

Accessibility Guide



COPTHORNE HOTEL SLOUGH-WINDSOR

Cippenham Lane
Slough
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United Kingdom

FOR ACCESSIBILITY ENQUIRIES, CONTACT:

Reservations Team
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OUR HOTEL

The 4-star Copthorne Hotel Slough-Windsor boasts a 219 en-suite accommodation near the medieval Windsor Castle; the Copthorne Hotel Slough-Windsor is the perfect base from which to discover historic Windsor.

This spacious hotel has a secure on-site car park, a traditional British and Indian cuisine and convenient road, rail, bus and air transport links.

WELCOME

This accessibility guide is intended to provide additional information for all guests who wish to stay at Copthorne Hotel Slough-Windsor 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 Slough-Windsor 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 notify 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 the Reservation Team on +44 (0)1753 607355 or e-mail Reservations.slough@millenniumhotels.co.uk

AT A GLANCE

The Hotel has 219 bedrooms on 6 floors

- Main Lobby
- Bar & Restaurant (ground level) with seating outside (During summer time)
- 10 meeting and events rooms

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

GENERAL

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

ENTRANCE TO THE HOTEL

- The Hotel has 1 entrance.
- The main entrance has a Revolving Door and late night access door when the hotel entry is restricted during night shifts from 10pm to 6am.

HEARING

- Bedroom TVs have subtitles
- Staff have disability awareness training.





GETTING HERE

TRAVEL BY PUBLIC TRANSPORT

- You can get to Copthorne Hotel Slough-Windsor by Train and Bus
- The local train station from the hotel is Slough Station located approximately 8 minutes away.
- The closest bus stop, Lodge Close is approximately 4 minutes away via no.5 bus from the bus station.

TRAVEL BY TAXI

- You can get a taxi with Windsor Cars by calling 01753 677677.

ACCESSIBLE PARKING

- There are 7 dedicated blue badge bays. 3 are located at the front of the hotel and 4 located level 2 of carpark next to luggage lifts, which has access to all floors.
- The parking is less than 10 meters from the main entrance. Parking is chargeable.
- 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 an increase in elevation.

MAIN ENTRANCE

- The main entrance has level access. The door is 3400mm wide.
- The main door is revolving door and automatic.

LEVEL ACCESS

- We have high colour contrast between walls and doorframes.

LIFTS

- We have 2 lifts.
- You can get a lift to all floors where 1 accesses level 2 of car park.

LOBBY LIFT

- The lift door is 1300mm wide.
- The lift is 1300mm 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 3400mm wide. There is a main seating area in the bar left of entrance

PUBLIC TOILET

- From the main entrance to the public toilet, there is level access.
- WC facilities are on the Ground floor to the right of the reception.
- Disabled toilet is located on Ground floor in reception; it has support rails, widened access for wheelchairs and emergency pull cord.

RESTAURANTS: RETROUVE / BOMBAY PAVILION

- From the main entrance to the dining area, there is a permanent ramp access. If you need table service, staff can assist if required.
- Both restaurants are accessible
- There is background music.
- We cater to all allergens: sugar free (diabetic), vegetarian, gluten free (coeliac), lactose-free (dairy free)



BEDROOMS

- From the main entrance to the bedroom, there is level access
- The route to the bedroom is 2060mm wide, or more.
- The bedroom door is 1400mm 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. 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 436 has a wet room with a walk-in shower, support rails, hoist and wider entrance for wheelchair access.
- We also have Room 517, which has a Walk-in shower.
- In case of an evacuation, the hotel has evacuation chairs to assist in the event of an emergency.



CONFERENCE FACILITIES

- The Royal Suite (splitting Windsor Suite and Eton Suite) is accessible from the right of the reception through the pre-function room. The Royal suite has its own dedicated bar in use only when required.
- The Ascot Suite room is accessible from the Left of the reception.
- Henley, Waltham, Bray, Burnham, Cookham are all-accessible from a short walkway.



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.

- 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 fire marshals with-in the 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. A Vibrating Pillow is available from the hotel.



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