

Accessibility Guide



COPTHORNE HOTEL MANCHESTER SALFORD-QUAYS

Clippers Quay
Salford Quays
Manchester
M50 3SN
United Kingdom

FOR ACCESSIBILITY ENQUIRIES, CONTACT:

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OUR HOTEL

The 4-star Copthorne Hotel Manchester Salford Quays boasts an 166 en-suite accommodation overlooking the waterfront.

This spacious hotel has a secure on-site car park, a traditional British and International cuisine and convenient road, rail and air transport links, being located directly opposite the Exchange Quay Metro link tram stop.

WELCOME

This accessibility guide is intended to provide additional information for all guests who wish to stay at Copthorne Hotel Manchester or use our facilities.

Care has been given to include guests with an impairment, which could include mobility, sight, hearing, learning disabilities or any other hidden impairment.

Copthorne Hotel Manchester 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 Neelesh Chaturvedi, Operations Manager on +44 (0)78 6597 9561 or e-mail neesh.chaturvedi@millenniumhotels.co.uk

AT A GLANCE

The Hotel has 4 floors consisting of

- Main Lobby
- Bar & Restaurant (over 2 levels)
- Outside Patio area with seating and pods
- 4 Board rooms
- 166 bedrooms

Hotel floors are accessible to guests via a key card system including lift/stairwell access.

GENERAL

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

ENTRANCES TO THE HOTEL

- The Hotel has 1 entrance.
- The main entrance has 2 sets of automatic double doors and late night access door when the hotel entry is restricted during night shifts from Midnight to 6am.

HEARING

- Some bedrooms TVs have subtitles.
- Some staff have disability awareness training.

VISUAL

- Some parts of the venue have low lighting



GETTING HERE

TRAVEL BY PUBLIC TRANSPORT

- You can get to Copthorne Hotel Manchester Salford Quays by train and tram.
- The local tram station from the hotel is located approximately 5 minutes away. The closest mainline station is Piccadilly station and is roughly a 10-minute commute by tram.

TRAVEL BY TAXI

- You can get a taxi with various taxi operators.
- Local cab companies include Salford Cabs (Tel: 0161 706 9999) and Streetcars (Tel: 0161 228 7878) which also has wheelchair accessible vehicles.

ACCESSIBLE PARKING

- There are 7 dedicated blue badge bays at the front of the hotel.
- The parking is less than 10 metres from the main entrance. Parking is free.
- From the car park to the entrance, there is level access.

ACCESSIBLE PARKING (cont.)

PATH TO MAIN ENTRANCE

- From the street to the main entrance, there is level access.

MAIN ENTRANCE

- The main entrance has level access.
- The door is 2000mm wide.
- The main door is side hung and automatic.

LEVEL ACCESS

- We have high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.

LIFT

- We have 2 lifts.
- You can get a lift to all floors.

LOBBY LIFT

- The lift door is 1500mm wide.
- The lift is 1500mm wide. The lift is 2000mm deep.
- The lift says the floor number on each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.

RECEPTION

- From the main entrance to reception, there is level access.
- The door is 2000mm wide. There is a main seating area in the lobby, which are on either side of the automatic doors.

CLIPPERS BRASSERIE - RESTAURANT

Clippers Brasserie offers fine British and international cuisine served up with a great view.

- From the main entrance to the dining area, there is a permanent ramp access.
- If you need table service, staff can help you.
- There is background music sometimes.
- We cater for sugar free (diabetic), vegetarian, gluten free (coeliacs), lactose-free (dairy free), nut free, vegan, kosher and halal specific diets.



BEDROOMS

- From the main entrance to the bedroom, there is level access
- The route to the bedroom is 1200mm wide, or more.
- The bedroom door is 900mm wide, or more.
- The bathroom has a level access shower.
- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, floor standing lights, bedside lamps, desk or table lamps and natural daylight.
- Lights are LED and energy saving. Some TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- If necessary, we are able to move the bedroom furniture to improve accessibility.

ACCESSIBLE ROOM

- Rooms 121 and 331 have wet rooms with a walk-in shower, support rails, hoist and wider entrance for wheelchair access.
- We also have 8 rooms with emergency help cord.
- In case of an evacuation, the hotel has evacuation chairs to assist in the event of an emergency.



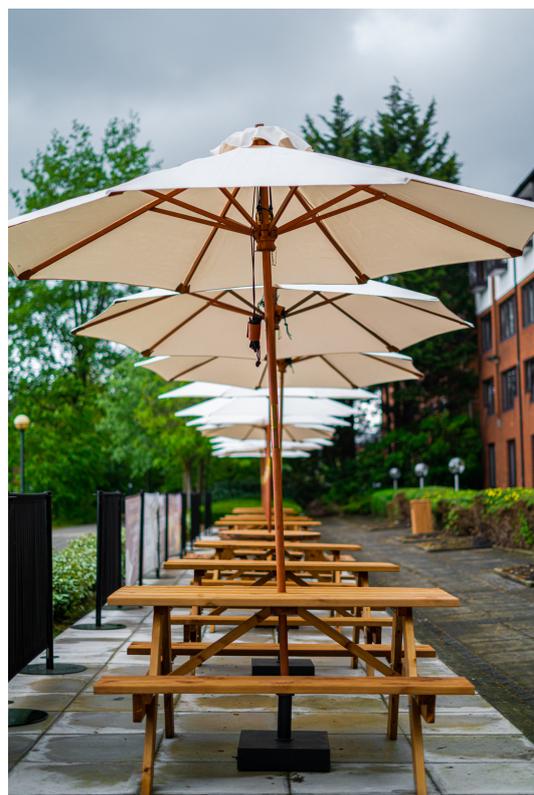
CONFERENCE FACILITIES

- McCallum Suite room is accessible by lift from the main reception.
- Heritage Suite (splitting into Kings Room and Regent Room) is accessible from the right of the reception through a short walkway. The Heritage suite has its own dedicated bar in use only when required.
- Queen E Suite room is accessible from the right of the reception through a short walkway and located to the right of the Caslon Suite.
- Both Heritage and Queen E Suites have their own dedicated toilets.



GETTING AROUND OUTSIDE

- The Patio area is accessible via the lower level in the restaurant through doors that is not automatic.
- Hotel can be accessed via the Patio area if open e.g. During summer or guests outside. The back of the hotel is not visibly signed and the restaurant/bar team may challenge guests who are not recognised.



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 (next to the fire panel) and stored in order of check out date. In the lobby there is a main seating area which are either side of the automatic doors.

- Our staff members are trained on how to assist in the use of evacuation chairs, information on who would require assistance is obtained through the PEEP form and the information displayed on the Duty Manager Station next to the fire panel.
- We also have 12 fire marshals with in team to support the evacuation of the hotel in an emergency.
- Staff are available 24 hours a day.
- All guest areas within the hotel are fitted with an audible fire alarm system, which is tested on weekly basis and is documented. In addition to an audible alarm the hotel has a deaf guard which vibrates and flashes, for guest with hearing impairment. It recognizes loud sounds such the fire alarm sounding and would activate in an emergency. Additional equipment can also be sourced via a nominated supplier dependent on the guests needs if identified in advance.



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