

GRAND CONNAUGHT ROOMS

Accessibility guide



GRAND CONNAUGHT ROOMS

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[DEVERE.CO.UK/GRAND-CONNAUGHT-ROOMS](https://www.devere.co.uk/grand-connaught-rooms)

Contact for accessibility enquiries:

GCR.Reception@devere.com

DE VERE

GRAND CONNAUGHT ROOMS



Welcome

STANDING ON GREAT QUEEN STREET, THAT CONNECTS COVENT GARDEN WITH HOLBORN IN THE WEST END OF LONDON, IS THE GRADE II* LISTED DE VERE GRAND CONNAUGHT ROOMS.

With a history dating back to 1775, the building has long been an important event venue, and was once home to the original Freemasons' Tavern before becoming a hotel and Venue in 1909

Since then, the venue has hosted some of the world's leading politicians, royalty and celebrities with its grand Georgian architecture and art-deco interiors offering 37 exceptional spaces for a wide range of conferences, exhibitions, meetings, training and weddings

This accessibility guide is intended to provide additional information for all guests who wish to visit De Vere Grand Connaught Rooms and 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. De Vere Grand Connaught Rooms aims to ensure that all employees, guests and others who use our services 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 or visiting to ensure that we take the correct safety precautions during your stay.

If you need any further help or assistance please contact our Reception Team - GCR.Reception@devere.com



At a Glance

ENTRANCE

The main entrance is equipped with a platform lift that supports wheelchairs up to 250kg. Please note that some powered wheelchairs, especially those with heavy batteries, may exceed this limit and cannot be safely accommodated. In these cases please contact us and we will do our best to assist with alternative access. A reception call button is located on the front railing to alert staff for assistance.

If you require additional support or anticipate access needs, please let us know in advance so we can make appropriate arrangements.

The Platform lift will take you to the Ground floor lobby area for access to-

GROUND FLOOR

- Main lobby toilet Ladies & Gents
- Cloakroom
- Pantry Bar
- Lift access to East Wing Meeting rooms
- Lift access to West Wing Meeting rooms
- Platform lift on Empire staircase taking wheelchairs to Grand Hall and Balmoral lobby on mezzanine floor, leading to a further lift to central wing meeting rooms
- Hearing Loop covering Main Lobby area.

ACCESS WITH STEPS FROM GROUND FLOOR

There are steps from the main lobby area to:

- External Marble steps at front of building to main reception lobby area
- Main staircase to Grand Hall, Balmoral and Drawing room
- Empire stairs leading to Grand Hall, Balmoral and Empire suite on mezzanine floor
- West Wing stair to 3 floors, West wing lift access available.
- East wing staircase to 5 floors, East wing Lift access available

MEZZANINE FLOOR

PLATFORM LIFT ACCESS FROM GROUND FLOOR

- Grand Hall
- Balmoral Suite
- Empire room
- Central Lift to 4 floors central rooms

1ST FLOOR

- East Lift Access to Edinburgh Suite
- West Lift Access to Cambridge Room and Drawing Room Bar

2ND FLOOR

- East Lift Access to Cornwall Suite
- West Lift Access to Oxford Room and Crown Suite
- Central Lift access to Coronet Room and Crown Suite
- Central Lift access to 1775 Restaurant, platform lift available for steps leading to main restaurant and coffee breakout area.

3RD FLOOR

- East Lift Access to Durham, Derby and Dorset Meeting rooms
- West Lift access to Ampthill, Holborn and Committee Room
- Central Lift access to 3rd floor meeting rooms-Cambria, Denbigh, Ulster

4TH FLOOR

- East Lift access to Covent Garden Room, Executive Boardrooms
- Central Lift access to 4th floor central rooms- Devon, Stafford, Essex

5TH FLOOR

- East Lift access to Penthouse and Terrace, ramp access on outside terrace

HEARING

- Hearing loop in reception and available on request in Meeting Rooms.

VISUAL

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- Railings on all stairs.

GENERAL

- Main disabled toilets on Ground Floor.
- Disabled toilet in Presidents Lounge next to Grand Hall
- Staff are available 24 hours a day for any assistance.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for people with accessible needs.



Getting here

TRAVEL BY PUBLIC TRANSPORT

- Nearest Tube is Holborn (Central & Piccadilly line) & Covent Garden (Piccadilly Line)
- Regular main Bus routes on Kingsway, just off great Queen Street

TRAVEL BY TAXI

- Uber, Black Cabs and Bolt available on call

PARKING

- No Parking at DeVere Grand Connaught Rooms
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb leading to marble steps. External Platform lift to Main lobby area

ARRIVAL

- 5 X Marble steps to main entrance from public pathway
- Main entrance
- The main entrance has level access.
- The door is 2000mm wide.



Getting around inside

LIFTS

- **Lifts** - We have several passenger lifts located in the East Wing, West Wing and Central Wing

- You can get a lift to all accessible rooms

External Platform lift - at main entrance and another platform lift attached to Empire staircase leading to Grand Hall & Balmoral lobby area

Chair lifts - located on 4th floor central to access Trafalgar meeting rooms and further Chair lift to Main 1775 restaurant and coffee breakout area

- **Ramps** - located throughout building to provide step free access.

EAST WING LIFT

- Door: 210cm H | 105cm W
- Interior: 215cm H | 125cm L | 205cm
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.

WEST WING LIFT

- The lift dimension is 76cm wide door / 125cm long lift
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.

CENTRAL LIFT

- The lift dimension is L 220cm x W 90cm x H 198cm
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.

ACCESSIBLE PUBLIC TOILET

- There is a several public toilets for disabled visitors located ground floor with step free access and Grand Hall Presidents Lounge toilet on Mezzanine floor.
- From the main entrance to the main public toilet, there is level access.
- The toilets have handrails. The taps are lever operated. The seat height is 50cm

1775 RESTAURANT

- Accessible via Central Lift to 2nd floor central.
- Chair lift on 2nd floor to restaurant and coffee breakout area.
- If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- We cater for sugar free (diabetic), vegetarian, gluten free (coeliacs), lactose free (dairy free), nut free, vegan, kosher and halal specific diets.

PANTRY BAR

- From the main entrance to Pantry Bar, there is step free access.
- If you need table service, staff can help you.
- There is background music sometimes.
- Coffee and range of alcoholic and soft drink options available



Customer care support

ACCESSIBILITY EQUIPMENT

- We have a hearing loop in reception and available in meeting rooms on request.

CUSTOMER CARE SUPPORT

- Some staff have disability awareness training.
- Staff are available 24 hours a day.

EVAC CHAIRS

- Emergency evacuation chairs located on Ground Floor, 5th floor East Wing, 4th floor Central Wing and 3rd floor West wing, staff trained on carrying out emergency evacuation with these specialist evac chairs.

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