

Accessibility Guide



COPTHORNE HOTEL MERRY-HILL DUDLEY

The Waterfront Level Street
Brierley Hill Dudley,
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United Kingdom

FOR ACCESSIBILITY ENQUIRIES, CONTACT:

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OUR HOTEL

Set in the heart of Dudley's historic canal marina, the Copthorne Hotel Merry-Hill Dudley is a [luxury corporate hotel boasting](#) a stunning waterfront location.

With 138 en-suite rooms, modern amenities and a leisure club, the hotel is perfect for leisure and family breaks with great accessibility features.

WELCOME

This accessibility guide is intended to provide additional information for all guests who wish to stay at Copthorne Hotel Merry Hill-Dudley 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 Merry Hill-Dudley 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 Mark Childs, Operations Manager on +44 (0) 138 448 2882 or e-mail mark.childs@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
- Caslon Suite
- Earls suite
- 5 Board Rooms
- 138 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.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

ENTRANCES TO THE HOTEL

- The Hotel has 5 entrances.
- The main entrance has 2 sets of automatic double doors with 1 disabled access door and 1 late night access door when the hotel entry is restricted during night shifts from Midnight to 6am.
- There is a set of external automatic double doors for the Earls Suite with a dipped curb in the pavement to allow wheelchair access, which then leads through a set of internal doors that are not automatic. This entrance is only in use during events.

HEARING

1. Bedroom TVs have subtitles
2. We have a hearing loop in reception

VISUAL

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



GETTING HERE

TRAVEL BY PUBLIC TRANSPORT

- You can get to Copthorne Hotel Merry Hill-Dudley by train.
- The nearest train station is Cradley Heath. The train station is 2.1 miles 3.4 km from Copthorne Hotel Merry Hill-Dudley. This line connects to Birmingham Snow Hill and Birmingham Moor Street with a short 15min walk to Birmingham New Street Station

TRAVEL BY TAXI

- You can get a taxi with Triple20 Taxis by calling 01384 202020. The taxi company has wheelchair accessible vehicles.

ACCESSIBLE PARKING

- There are 7 dedicated blue badge bays at the front of the hotel.
- The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access.
- There is an additional overflow carpark that does not have accessible parking.

ACCESSIBLE PARKING (cont.)

PATH TO MAIN ENTRANCE

- From the street to the main entrance, there is level access.
- The door is 1700mm wide.
- The main door is side hung and manual.

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 your specified floor with assigned keycard

LOBBY LIFT

- The lift door is 800mm wide.
- The lift is 1000mm wide. The lift is 1400mm deep.
- The lift says the floor number at 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.
- You can sit down at reception.

ACCESSIBILITY EQUIPMENT

- We have a hearing loop in reception.

FARADAYS BAR & RESTAURANT

- Access is unrestricted during operating hours through an open walkway and ground floor stairwell leading into the front of the bar. When closed the walkway access is restricted with a roller

PUBLIC TOILET

- From the main entrance to the public toilet, there is level access.
- WC facilities on the Ground floor to the right of reception, with additional toilets located to the left of the Caslon.
- Disabled toilet is also located to the left of the Caslon with automatic door entry, support rails, widened access for wheelchairs and emergency pull cord.



BEDROOMS

- 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.
- We can move the bedroom furniture, to improve accessibility.
- From the main entrance to this area, there is level access

ACCESSIBLE ROOM

- Room 127 is our only accessible room with a lowered bath, support rails, hoist and wider entrance for wheelchair access.
- In case of an evacuation, the Hotel has evacuation chairs to assist in the event of an emergency situation.



CONFERENCE FACILITIES

- Dixon Board room is accessible from main reception.
 - Caslon Suite (splitting into Hackett and Newbolt rooms) is accessible from the right of reception through a short walkway. The Caslon suite has its own dedicated bar in use only when required.
 - The Penderel, Perry, Round and Edwards board rooms are accessible from the right of reception through a short walkway and located to the right of the Caslon Suite.
 - The Earls Suite (splitting into Earls 1 & Earls 2) is accessible from the carpark and is also accessible internally via walking between the Caslon Suite and boardrooms. The Earls Suite has its own dedicated bar in use only when required with an additional space used as a cocktail/bottle/snack bar that also can serve as a cloak room.
 - Access between the Caslon and Earls Suite during separate events can be restricted via a set of internal double doors and portable dividers.
 - When not in use access to the Caslon, Penderel, Perry, Round, Edwards and Earls is restricted with the entrance to the Caslon locked.
 - Both Caslon and Earls suites have their own dedicated toilets.
 - All rooms need key cards to access minus the Earls Suite.
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LEISURE CLUB

- Our Leisure Club is ran by an external operator called 3D Leisure.
- Access is externally via automated external doors and a non-automated internal door.
- The club can also be accessed internally via the 1st floor stair well. There is no lift directly to the club.
- The club consist of a tea/coffee area, free weights and cardio gym, aerobics/spin studio, male and female changing room with lockers/toilets/showers, 15-meter pool 1.4 meter at the deepest with sauna, steam room, spa pool and 2 health/beauty treatment rooms.
- Main reception of the club is directly adjacent to the entrance.
- The club does not have designated disabled changing room with male and female changing room doors wide enough for wheelchair access if required.

All disabled guests are required to complete an additional PEEP on access to the club as per 3D Leisure's SOP. Sections 2.15, 2.15.1 and 2.15.2 of 3D Leisure's EAP also further addresses the safety of people disabilities and epilepsy specifically due to the potential risks associated with swimming.

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.

- We have 49 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 next to the fire panel.
- We also have 69 fire evacuation trained staff to support the evacuation of the hotel in an emergency situation.
- Staff are available 24 hours a day.
- All guest areas within the hotel are connected to an audible fire alarm system which is tested weekly and documented. In addition to an audible alarm the hotel has a deaf guard which vibrates and flashes, for guest with hearing impairment. It recognises loud sounds such the fire alarm sounding and would activate in an emergency situation. Additional equipment can also be sourced via a nominated supplier dependent on the guests needs if identified in advance.



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