













Hyatt Hotel - accessibility review - June 2024

Item	Description	Photo/Illustration	Comments
			
Overall accessibility	The external area of the hotel around the entrance is not very accessible due to the lack of a dropped kerb next to the drop off point. Inside, the venue is generally very accessible with level horizontal access throughout with a compliant ramped access to the Sonata Room. There is a not designated dog spending area.		
Parking	There is limited parking available for the Hyatt Hotel and no Blue Badge Bays. A drop off point is located in front of the main entrance. There is no dropped kerb between the drop off point and entrance but the hotel does have a portable ramp for this level change.		
Car Parking nearby	The nearest public car parks are Arena Central Car Park which is approximately 250m from the venue and includes considerable gradients on the route.		
Approach	The pavement to the right of the venue is wide, level and in good condition.		




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<p>Entrance</p>	<p>The entrance is not easy to identify. The entrance is level and the venue is accessed via 2 sets of manual heavy doors with a good clear width and there is a good sized lobby with suitable weather matting. Between the manual doors is a set of revolving doors.</p>		
<p>Signage</p>	<p>There is no obvious signage in the entrance lobby.</p>		
<p>Reception</p>	<p>The reception is close to the entrance, located to the right as you enter. There is clear space in front of the desk and is approximately 1050mm high. There is no hearing assistance system on the desk. There is a tiled surface in front of the reception which is reflective and may cause disorientating glare for some people with visual impairments. There is a seating area in front of the desk with a variety of seating and space for wheelchair users.</p>		
<p>Horizontal circulation - main lobby to Sonata Room</p>	<p>There is a ramp for all users linking the main entrance lobby to the Sonata Room. The flooring is a contrasting colour carpet and the ramp should be useable by most people. A handrail is located on the right as you go up.</p>		

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Horizontal circulation	<p>There is step free access throughout the venue. Visual contrast is generally good throughout the venue. Lighting could be better. There is mixed flooring with short pile carpet and hard tiled flooring. The latter is quite reflective and may cause disorientating glare for some people with visual impairments.</p>		
Vertical Circulation - from main lobby-lifts	<p>The lifts are located past the reception and to the right and there is clear circulation space in front of them. The call button is at 900mm high. The lifts go to all floors and have tactile and pictogram controls, visual display and an audible announcement. They should be suitable for all users.</p>		
Vertical Circulation - from main lobby-stairs	<p>The stairs are located at the top of the ramp from the ground floor lobby. They are reasonably well designed with treads of approximately 290mm and risers of approximately 175mm although without highlighted nosings. There is a continuous timber handrail at 40mm from the pitch of the stairs which may not allow full grip but should nevertheless be useable by most people.</p>		
Horizontal circulation - First floor	<p>There is a patterned carpet in front of reception with a zig-zag design which could be confusing for people with visual impairments or who are neurodiverse.</p>		

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<p>WCs Accessible-ground and first floor</p>	<p>The gf wheelchair-accessible WCs are within separate sex WC accommodation. Both gents and ladies are accessed via an outer lobby door with a clear width of approximately 750mm and an inner lobby door also with approximately 750mm clear width. The doors to the compartments open outwards and have a clear width of 750mm. There are no horizontal door pulls to the inside of the door but the locking door handle may serve as a grip.</p>		
<p>WCs Accessible-ground floor and first floor</p>	<p>The compartment is approximately 1450mm x 1430mm and is right-hand transfer. There is reasonable colour contrast with the rear wall. The compartment has the correct configuration of grab rails. However the paper towel dispenser is not in reach and the tap is far away from the WC to permit a person to wash and dry their hands whilst seated. There should be no lid on the WC seat. This will interfere with the use of the back pad. A very similar facility is located in the ladies standard toilet and those toilets on the first floor.</p>		
<p>WCs Standard toilets</p>	<p>Separate sex accommodation includes standard cubicles without grab rails for ambulant disabled use. There is reasonable colour contrast and taps are twist operated (which may be problematic for people with poor manual dexterity). A baby change facility is located in each of the male and female standard toilets.</p>		
<p>Conference Rooms</p>	<p>There are 12 conference rooms, with 11 of these located on the first floor. There is a patterned carpet in the rooms with a zig-zag or block design which could be confusing for people with visual impairments or who are neurodiverse. The layouts in individual rooms can be set up or altered to ensure easy passage for wheelchair users, or for those with mobility or sight problems. As a general rule when wheelchair users have to pass between seated tables to both sides, the tables should be a minimum 2050mm apart, or when seated to one side only, a space of 1550mm is required (BS6829:2-2019 fig 29).</p>	