a/are pedal waste paper bin disposal units.
- There is a mirror.
- The mirror is not placed at a lower level or at an angle for ease of use.
- There is a shelf immediately next to or behind the toilet.
- The shelf is between 90cm and 100cm.
- There is a wash basin.

- The wash basin cannot be reached from seated on the toilet.
- The wash basin is placed higher than 74cm (2ft 5in).
- The height of the wash basin is 78cm.
- There is a vertical wall-mounted grab rail on the left hand side of the wash basin.
- The tap type is lever.
- There is a mixer tap.
- There is not a soap dispenser.

Toilet Details

Collapse -

- The height of the toilet seat above floor level is 46cm (1ft 6in).
- The toilet has a lid.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 92cm (3ft).
- There is a flush on the transfer side.
- There is a spatula type lever flush.
- There is a dropdown rail on the transfer side.
- There is a/are wall-mounted grab rail(s) available.
- As you face the toilet, the wall mounted grab rails are on both sides.
- There is a vertical wall-mounted grab rail on the transfer side.
- There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space.
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is not placed higher than 100cm (3ft 3in).
- The height of the toilet roll holder is 59cm (1ft 11in).

Bath Details

Collapse -

- The ensuite has a lowered bath.
- The height of the side of the bath from floor level is 50cm (1ft 8in).
- The tap type is lever.
- There is a mixer tap.
- There is a shower over the bath.
- The shower head is height adjustable.
- The shower control type is twist/turn.
- There is a/are wall-mounted grab rail(s) available for the bath.

Colour Contrast and Lighting

Collapse -

- The colour contrast between the external hotel room door and wall is poor.
- The colour contrast between the internal hotel room door and wall is poor.
- The colour contrast between the hotel room walls and floor is good.
- The colour contrast between the external ensuite door and wall is poor.
- The colour contrast between the internal ensuite door and wall is poor.
- The colour contrast between the ensuite walls and floor is fair.
- The colour contrast between the drop down rail(s) and wall is poor.
- The colour contrast between the wall-mounted grab rail(s) and wall is poor.
- The toilet seat colour contrast is poor.
- The lighting levels in the room are low.
- The lighting levels in the ensuite are good.

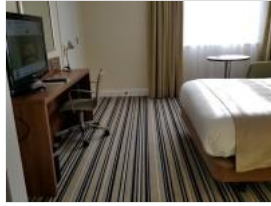
Comments

Collapse -

- The bath has an internal built in bath seat.
- The height of the bath seat is 14cm.



1



2



3



4



5



6



7



8

Standard Room(s) (Room 110)

Collapse -

Bedroom Features

Collapse -

- The room surveyed is located on the ground floor, in the centre of the hotel.
- The room surveyed at the time of the visit was Room 110.
- There is step-free access to the room surveyed.
- There is numbered signage on or near the room door.
- The width of the door is 71cm (2ft 4in).
- The bed type is double.
- The height of the bed is 59cm (1ft 11in).
- The measurement between the bed base and floor is 12cm (5in).
- Light switches are not within 120cm (3ft 11in) from floor level.
- There is not an emergency alarm in the room.
- There is not a flashing fire alarm beacon within the room.
- The type of facilities within the ensuite include; a toilet, a wash basin and a shower.
- The ensuite door opens inwards.
- The width of the door to the ensuite is 64cm (2ft 1in).
- There is not an emergency alarm within the ensuite.
- There is not a flashing fire alarm beacon within the ensuite.
- The tap type is lever.
- There is a mixer tap.

Colour Contrast and Lighting

Collapse -

- The colour contrast between the external hotel room door and wall is poor.
- The colour contrast between the internal hotel room door and wall is poor.
- The colour contrast between the hotel room walls and floor is good.
- The colour contrast between the external ensuite door and wall is good.
- The colour contrast between the internal ensuite door and wall is poor.
- The colour contrast between the walls and floor in the ensuite is good.
- The lighting levels in the room are low.
- The lighting levels in the ensuite are good.

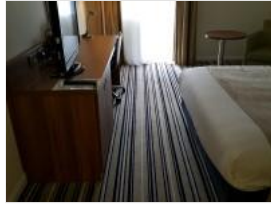
Comments

Collapse -

- There is a deep step to access the shower.



1



2



3



4



5



6



7



8



9

Conference / Meeting Facilities (Wye Suites 1 and 2 and Wye Lounge)

Collapse -

- Conference/meeting facilities are available.
- The conference/meeting facilities are located on the ground floor, to the left as you enter the hotel entrance.
- There is ramped/sloped access to the conference/meeting facilities.
- The door opening width(s) is/are 75cm+ for the room(s).
- There is a hearing assistance system for the room(s).
- There are no chairs with armrests on both sides within the room(s).
- There is sufficient space for a wheelchair user to manoeuvre within the room(s).
- The lighting levels in the room(s) are good.
- The Wye Suites 1 and 2, and Wye Lounge have retractable dividing walls between them and can be used as 3 small meeting rooms, 1 small and 1 large meeting room, or 1 large meeting room. At the time of the survey the walls were all open to create 1 large meeting room.



1



2



3



4

Other Floors (Hotel)

Collapse -

Stairs

Collapse -

- Stairs can be used to access other floors.
- The stairs are for public use.
- The stairs are located to the rear right of the reception foyer.
- The stairs are approximately 6m from the hotel entrance.

- The stairs are clearly visible from the entrance.
- There are manual, heavy, double doors to enter and exit the stairwell on the first floor.
- The floors which are accessible by stairs are G and 1.
- There are 15+ steps between floors.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are not between the recommended 30cm and 45cm.
- The steps are clearly marked.
- There is a/are handrail(s) at the step(s).
- The steps have a handrail on both sides.
- Handrails are not at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do not extend horizontally beyond the first and last steps.
- There is a landing.
- Clear signs indicating the facilities on each floor are provided on landings.
- The lighting levels at the steps are good.

Other Information

Collapse -

- The room(s) on the floors which are not accessible is/are Rooms 201-254, and the Chilham, Bybrook and Mersham meeting rooms.



1



2



3



4

Other Floors (Chilham, Bybrook and Mersham Suites)

Collapse -

Stairs

Collapse -

- Stairs can be used to access other floors.
- The stairs are for public use.
- The stairs are located to the left hand side of the building, through the bar.
- The stairs are approximately 26m from the hotel entrance.
- Signs indicating the location of the stairs are not available from the entrance.
- There are manual, heavy, single doors to enter and exit the stairwell on the ground floor.
- The floors which are accessible by stairs are G and 1.
- There are 11 steps between floors.
- The height of the step(s) is/are not between the recommended 15cm and 18cm.
- The height of the step(s) is/are 19cm.
- The going of the step(s) is/are not between the recommended 30cm and 45cm.
- The steps are not clearly marked.
- There is a/are handrail(s) at the step(s).
- The steps have a handrail on the right going up.
- Handrails are not at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do not extend horizontally beyond the first and last steps.
- There is a landing.
- Clear signs indicating the facilities on each floor are provided on landings.

- The lighting levels at the steps are good.



1



2



3



4

Standard Room(s) (Executive Room 204)

Collapse -

Bedroom Features

Collapse -

- The room surveyed is located on the first floor, in the centre of the hotel.
- The room surveyed at the time of the visit was Room 204.
- There is stepped access to the room surveyed.
- There is numbered signage on or near the room door.
- The width of the door is 69cm (2ft 3in).
- The bed type is double.
- The height of the bed is 58cm (1ft 11in).
- The measurement between the bed base and floor is 14cm (6in).
- Light switches are not within 120cm (3ft 11in) from floor level.
- There is not an emergency alarm in the room.
- There is not a flashing fire alarm beacon within the room.
- The type of facilities within the ensuite include; a toilet, a wash basin and a shower.
- The ensuite door opens inwards.
- The width of the door to the ensuite is 62cm (2ft).
- There is not an emergency alarm within the ensuite.
- There is not a flashing fire alarm beacon within the ensuite.
- The tap type is lever.
- There is a mixer tap.

Colour Contrast and Lighting

Collapse -

- The colour contrast between the external hotel room door and wall is poor.
- The colour contrast between the internal hotel room door and wall is good.
- The colour contrast between the hotel room walls and floor is good.
- The colour contrast between the external ensuite door and wall is good.
- The colour contrast between the internal ensuite door and wall is poor.
- The colour contrast between the walls and floor in the ensuite is good.
- The lighting levels in the room are low.
- The lighting levels in the ensuite are good.

Comments

Collapse -

- There is a deep step to access the shower.



1



2



3



4



5



6



7



8



9

Conference / Meeting Facilities (Chilham Suite)

Collapse -

- Conference/meeting facilities are available.
- The conference/meeting facilities are located on the first floor, at the rear left of the building.
- There is ramped/sloped and stepped access to the conference/meeting facilities.
- The door opening width(s) is/are under 75cm for the room(s).
- There is not a hearing assistance system for the room(s).
- There is a/are chair(s) with armrests on both sides within the room(s).
- The lighting levels in the room(s) are good.
- There is 1 shallow step in the doorway at the entrance to this room. The step is not clearly marked and there are no handrails. There are 2 similar meeting/conference rooms in this location, the Bybrook Suite and the Mersham Suite.



1



2



3



4

Accessible Toilet(s) (Reception Lobby)

Collapse -

- There is an/are accessible toilet(s) for public use.

Location and Access

Collapse -

- The accessible toilet surveyed is not for the sole use of disabled people.
- This accessible toilet is located on the ground floor, to the rear left of the reception foyer.
- This accessible toilet is approximately 8m (8yd 2ft) from the hotel entrance.
- There is step-free access to the accessible toilet.

Features and Dimensions

Collapse -

- This is a shared toilet.
- A key is not required for the accessible toilet.
- There is tactile and pictorial signage on or near the toilet door.
- The door opens outwards.
- The door is light.
- The door is locked by a lever twist.
- The width of the accessible toilet door is 88cm (2ft 11in).
- The dimensions of the accessible toilet are 259cm x 239cm (8ft 6in x 7ft 10in).
- The accessible toilet does have an unobstructed minimum turning space of 150cm x 150cm.
- The toilet has not got a non-slip floor.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the right.
- The lateral transfer space is 191cm (6ft 3in).
- There is a flush, however it is not on the transfer side.
- There is not a spatula type lever flush.
- There is a dropdown rail on the transfer side.
- There is an emergency alarm.
- The emergency pull cord alarm is fully functional.
- There is not a flashing fire alarm beacon within the toilet.
- Disposal facilities are available in the toilet.
- There is a/are female sanitary and waste paper pedal bin disposal units.
- There is a/are coat hook(s).
- There are coat hooks in the toilet at 153cm and 158cm from the floor.

Position of Fixtures

Collapse -

- There is a/are wall-mounted grab rail(s) available.
- As you face the toilet the wall-mounted grab rail(s) is/are on the left.
- There is not a vertical wall-mounted grab rail on the transfer side.
- There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space.
- There is a mirror.
- The mirror is not placed at a lower level or at an angle for ease of use.
- There is a shelf next to the toilet.
- The shelf is not between 90cm and 100cm.
- The toilet has a lid.
- The height of the toilet seat above floor level is 52cm (1ft 8in).
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is not placed higher than 100cm (3ft 3in).
- There is a wash basin.
- The wash basin cannot be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).
- There are vertical wall-mounted grab rails on both sides of the wash basin.
- The wash basin tap type is lever.
- There is a mixer tap.
- There is a soap dispenser.
- The soap dispenser cannot be reached from seated on the toilet.
- The height of the soap dispenser is 102cm.
- There is not a towel dispenser.
- There is a hand dryer.
- The hand dryer cannot be reached from seated on the toilet.
- The hand dryer is not placed higher than 100cm (3ft 3in).

Colour Contrast and Lighting

Collapse -

- The contrast between the external door and wall is poor.
- The contrast between the internal door and wall is poor.
- The contrast between the dropdown rail(s) and wall is good.
- The contrast between the wall-mounted grab rail(s) and wall is good.
- The toilet seat colour contrast is poor.
- The contrast between the walls and floor is fair.
- The lighting levels are good.



1



2

Accessible Toilet(s) (Wye Conference Suites Corridor)

Collapse -

- There is an/are accessible toilet(s) for public use.

Location and Access

Collapse -

- The accessible toilet surveyed is not for the sole use of disabled people.
- This accessible toilet is located on the ground floor, along the corridor leading to the Wye Conference Suites, off the corridor to the rear left of the reception foyer.
- This accessible toilet is approximately 20m (21yd 2ft) from the hotel entrance.
- There is ramped/sloped access to the accessible toilet.

Features and Dimensions

Collapse -

- This is a shared toilet.
- A key is not required for the accessible toilet.
- There is tactile and pictorial signage on or near the toilet door.
- The door opens inwards.
- The door is heavy.
- The door is locked by a twist lock.
- The width of the accessible toilet door is 76cm (2ft 6in).
- The dimensions of the accessible toilet are 142cm x 172cm (4ft 8in x 5ft 8in).
- The accessible toilet does not have an unobstructed minimum turning space of 150cm x 150cm.
- The toilet has not got a non-slip floor.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 81cm (2ft 8in).
- There is a flush, however it is not on the transfer side.
- There is not a spatula type lever flush.
- There is a dropdown rail on the transfer side.
- There is an emergency alarm.
- The emergency pull cord alarm is not fully functional.
- The alarm was out of reach (higher than 10cm (4") from floor) when surveyed.
- There is not a flashing fire alarm beacon within the toilet.
- Disposal facilities are available in the toilet.
- There is a/are female sanitary, non-infectious waste and waste paper pedal bin disposal units.
- There is a/are coat hook(s).
- There are coat hooks in the toilet at 120cm and 174cm from the floor.

Position of Fixtures	Collapse -
<ul style="list-style-type: none"> • There is a/are wall-mounted grab rail(s) available. • As you face the toilet the wall-mounted grab rail(s) is/are on the right. • There is not a vertical wall-mounted grab rail on the transfer side. • There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space. • There is a mirror. • The mirror is not placed at a lower level or at an angle for ease of use. • There is not a shelf next to the toilet. • The toilet has a lid. • The height of the toilet seat above floor level is 42cm (1ft 5in). • There is a toilet roll holder. • The toilet roll holder can be reached from seated on the toilet. • The toilet roll holder is placed higher than 100cm (3ft 3in). • The height of the toilet roll holder is 103cm (3ft 5in). • There is a wash basin. • The wash basin cannot be reached from seated on the toilet. • The wash basin is placed higher than 74cm (2ft 5in). • The height of the wash basin is 81cm (2ft 8in). • There is a vertical wall-mounted grab rail on the left hand side of the wash basin. • The wash basin tap type is lever. • There is a mixer tap. • There is a soap dispenser. • The soap dispenser cannot be reached from seated on the toilet. • The height of the soap dispenser is 94cm. • There is not a towel dispenser. • There is not a hand dryer. 	
Colour Contrast and Lighting	Collapse -
<ul style="list-style-type: none"> • The contrast between the external door and wall is poor. • The contrast between the internal door and wall is poor. • The contrast between the dropdown rail(s) and wall is poor. • The contrast between the wall-mounted grab rail(s) and wall is poor. • The toilet seat colour contrast is poor. • The contrast between the walls and floor is fair. • The lighting levels are good. 	
Baby Changing Facilities	Collapse -
<ul style="list-style-type: none"> • Baby changing facilities are located within the accessible toilet. • The baby change table is not set against the wall, permanently fixed at 75cm from the floor. • The baby change table is not height adjustable. • The height of the baby change table once extended is 99cm (3ft 3in). 	
Comments	Collapse -
<ul style="list-style-type: none"> • There is a towel rail with a hand towel at a height of 80cm. 	