

# CONRAD®

## LONDON ST. JAMES

### Accessibility Pack



Thank you for choosing the Conrad London St James.

Please find below information about our hotel that you may find useful when planning your visit.

We have invested and continue to invest, in physical modifications to our hotels and adjustments to our business operations, to ensure accessibility and equal treatment for all our guests.

We aim to ensure that physical barriers to access in our hotels are removed. This includes installation of ramps and lifts for wheelchair users and induction loops for the hearing impaired.

Please do not hesitate to contact the hotel directly should you have any questions.

If you have any suggestions or feedback or enquires regarding a future stay, please contact [reservations@conradstjames.com](mailto:reservations@conradstjames.com) or call +44 (0)20 3301 8080.

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### Hotel Details

Conrad London St James

22-28 Broadway

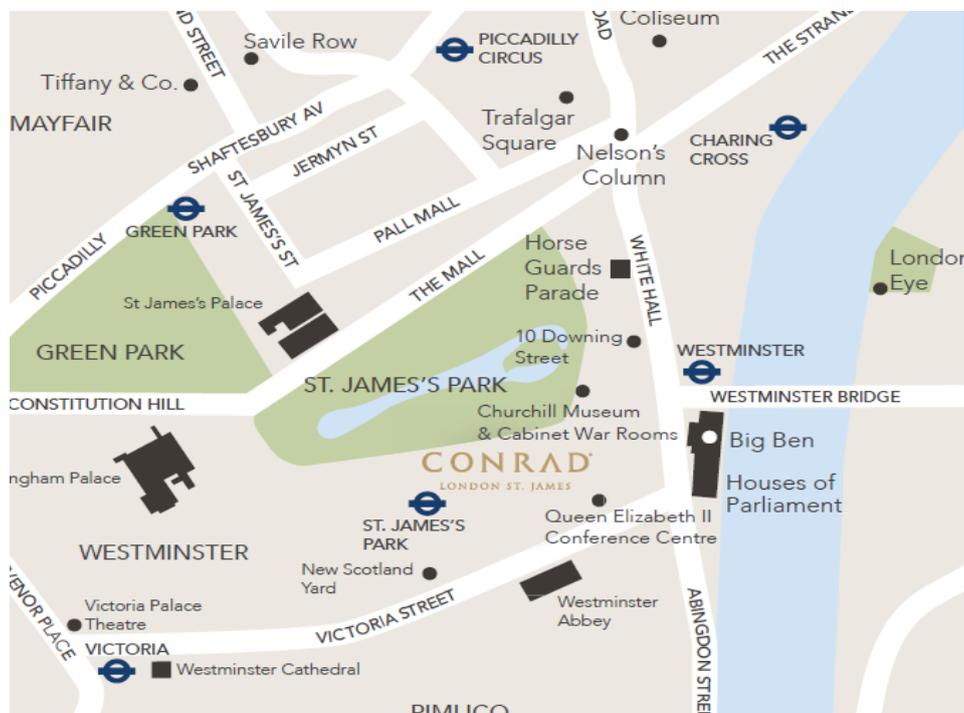
London

SW1H 0BH

Telephone: 020-3301-8080

Fax: 020-3301-1380

### Directions



### Travelling from Heathrow Airport

#### Driving

If you are driving from Heathrow Airport, simply follow the Great South West Rd/A30, then exit onto Great West Rd/A4, follow Chiswick High Rd/A315 to the City Centre. Using a GPS or Satellite Navigation system, the best address to enter would be Broadway which is the street located in front of the hotel entrance. The hotel offers valet parking for £58.00 for 24 hours. When you prefer to park your own car, we advise to park in Q-Park Victoria on Arneway Street which will cost £41.00 for 24 hours. The car park is 0.3 miles from the hotel.

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### Chauffeur Driven Car

The Concierge desk can arrange transfers to and from the airport. Prices for this service start from £100 with a Mercedes E Class or £130 with a Mercedes S Class for a pick-up based on three passengers with two pieces of Luggage and two pieces of Hand Luggage. Should there be more than three passengers or two suitcases then you will require a Mercedes Viano vehicle which will cost £140. The journey time will be approximately 45 minutes to 1 hour depending on time of day and traffic. The Outbound journey will cost £10 less than the Inbound.

### London Black Taxi (Cab)

From the taxi rank outside the airport terminal, you will be able to get a taxi to the Conrad London St James Hotel. The journey time is approximately 45 minutes to 1 hour and will cost between £70 and £90 on the meter depending on time of day and traffic.

### Public transport:

- **Heathrow Express Train:** The Heathrow Express leaves the airport every 15 minutes and takes 20 minutes. This service will bring you into Paddington Station which is approximately 15-20 minutes by taxi to the hotel. Ticket prices for the Heathrow Express start from £21.50 bringing the overall cost for the journey, including the taxi, to approximately £60 for two passengers.
- **London Underground Train:** Leaving London Heathrow Airport on the Piccadilly Line to South Kensington underground station. Then change for the District Line (Eastbound) or Circle Line (Eastbound) to St James Park underground station. When you exit the station, follow the exit signs for The Queen Elizabeth II Conference Centre, Central Hall & Westminster Abbey. From this exit you will see the hotel located in front of the station.

### Travelling from Gatwick Airport

#### Driving

If you are travelling from Gatwick Airport, take the M23 motorway to London. Leave M23 at junction 7, merge onto the A23. Follow signposting to Central London - West End. At Hyde Park Corner Roundabout take the 3rd exit onto the A4202. Turn left onto Hamilton Place. Using a GPS or Satellite Navigation system, the best address to enter would be Broadway which is the street located in front of the hotel entrance. The hotel offers valet parking for £58.00 for 24 hours. When you prefer to park your own car, we advise to park in Q-Park Victoria on Arneway Street which will cost £41.00 for 24 hours. The car park is 0.3 miles from the hotel.

### Chauffeur Driven Car

The Concierge desk can arrange transfers to and from the Airport. Prices for this service start from £140 with a Mercedes E Class and £160 with a Mercedes S Class for a pick-up based on three passengers with two pieces of Luggage and two pieces of Hand Luggage. Should there be more than three passengers or two suitcases then you will require a Mercedes

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Viano vehicle which will cost £190. The journey time will be approximately 1 hour 30 minutes driving.

### **London Black Taxi (Cab)**

From the taxi rank outside the airport terminal, you will be able to get a taxi to the Conrad London St James Hotel. The journey time is approximately 1 hour and 30 minutes and will cost between £110 and £130 on the meter depending on time of day and traffic.

### **Gatwick Express Train**

The Gatwick Express leaves the airport every 15 minutes and takes 30 minutes. This service will bring you into London Victoria Station which is approximately 5 minutes by taxi to the hotel. This journey will cost approximately £60 for two passengers. Alternatively, when you arrive at Victoria Station take the underground, using the District Line (Eastbound) or Circle Line (Eastbound) 1 stop to St James Park underground station. When you exit the station, follow the exit signs for The Queen Elizabeth II Conference Centre, Central Hall & Westminster Abbey. From this exit you will see the hotel located in front of the station.

### **Travelling from any other London Airports**

For information about transportation to any other London Airports, please contact our Concierge Team on [conciierge@conradstjames.com](mailto:conciierge@conradstjames.com) or call +44 (0)20 3301 8080.

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## Arriving at the Hotel



The main entrance of the hotel is located opposite St James's Park Station on Broadway. The road in front of the hotel is covered with Tarmac, and the pavement is made up of large paving slabs.

The main entrance has a revolving door, with one side door equipped with a button outside and inside the hotel permitting to open the door automatically. The buttons are easily accessible for a person using a wheelchair.

If you need assistance with luggage, equipment or any guidance, our team of porters and concierge are on duty 24 hours a day. The concierge desk is in the lobby to the right of the main reception desk.

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### Welcome and Reception

There are no steps in the main lobby area, which is a marble floor.

The front desk is to the right when you enter from the main hotel entrance. The concierge desk is directly on the right by the main door.

On the left-hand side, as you enter, is the Guest Relations Manager's desk; this is a low-level desk, and we can also use it for check-in should that be more comfortable.

Between the main lobby and the lounge, the way toward the closest lift, there are 2 steps. Our reception team have available a portable ramp permitting to access to the lounge easily. Alternatively, there is a ramp on the left hand side of the reception desk, allowing you to access the lounge through the business centre without making use of a portable ramp.

Once you are in the lounge, the lifts are located in front of you toward the restaurant's entrance.

The induction loop is at the check-in point on the right-hand side of the reception desk. When you check in, our staff will tell you about our evacuation policy, and be able to help with the registration forms\*.

\*(PEEP) Personal Emergency Evacuation Plan (tailored to your needs) with trained fire marshals on duty 24 hours a day.

We also have:

- Evacuation chair and trained staff on site 24hours a day
- Fully automated defibrillator on site
- 1 wheelchair on site and a facility to get more in on short notice

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### Getting around the hotel

The lifts have buttons at the regulation height. The lifts have mirrors on the right, left and back walls.

### Emmeline's Lounge



Emmeline's Lounge is our main Lounge. It is situated on the right after the stairs separating the lobby and the outlets and has extensive seating areas, some sofas and varying height tables.

The seating in Emmeline's Lounge is soft chairs and coffee tables. We serve drinks and light refreshments in Emmeline' from 7.00am on weekdays and 8.00am on weekends. We serve afternoon tea from 1.30pm to 5pm. We can provide large print menus if required.

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## Blue Boar Bar



Blue Boar Bar is accessible through two entrances, one entrance being on the same level as Emmeline's Lounge, Blue Boar Restaurant and the lifts. The other entrance is through pushing doors from the street with staircase however not suitable for a person with wheelchair.

The Blue Boar Bar has a wooden floor around the bar area. The bar is furnished with bar stools at the bar and several tables with sofas and armchairs where waiter service is provided.

There is a private room behind the bar area with large doors and seating area.

The Blue Boar Bar is open Monday-Friday 08.00am until late, Saturday 11.00am until 23.00pm and Sunday 12.00pm until midnight.

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## Blue Boar Restaurant



You can get to the Blue Boar Restaurant from the lobby. Past Emmeline's Lounge and the wide corridor with the lifts, Blue Boar Restaurant is accessible through a large open entrance.

We serve breakfast in the restaurant from 6.30am to 10.30am on weekdays and from 7.00am to 11.00am on weekends. Breakfast is a buffet. We can provide table service and help at the buffet if preferred. We can provide large-print menus and special cutlery is available in all outlets.

Lunch is served Monday to Friday 12pm-2pm. Saturday and Sunday is closed. Dinner is served Monday to –Saturday 6.00pm-10.30pm. Sunday is closed.

### **In Room Dining**

We provide room service 24 hours a day. For help with orders, please contact the room service department or the reception team. We can provide large-print menus if required special cutlery is available.

### **Health and Fitness centre**

The 24 hours fitness centre is located on the lower ground floor, accessible by lift. It is equipped with multi weights machine, running machine and free weights.

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### Bedrooms



The hotel has thirteen accessible rooms. The rooms are on the third and fourth floor and most of them are connecting. Each room has:

- A bedroom door which is 870mm wide and a bathroom door which is 780mm;
- A toilet which is 490mm high, which is fitted with grab and pull rails;
- A wash basin which is 830mm high; and
- A wheel-in shower, fitted with shower seat and grab rails.
- Emergency support cords in every accessible room and accessible toilet facilities on the floors
- Visual fire alarm indicators in accessible rooms
- Vibrating pillow fire alarm alert system
- Teletext TV's
- Text phone and TV loop system



We can add the following equipment to any room in the hotel for you to use.

- A Derby toilet seat
- A Derby bath board Mark-2 with handle
- A Cosby bath seat

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- Bed risers (individual 'elephant feet')

Your room will have a chair at the desk, a 'comfy' chair and a coffee station. If you need more space in your room, we can remove any of these items. Please contact either the reservations department before your stay or housekeeping once you have arrived at the hotel to arrange for furniture to be moved.

### **In an emergency**

In case the alarm bell rings, a continuous siren-like sound, please stay in your room. We will immediately send a staff member to your room. He or she will knock on your door, and enter using a 'fire key'. They will then help you either to a safe area in the hotel or out of the building. When you leave your room, please do not stop to collect your personal belongings other than medication that you may need.

We have structured the evacuation to help people who are nearest to the fires. If we move you to the lifts and you are waiting, this will be because you are in no immediate danger.

If we need to use the fire stairs, we will transfer you into a lightweight evacuation chair and carry you down the stairs and outside.

If a member of staff does not reach your room, carefully open the door and check your route to the point of safety. If it is blocked or if there is smoke, go back into your room and close the door. The door to your room is fire resistant for one hour. As soon as they arrive, we will tell the fire brigade your room number.

Do not block the door with anything, including towels, as this will prevent the fire brigade from entering your room.

Do not open any windows as this can increase the air circulating, and increase smoke and flames.

If the fire is in your room, get out and close the door behind you, breaking a fire alarm if possible on your way out.

We test the emergency alarms on Mondays at 03.00pm.

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### Conference and Banqueting facilities

The Conrad London St James has 7 function rooms. The meeting rooms are on the lower ground floor. The meeting rooms are all carpeted and the foyer area is designed with marble floor around.

We can fit the meeting rooms with an 'At your service' call button if you need help. Induction loops can be installed in all meeting rooms. You can arrange to hire audio visual equipment before your event. Please let the conference and banqueting sales person know at the time of booking.

See below for a description of each specific meeting room.

#### **Chequers**



From the lobby go through the lounge, and take the lift to go downstairs then turn left out of the lift. Chequer is the first room on your right by the staircase. The room has carpet on the floor and an in-built boardroom set up which can seat up to 10 delegates. The room is equipped with plasma screen and projector.

#### **Chevening**

On the same floor Chevening is the first room on the right when you are in the foyer area. The space has a large door, which opens inwards. Chevening can be transformed into various styles: theatre, classroom, banquet, reception, boardroom, cabaret and U-Shape. Ideal for meetings, events or private dinners. This room can seat up to 60 delegates.

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## Dorneywood



Dorneywood is an ideal space for those looking to add a social element to the meeting. A breakout area or catering space allows for a seamless and uninterrupted day. The room has a large single door, which opens inwards. Dorneywood is carpeted and is equipped with air conditioning, screen and projector. This room can seat up to 50 delegates.

## Whitehall 1,2,3,4

Named after the political powerhouse of Britain, the Whitehall Suite combines all 4 Whitehall rooms into one large entertaining space creates the perfect venue for a cocktail reception or dinner. This room can seat up to 220 delegates "banquet style". Each room is ideal as a stand-alone meeting room, or it can be combined with a breakout area the space can be used for formal meetings or a relaxed reception. We can seat up to 70 delegates "theatre style" in one room or up to 120 delegates if we combine two rooms. Whitehall is carpeted and has multiple entrances with wide double entrance doors.

### Our policy statement on disability

We are committed to providing equal opportunities for both our guests and our employees. As a service provider with 50 years' worth of history in the UK and Ireland, we have developed a culture of reacting quickly and efficiently to all guest requests, whatever they may be. This same culture also includes identifying and meeting the specific needs of our disabled guests.

Hilton UK are dedicated to providing "Best in Class" service - therefore if you have any particular feedback or suggestions, please send them through to our Guest Disability Assistance team:

- Toll free UK: 00800 6644 5866 (Monday to Friday – UK 9am - 5pm)
- Email: [Guest.Disability.Assistance@Hilton.com](mailto:Guest.Disability.Assistance@Hilton.com)

Or for all other general enquiries or reservations please telephone our Reservations and General Enquiries via:

- Toll free UK: 0800 0884 333
- USA: +1 972 866 5976