



Copthorne

TARA HOTEL
LONDON KENSINGTON

Copthorne Tara Hotel

Accessibility Guide

**Copthorne Tara Hotel London
Kensington**
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Our Hotel

As the closest hotel to Kensington High Street, **The Cophorne Tara Hotel London Kensington** is perfectly situated to explore the best of Kensington. Home to 833 bedrooms, including 7 Suites and 5 Family Suites, our 4-star hotel in London offers a seamless blend of personalised service with unrivalled comfort for individual travellers, couples and families.

Discover the infusion of Singaporean and Malaysian dishes when dining at our signature restaurant, Bugis Kitchen. The hotel also features a self-service 24/7 shop in the hotel lobby offering a variety of food and non-food items and travel essentials.

Our warm and comfortable hotel is just 3 minutes walking from High Street Kensington, located nearby the iconic Royal Albert Hall and the beautiful Kensington Palace Gardens. The Cophorne Tara Hotel is the ideal location from which to explore the capital.

Afternoon Tea is served at The Brasserie





Welcome

This guide is designed to provide essential information for all guests, especially those with specific accessibility needs.

We are committed to ensuring that everyone, regardless of mobility, sight, hearing, learning disabilities, or any other hidden impairments, can enjoy our facilities. Our goal is to treat all guests equally, catering to individual requirements. Whether you use a wheelchair, cane, walking frame, or have other disabilities, our specially trained team is here to assist you.

Special Needs Notification:

To help us meet your specific needs, please inform us of any disabilities or special requirements at the time of booking. This allows us to ensure your stay is comfortable and enjoyable.

Fire Safety:

In compliance with fire safety regulations, it is crucial for guests with visual or hearing impairments to notify us when booking. This ensures we can implement appropriate safety measures during your stay.

All guest areas are equipped with an audible fire alarm system, tested weekly for safety. Additionally, we provide a deaf guard, which vibrates and flashes for those with hearing impairments. This device is directly linked to the hotel fire panel and activates in an emergency.

If further assistance is needed, we can source additional equipment through a nominated supplier based on your specific needs, provided we are informed in advance.

For any further help or inquiries, please don't hesitate to contact our Duty Manager.

Entrances to the Hotel

- The hotel has 6 entrances.
- The main entrance has two sets of automatic double doors with turnstiles in the centre. The double door on each side is 1.2m wide.
- There is a set of double doors that leads from the terrace outside Tara Tea Lounge and lounge with a dropped curb in the pavement to allow wheelchair access. Further down from the double doors outside Tara Tea Lounge is a turnstile, which does not allow accessible entrance.
- Outside the Concierge luggage room there is a set of double doors, which have an automatic push button that allow wheelchair accessibility - this entrance is also located just next to accessible parking spaces.
Note: wheelchairs entrance door 1.65m wide.
- On the back of the building, there is a set of double doors, which lead from the coach drop bay, these are not automatic.
- The entrance from the car park is a single door in the basement area and a set of double doors, which are not automatic.
- The route to the car park is via a single staircase.
- There are 3 disabled parking bays available at the front of the hotel which are designated bays.

Getting here

By Tube:

Nearest Tube Station: **Kensington High Street** (Zone 1).

District

Circle

You can get to Copthorne Tara Hotel London Kensington with the Underground. Alight for the Hotel at High Street Kensington station which is just three minutes' walk away.

Please note:

High Street Kensington is not accessible to wheelchair users due to stairs between the platform and street level.

There is a level interchange between *Circle line westbound towards Sloane Square* and *District line westbound towards Earl's Court*. Level interchange between *Circle line eastbound* and *District line eastbound towards Edgware Road*.

By Bus:

You can use buses numbered 9, 27, 49, 328 to get to High Street Kensington, from there it is a short 5-10 minute walk.

By Taxi:

You can get to Copthorne Tara Hotel London Kensington using taxis and be dropped off right outside the entrance. Alternatively, apps such as Uber or Bolt provide taxi services.

By Bicycle:

There is a Santander Docking Station, which you can find on Wrights Lane, right by High Street Kensington Underground station. Alternatively, there are other rentable bike services, such as Lime bikes, which can be spotted on the streets of the neighbourhood.

We do offer cycle racks if guests visit the hotel by bike and there are also some cycle racks on Wrights Lane.

Getting here: Car

By Car:

We are easily accessible from major roads - Kensington High Street via Wright's Lane and from Cromwell Road via Marloes Road.

Parking:

We have on-site parking and an underground car park located around the hotel.

The hotel has three dedicated blue badge bays in the front of the hotel that are controlled and monitored by the doorman. These bays are sited close to the main entrance and the secondary entrance has push button automated doors for ease of access.

EV Charging Points Nearby:

We understand some guests might require EV charging points due to their car type, please find below some exact addresses below to find these. The hotel will be installing EV charging points in 2025.

- 31 Iverna Garden, W8 6TW (**0.3 miles** from the hotel)
- 45 Iverna Court, W8 6TS (**0.3 miles** from the hotel)
- 39 Marloes Road, W8 5LG (**0.3 miles** from the hotel)

We encourage you to use Zapmap (<https://www.zap-map.com/live/>) to find more locations if these ones are not available.

Reception and Lobby

The Reception desk has a lowered section at the end closest to the elevators where check in / out for a wheelchair user can be completed. In the lobby there is a main seating area which has 2 entrances. On one side there is a step and the other a purpose-built ramp to allow access for wheelchair users.

Lobby lift:

There are a total of 5 guest lifts, and each lift has the following features:

- The lift door is 1500mm wide.
- The lift entry door is 1200mm 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.

Lobby area





Dining

Access to all bars and restaurants is unrestricted and all access is through a set of double doors on the ground floor.

All of our restaurants offer waiter service and breakfast is buffet style.

Conference Facilities

The Copthorne Tara Hotel London Kensington offers a range of meeting and event spaces suitable for any occasion.

Ideal for weddings or business conferences, our largest venue, Shannon Suite, is located on the ground floor. The suite has 3 separate double door entrances.

The Liffey Suite on the Mezzanine floor is perfect for executive meetings or intimate celebrations. Access can be either through the staircase or the lift which can be taken from the ground floor up to the Mezzanine floor. The door that exits the lift lobby is on a push button to allow accessible entrance and the Liffey Suite then has 3 entrances via double doors.

The Skyview Suite is on the Mezzanine floor and is a spacious and modern venue with wall-to-wall windows and a dedicated entrance, perfect for meetings or social events.

Bedrooms

Standard

- From the main entrance to the bedroom, there is level access
- The route to the bedroom is through a 1400mm wide, corridor.
- The bedroom door is 800mm wide.
- The bathroom door is 800mm wide. The shower has a level access.
- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, floor standing lights and bedside lamps.
- Lights are LED and energy saving.
- All bedrooms are non-smoking.
- We have non-allergic bedding.

Accessible Bedrooms

The Copthorne Tara Hotel London Kensington has 10 fully accessible rooms which are located on the Mezzanine floor. To access the mezzanine floor guests can take the elevator from the ground floor, access to the corridor from the lift lobby area is via a door that is an automatic push button.

These rooms are 22 Sqm / 236 Sq Ft.

They combine comfort and smart design to provide the perfect space for those requiring customized facilities. All rooms have been equipped with assistive technology and within reach enhancements. Comes with two Single Beds 0.9m wide X 2.0m long.

All the accessible rooms have the following features:

- Grab rails for the toilet and sink area with an automatic swing door
- In 5 of the rooms there is a full wet room with a step-free shower.
- In the remaining 5 the bath is lower than in other rooms and has grab rails for access.

In case of an evacuation the hotel has evacuation chairs to assist in the event of an emergency situation. We have 10 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 whiteboard in the Switchboard area next to the fire panel.



Additional Information

Getting around outside:

The Terrace area is accessible step-free and is a nice area that guests can use to relax. Hotel can be accessed via the Patio area if open e.g. during summer when drinks are being served outside.

Accessible Washroom:

There are fully accessible WC facilities on the Ground floor and Mezzanine floor with grab rails and emergency pull cords. All are widened cubicles to allow wheelchair access.

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 Emergency Evacuation board in Switchboard (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 14 fire marshals within 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 a weekly basis and is documented. In addition to an audible alarm the hotel has a deaf guard which vibrates and flashes, for guests with hearing impairment. It recognizes loud sounds such as 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.

Please do not hesitate to ask for help if necessary.

Contact

**For any accessibility enquiries,
contact Curtis Hilaire:**

Telephone: +44 (0) 207 937 7211

Email: concierge.tara@millenniumhotels.co.uk

Website: www.millenniumhotels.com

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