



Middle Eight Hotel

Disabled Access Statement

Middle EightHotel
66 Great Queen Street,
Covent Garden,
London,
WC2B 5BX

T: +44 (0) 20 7309 9300

Email: hello@middleeight.com

Email: reservations@middleeight.com

Thank you for considering the Middle Eight. We are pleased to provide information regarding our hotel that you may find useful when planning your visit.



This access statement does not contain personal opinions as to our suitability for those with access needs but aims to accurately describe the facilities and services that we offer to all our guests/visitors. The Middle Eight aims to ensure that all employees, guests and others who use the hotel are treated equally and according to their needs. We look forward to welcoming you to the Middle Eight and making your stay an enjoyable one. We offer the following services and facilities.

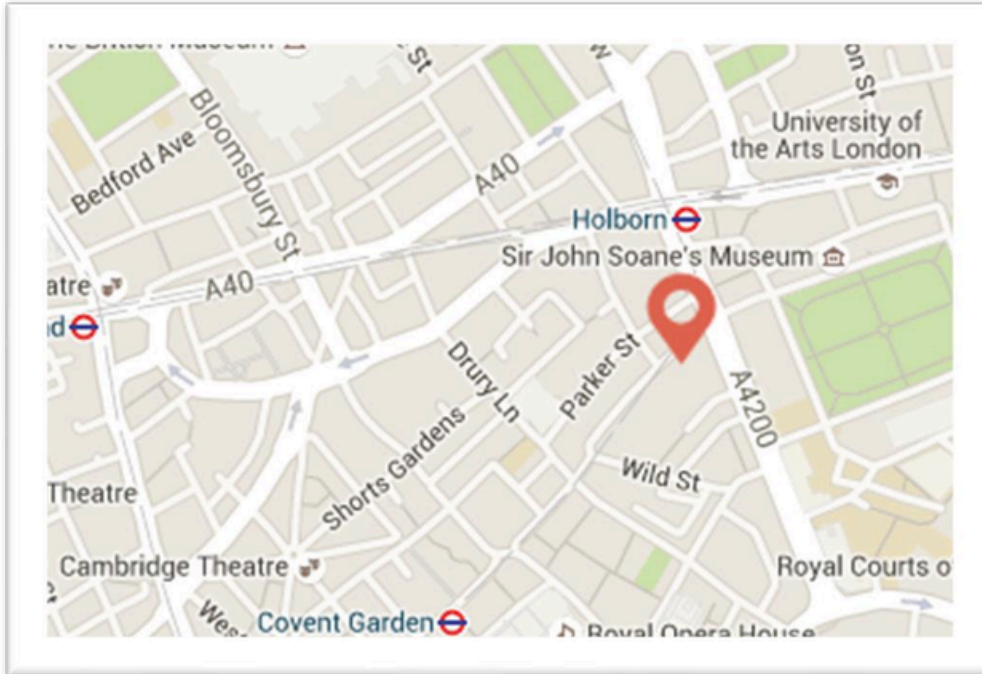
Introduction

The Middle Eight is located within the city centre and offers 168 spacious rooms with en-suite and 12 luxury suites take everything one step further. The hotel is built in 1999 and since then had a full refurbishment between 2018-2020.

With theatre land literally on our doorstep and within walking distance of the Royal Opera House, not to mention a shopper's heaven, Middle Eight has an enviable address and is an excellent base from which to explore the city.

Pre-Arrival

- For assistance prior to arrival please contact the reservation team on 0207 309 3900 or by email; hello@middleeight.com
- The nearest Tube station is Holborn Station within 5 minutes' walk from the hotel.
- Heathrow Airport is 60 minutes by car, 17miles and City Airport is 50 minutes by car, 9.2 miles.
- The nearest Railway station to our hotel is King's Cross St Pancras station which is 1.3 miles away, and also the closest wheelchair access tube station is at the King's Cross station.
- We have a taxi rank just outside the hotel entrance and we offer airport pick-up service to and from the Middle Eight. Please contact concierge for further information by email: concierge@middleeight.com
- Accessible busses stop on Kingsway, 0.2 miles from the hotel offers Northbound and Southbound services. The frequencies of busses are every 10-15 minutes of each direction. You can pick up buss No 59, 68 or 91 towards Trafalgar Square or towards Euston Station. Just ask for Kingsway / Holborn stop.
- We provide a wheelchair usage to our in-house guest during their stay which requires 24 hours' notice prior to arrival date.
- The nearest shops are approximately 0.3 away. (B402)
- Guide dogs are allowed in the rooms.



Car Park and Arrival

- The Middle Eight is situated in the London congestion charge zone. For full details on the charge and how to pay please visit www.cclondon.com or call 0845 9001 234
- The hotel's main entrance is on the Great Queen Street. We have a flat ground and firm paved entrance to the Hotel lobby.
- We do not have a car park for our property but the nearest car park for your convenience and peace of mind, we recommend secure parking options: 1-Urban Parking
- Address: 42 Shelton St, London WC2H9HJ Phone: 020 7836 9603
distance from Middle Eight : 0.3Miles. 4Minutes' walk
- There is 2 x Blue Badge parking are available on the Great Queen Street and it is available to all public.
- On street car parking is available between 18:30 to 07:00 Mon-Fri and from Saturday 13:00 pm onwards till Monday morning at 07:00. Please make sure you check the display before parking your car.
- The hotel's entrance is fully lit 24 hours a day.
- Guest wheelchair can access to hotel lobby via our firmly levelled pavement.
- A team member from Concierge available to offer assistance at the main entrance.



Main Entrance / Reception / Welcome Area

- The main entrance has electric sliding doors, and they open 290 cm wide. Each side is 145 cm wide.



- Guests are welcomed in the entrance, which is level throughout, where they are asked to register at the reception.



- The reception desk is 112 cm high. The front desk is situated 44 feet walked down on a marble floor from the main entrance.
- The lobby has a large space for wheelchair access.
- Seating is available with 18 upright armchairs and 6 coffee tables.
- The area is well lit with ceiling spotlights.
- The flooring throughout the reception area is marble.
- The main Sycamore Restaurant and Bar is located on the very same floor and, The Balcony is located on the Mezzanine level.
- Assistance is available if needed from Concierge and Reception team.
- We offer Rooming to our guest on arrival.
- Our team members can check in guests in places other than reception.

Public Areas

- All public areas, halls, stairs and landings are well lit using a combination of ceiling and wall lights.
- The hallways and staircases are covered with polished wood and supplemented with marble
- Accessible bedrooms are located on the 1st, 2nd, 3rd, 4th, and 5th floors.
- There are refuge areas located on all floors on each stairwells and 2nd, 3rd & 4th Floor stairwell 3 equipped with Evacuation Charis
- Central heating is available in all the public areas and in addition there is an Air Curtain above the main entrance door.
- The temperatures in the bedrooms can be adjustable locally as per requirements.
- Our smoking area is located on the left side of our hotel, easily accessible from the lobby level

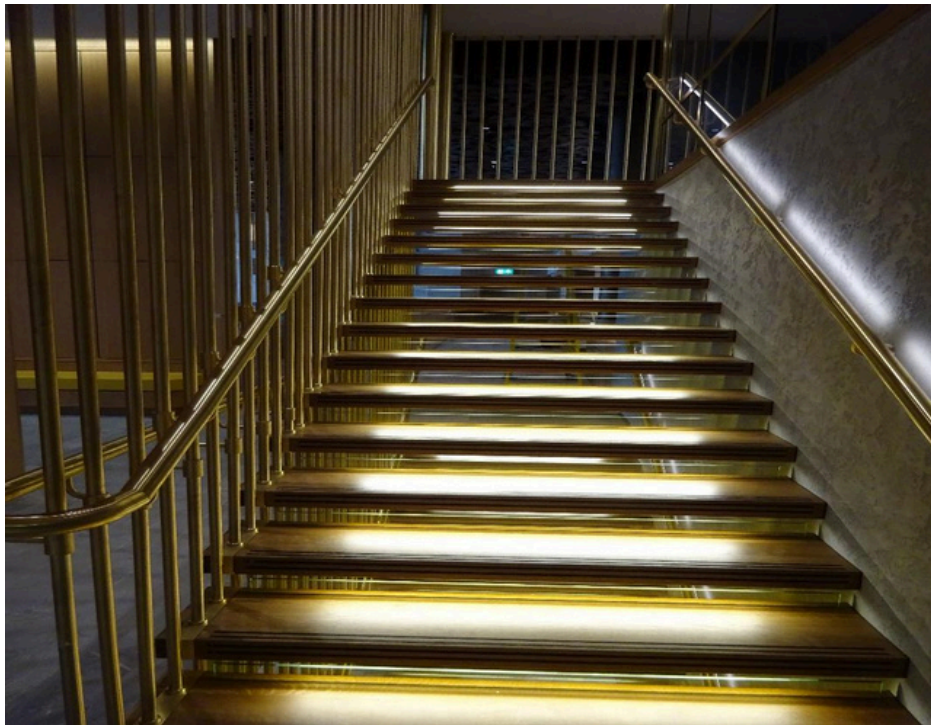
Getting round the Hotel

- We have 3 lifts in the lobby and 2 of these serve the (-1) floor, ground floor and floors 1-7, and 1 of them serve the (-1) floor, ground floor, mezzanine and floors 1-7.
- Each lift car dimension is 129 cm wide and 135cm deep.
- The lifts have audible alarm buttons and tactile buttons at normal height.
- There is a mirror at the back of the two lifts at 193cm -90 cm.



Public Toilets

- Our unisex toilets are located on the basement, 21 steps with handrail on both side and additional 10 feet walk to the toilet door, ground floor, 40 feet walk to the toilet door and mezzanine level 15 steps with a handrail on both sides and additional 25 feet walk to the toilet door. Each step is 17cm in high.



- Our unisex accessible toilet is located on the basement, ground floor and mezzanine level. It is fitted with horizontal grab rail and an alarm.



- The toilet door is 90 cm wide, and Toilet is 45 cm high.

- The flooring in all toilets is nonslip tiles.
- The toilet is equipped with 1 hand wash basin, a hand blow dryer unit.
- The toilets are lit with the ceiling spotlight.
- The tap on the sink is a sensor.

Restaurant / Dining Room, Bar & Bar area

- The Sycamore Restaurant (breakfast, lunch & dining room) is located on the ground floor approximately 10 feet to the left of the main entrance with level access.
- The restaurant floor surface is polished wood except the section between the bar and the restaurant which is marble. It is level throughout layout. There are canape seating and tables and chairs can be moved.
- Sitting is with upright chairs with arms and tables with the tables have a centre support with a stale clear height underneath the table.
- Large windows allowing plenty of natural day light and supplemented by adjustable ceiling spotlights with addition of couple of tables lamps.
- Menus can be provided in large print if required.
- We can offer different dietary needs to our customers, please advise staff.
- Our restaurant service is ala carte.
- Our cutlery is stainless steel, and our tablecloths and napkins are white.
- Our lounge bar is located on the right side of our main door approximately 17 feet away with a level entry access.
- We serve restaurant meals or lounge meals in the lounge upon request.
- The bar floor surface is mainly carpet and supplemented with marble.
- The lounge bar has a sofa seating with supplements of movable high armchairs and stools and tables.

Leisure Facilities

- The hotel has a fitness room on the basement level.
- The fitness room is unmanned.
- The fitness room is covered by CCTV which is periodically monitored by reception.
- To guest bedroom key cards will give you access to the fitness room.
- Please pay attention to the Health Commitment Statement which is located on the pillar next to the punch bag.
- The fitness room has a **RED** panic phone in which is connected to reception.
- The floor of the fitness room is wooden floor at the entrance and anti-slippery vinyl in the workout areas.
- The fitness room has various cardiovascular, stretch and weight equipment.

- Small towels are provided to the right of the fitness room entrance.
- Canned water is provided on the Fitness room.
- Gym includes a TECHNOGYM adjustable upper body exerciser.



Bedrooms

- There are 180 rooms all with en-suite bathroom. Rooms are located from 1st to 7th floor accessible by the lifts.



- There are 10 semi accessible bedrooms.
 - o Drums, Junior Suite
 - o 111, 28and 328, Street Superior
 - o 205, Urban Deluxe
 - o 206, 306. 307, 406 and 506, Classic Chic
- All accessible rooms have wet rooms, with a tanked bathroom floor. A sink, toilet, and full grab rail system has been installed. There are grab rails around the toilet. There is a shower – which is wheelchair accessible, with additional bars, plus a detachable shower seat, which is wall hung. The shower comprises of high level and low-level show head. There are low level bars to assist a guest in a wheelchair manoeuvring out of, and back into the wheelchair. There is one shower curtain for the shower enclosure.
- Accessible rooms have emergency pull cords above the beds. Your room will have a
- sofa and a coffee table as well as a pouffe. Should you require more space in your room any of these items can be removed. Please contact either reservations, in advance of your stay or housekeeping once you have arrived at the hotel to arrange for furniture to be moved.



- Wide entrance doors 90cm
- Furniture cannot be moved in the room, but the seating areas are moveable.
- We have combination of twin beds and queen size beds on our rooms.
- All the rooms have the emergency procedures clearly displaced behind the bedroom door.

Bathroom, Shower-rooms and toilets (En-suite or shared)

- All bathrooms are en-suite with walking shower.
- All our bathrooms are level access from the bedroom floor.
- The bathroom door width is 90cm.
- The toilet height is 45cm.
- The height of the wash basin is 74 cm and there is a clear space under the wash basin.
- Flooring in the bathroom is non-slip ceramic tiles.
- We have the lever taps in the sinks and turning taps on the shower.
- The bathroom is lit with a spotlight.



Additional Information

- Disability Awareness Training is delivered to all team members.
- If you require any assistance during your stay, please contact reception or concierge.
- We have our evacuation procedures in place and every guest bedroom has the details on the TV. The alarm signal is a continuous siren.
- In the event of the fire please make your way to the refuge area
- All our management team is training Fire Marshalls
- We have trained First Aiders on duty.
- We have the evacuation chairs and trained staff to assist guest in the event of an emergency.
- We welcome assistance dogs and bowls can be provided for food and water on request.
- All team members are trained on Fire Evacuation procedures.
- Free WIFI is available throughout the Hotel.
- Mobile phone reception at Middle Eight is generally good.
- We can refrigerate prescription medicine in our fridge for the limited period.
- We offer 24 hours room service. Menu can be found in the bedroom.
- The emergency signage is the standard green background with white print.
- The nearest hospital to us are: University College Hospital London by car 17 minutes and 1.3 miles and St Thomas Hospital by car 12 minutes and 1.8 miles.