

Access Statement for East Midlands Conference Centre & Orchard Hotel

Car Parking and Approach

- We have 15 designated accessible parking spaces. 6 at the main front entrance and 9 at the side entrance.
- All the parking at De Vere East Midlands Conference Centre & Orchard Hotel is free of charge.
- We have a drop off /taxi zone in front of the hotel, along with an additional drop off/taxi zone in front of the conference centre main entrance/reception area.
- The exterior approach to the Orchard Hotel is via a slope from the driveway between the conference centre and hotel, along with a ramp leading from the slope up to the level landing to the main hotel doors. There are a set of steps next to the ramp also. If approaching the hotel reception from the upper car park, the designated accessible parking spaces are level with the entrance.
- The main hotel doors consist of:
 - Push button accessible door, button is wheelchair height
 - X1 Automatic revolving door
 - X1 Manual door
- The rear entrance to the hotel is accessed via a flat wooden bridge/decking leading to the 1st floor Mezzanine level; alternative access is down a slope underneath the decking and into the ground floor of the hotel.
- Rear hotel doors consist of:
 - Push button accessible door, button is wheelchair height
 - X1 Automatic revolving door
 - X1 Manual door
- The exterior entrance to the conference centre is via a flat floor with access via a designated accessible door, with push button for automatic opening. In addition to this, there are two revolving doors.
- Access to the gallery landing of the conference centre is from the car park driveway with flat bridge access.

Reception

- There is a seating area in the main reception area of both buildings
- Fridges available for medicine on request
- Low reception desk available at conference centre

Bedrooms

- We have 5 accessible bedrooms out of a total of 202.
- 1 of which is accessible with hoist and consists of a flat floor/wet room. 4 of which have baths.
- 5 of our accessible rooms have adjoining doors to another bedroom for the use of our guests who need to have their carer nearby.
- All 5 rooms have alarms/pull cords for use in case of emergency. These alarms are linked to our 24hour manned reception.
- On request we can provide a list of hire services for hoists/bed blocks, shower seats
- We have x2 under pillow vibrating pads available from reception.
- All 202 bedrooms have TV's with subtitles/teletext.

Emergency Evacuation Procedures

- The 5 accessible bedrooms are split over 3 floors of the hotel. X2 rooms are situated on 1st floor, x2 rooms on 2nd floor and x1 room on 3rd floor. All stairwells have a Refuge point.

Public areas

- We have 1 accessible toilet in the public area of the Orchard Hotel and 3 accessible toilets in the East Midlands Conference Centre.
- There is a talking and wheelchair friendly lift within the hotel(users enter 1 side and exit the opposite side, therefore no turning around required), giving access to our 5 accessible bedrooms split over four floors of the hotel.
- There is a talking lift within the conference centre, providing access to the gallery level of the venue.
- All signage meets the appropriate requirements with regard to visibility and legibility.

Restaurant, Bar and Lounge

- The restaurant and bar are all located on the ground floor of the hotel
- Our chefs are able to meet any dietary requirement.
- We offer 24-hour room service

Other

- Assistance dogs are very welcome.
- Health and safety training is conducted every 6 months and incorporates the Disability Discrimination Act

Every effort has been made to provide a detailed and accurate statement.

De Vere East Midlands Conference Centre & Orchard Hotel is committed to working with its clients to address specific needs. Further information on venues can be provided, should this statement not address your particular query.