



THE
BILTMORE
MAYFAIR



ACCESSIBILITY GUIDE

Located on the edge of prestigious Grosvenor Square, The Biltmore Mayfair offers 250 rooms and 57 suites.

The Biltmore Mayfair aims to ensure that all employees, guests and others who use, or assist in, the provision of our services – whether they have a mobility difficulty, a visual impairment, are deaf or hard of hearing, are deafblind, have a speech impairment or difficulty, have a learning or mental health disability, use a wheelchair, cane, walking frame or crutches, or have any other disability – are treated equally and according to their needs.

Please inform us of any special needs or disabilities you may have in order for us to meet any personal requirements; we have specially trained colleagues to assist disabled guests.

To comply with current Fire Safety regulations, it is essential that anyone with a visual or hearing impairment notifies us when booking to ensure that we take the correct safety precautions during your stay.

If you need any further help or assistance, please contact our Duty Manager on +44 07879701756.

AT A GLANCE

The Hotel has 7 floors consisting of:

- Main Lobby
- Café Biltmore
- Grill 88
- The Pine Bar
- The Tea Lounge (all situated on the ground floor)
- Outside Terrace with seating and heaters.
- 57 opulent suites, including 8 Signature Suites
- Six flexible meeting and event spaces
- 250 luxury bedrooms
- Hotel floors are accessible to guests via a key card system including lift/stairwell access.

ENTRANCES TO THE HOTEL

The Hotel has two entrances:

- The main entrance has 2 sets of automatic double doors.

HEARING

- Bedroom TVs have subtitles.
- The Reception area has a hearing loop fitted.

VISUAL

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.

GENERAL

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

ACCESSIBILITY EQUIPMENT

- We have a hearing loop in reception
- Wheelchair is available upon request
- Vibrating pillow is available for guest with hearing aids during guest arrival



GETTING HERE

The Biltmore Mayfair
44 Grosvenor Square
Mayfair, London
W1K 2HP

TRAVEL BY PUBLIC TRANSPORT

- You can get to The Biltmore Mayfair by train and tube.
- The nearest tube station is Bond Street via the Elizabeth, Central or Jubilee lines. Bond Street station is 0.6 miles / 0.9 km
- The nearest inter-city train station is Euston. The train station is 2.2 miles / 3.5 km from The Biltmore Mayfair.
- Eurostar connections to other European cities are available via St Pancras International. This station is 2.7 miles / 4.3 km away from The Biltmore Mayfair.

TRAVEL BY TAXI

You can usually find a taxi directly outside of the hotel. Or alternatively:

- Euro Cars - 02084513311, this taxi company has wheelchair accessible vehicles.
- Uber - Download the uber app. You will find UberACCESS here, which allows you to book wheelchair accessible vehicles.

ACCESSIBLE PARKING

- From the car park to the back entrance, there is level access.

ARRIVAL

- There is a path to the main entrance
- From the street to the main entrance, there is level access.
- The main entrance (Adam's Row Road) to the lobby can be accessed via a ramp.
- The door is 2100mm wide.
- The main door is sliding door wide entrance.

GETTING AROUND OUTSIDE

TERRACE

- The Terrace area is accessible from the inside via the automatic doors adjacent to the concierge desk (or via the Adam's Row entrance)
- Cafe Biltmore can be accessed via the Terrace area if open e.g., Summertime or guests outside. This is at the back of the hotel (Adam's Row), not visibly signed and guests who are not recognised are challenged by the restaurant/bar team if required.

GETTING AROUND INSIDE

LEVEL ACCESS

- Most public areas of the hotel are situated on the ground floor, including the lobby, The Tea Lounge, The Pine Bar, Cafe Biltmore Bar, and Grill 88. From the Grosvenor Square entrance, all of these areas are accessible with no steps.
- The concierge, reception desks, Cafe Biltmore Restaurant and Terrace, Ballroom, Kendal Suite, Waterloo Suite, Manhattan Suite can be accessed through a double door with access via a ramp.
- A fixed ramp is available and can be fitted to the steps to aid access.
- The floors in most of the ground floor of the hotel are marble, however the tea lounge and lobby have short pile rugs running through the centre. All other floors are provided with short pile carpets. Guest room floors are wooden, with short pile carpet around the bed area.



- Table service is available in all restaurant facilities.
- Breakfast is self service but a member of staff can assist if required.
- A unisex disabled toilet fully fitted to DDA standards is situated adjacent to the reception desk and entrance to the ballroom foyer.
- The gym is situated on the first floor and is accessible by lift. There is an additional stairlift within the gym which can be used to access the upper platform of the gym. A panic alarm system is in place, and the room is covered via the hotel's CCTV system.
- A DDA toilet on the upper portion of the gym is available.

ACCESSIBLE ROOM

- The Hotel has one adapted room situated on the first floor. The adapted room is easily accessed from the lifts and has an adjoining door to the adjacent room., which can be occupied by a carer, family member or friend.
- Adaptations to the room include:
 - Wider doors for access
 - Telephone in bathroom
 - Audible and visual fire alarm indication
 - Lower bath with grab rails
 - Height adjustable shower
 - Extending handrails to WC
 - Wheelchair accessible wash hand basin
 - Turning area adjacent to bed
 - Lowered height sockets and switches
- In case of an evacuation, the Hotel has evacuation chairs to assist in the event of an emergency situation (for more information, see the fire alarm and evacuation section..)

CONFERENCE FACILITIES

- Manhattan suite is level with the lobby, making it accessible via the double doors adjacent to the lifts.
- The Ballroom, Kendal Suite, Waterloo suite and cloakroom are all accessible via a ramp located through a walkway behind the lifts.
- The Blue Room and Chairman's Room can be accessed via the Adam's Row entrance, then through the Cafe Biltmore Terrace doors. This is also the method of entering the upper platform and terrace of Cafe Biltmore.

PUBLIC TOILET

- From both entrances to the public toilet, there is permanent ramp access.
- Disabled toilets are fitted with pull cord alarms, which notify a member of staff if a guest requires assistance.

PLACE TO EAT AND DRINK

There is no level difference for entering our guest lobby lift to dining area.

- If you need table service, staff can help you.
- There is background music in the food and beverage outlets, as well as in the lobby and reception area.
- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (coeliacs), lactose free (dairy free), nut free, vegan, kosher and halal specific diets.
- Large type menus available at all times



FIRE ALARM AND EVACUATION

In the event of a fire, we have a robust procedure to assist guests needing evacuation. At check-in, guests with accessibility needs are registered, and our security team is prepared to guide them from their rooms to designated safe refuge points. These points, located at the fire staircase, are equipped with communication systems for swift coordination during emergencies.

- The hotel is fitted with a fully accessible fire alarm system.
- All areas including guest accommodation are fitted with automatic smoke detectors and sounders. The adapted room and main public areas are also fitted with strobes to give visual warning. Evacuation chairs are situated on every floor via stairwell B, with Duty Managers and the night team regularly trained in their use.
- In the guest room, a vibrating pillow and strobe light alarm will be active immediately for guests with hearing aids in the event of a fire.
- Individual PEEPS forms are completed on check-in as required by the Security Team, the Receptionist, or Duty Manager, with details passed from shift to shift as required, for use in the event of an evacuation.
- The hotel fire policy includes a specific section on evacuation procedure for PEEPS guests, with Duty Managers and night staff trained every three months, and all other staff trained every six months.

CUSTOMER CARE SUPPORT

- All guests with limited mobility are asked on arrival to complete a Personal Emergency Evacuation Plan (PEEPS) to ensure they are assisted during an emergency. This information is then transferred to our Duty Manager Station and stored in order of check out date. In the lobby there is a main seating area which are to the right of the automatic doors.
- Staff are available 24 hours a day.
- We have 8 staff members who are trained on how to assist in the use of the chairs, information on who would require assistance is obtained through the PEEP form and the information displayed on the Duty Manager Station.
- We also have at least 85% fire evacuation trained staff to support the evacuation of the hotel in an emergency situation.

