

# GRAND HOTEL

## BIRMINGHAM

### Accessibility Statement

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At The Grand Hotel Birmingham, we are dedicated to ensuring that our hotel and facilities are accessible to all guests. We are committed to creating an inclusive and welcoming environment where everyone is treated with the utmost respect and care, catering to individual needs.

#### Our Commitment to Accessibility:

- **Accessible Bedrooms:** We offer 7 accessible bedrooms, thoughtfully designed to accommodate guests with disabilities. Each room features an adapted en-suite bathroom with emergency alarm cords that connect directly to reception, ensuring immediate assistance if needed.
- **Lift Access:** To ensure ease of movement throughout the hotel, lifts are available at the main entrance and next to our meeting rooms, allowing guests to bypass steps where necessary. Lifts also provide convenient access to bedrooms located on upper floors, making every area of the hotel easily reachable.
- **Disabled Toilets:** We have strategically placed disabled toilets throughout the hotel for the convenience of our guests, ensuring that facilities are always within easy reach.
- **Guide Dogs:** We warmly welcome guide dogs in all areas of our property, recognising their important role in providing independence and assistance to their owners.
- **Vibration Pillows:** For guests with hearing impairments, we provide vibration pillows upon request. These pillows ensure that important alerts are felt, providing an added layer of safety and comfort.
- **Hearing Loop:** To assist guests with hearing difficulties, a hearing loop system is available upon request.
- **Evacuation Support:** The safety of our guests is paramount. Our employees are trained to use an Evacuation Chair, ensuring that guests with disabilities or limited mobility can be safely and efficiently assisted in case of an emergency.
- **PEEPs:** Personal Emergency Evacuation Plans are created with each guest with visible and hidden disabilities to create a bespoke escape plan for individuals who may be unable to reach a point of safety unaided, or within an adequate amount of time, during an emergency.
- **Safe refuge areas:** We have designated safe refuge areas on each floor of the hotel designed to hold guests who have disabilities or limited mobility and may not be able to evacuate safely themselves in the event of a fire or other emergency. These areas are a safe place to wait for assistance from our team or emergency services.

Our dedicated team is always on hand to discuss and support the most suitable options to meet any individual needs. If you have any specific requirements or need further assistance, please do not hesitate to contact us.