

Access Statement for The Chambers Riverside West, Luxury Serviced Apartments,

Introduction

The Chambers Luxury Serviced Apartments offer apartments on a nightly, monthly or weekly basis. Although our apartments have not been specifically modified for disabled guests, they offer plenty of space on level flooring with baths and showers available. All access doors are wide enough for wheelchair access. Please give us a call if you have any questions.

Pre-Arrival

- Upon check in you will be met personally by one of our representatives who will run you through an informative check in including accessing the building and car park, where your apartment is located and how to operate any electrical items etc. In your apartment you will be provided with a detailed welcome pack which includes lots of interesting information which we recommend should be read at your leisure. You will also be provided with manuals on all the electrical items just in case you have any queries during your stay. Don't worry if you have any questions after your check in as we do understand there is a lot of information to take in. Someone is always on hand whatever time of day or night to answer any queries or deal with any requests.

Arrival & Car Parking Facilities

- Parking is available in our underground secure car park. This can be accessed directly from your apartment via lift. No steps will be found. One parking space is included per 2 bedroom apartment (30) and parking is available at an additional charge for 1 bedroom apartments (4) subject to availability. We do have disabled parking bays which can be pre-booked prior to arrival and subject to availability. Assistance is available from the car park to your apartment subject to availability. We do have a drop off point 5 metres from the main entrance. All surfaces around the development are flat concrete and the entrance to the reception area has a decked ramp with rails. We suggest that you park front ways into your bay so you can unload any

luggage from your boot with ease. There is a traffic light signal to the basement car park. We have two security barriers in the development, these will both be explained to you on your check in and parking fobs will be provided for easy access. Our contact details are clearly stated on our external signage. No pets are allowed on the premises. We will be waiting for you upon your arrival to give you access prior to check in. You will be provided with contact details of the person meeting you on the day.

Main Entrance, Reception & Ticketing Area

- We have one main entrance into the building. This entrance has a decked ramp leading to it with a hand rail for assistance. If assistance is required entering the building please let us know in advance and we will endeavour to help you. We do not have a loop system installed. A pad and pen is available on request. All lighting is bright. Additional keys are available upon request. Upon arrival you will be given a tour of the building and your apartment. The entrance doors are side hung and operate on a key code and intercom system. Reception is manned 9.00am-5.30pm Monday to Friday. We do have staff living in the development that are on hand 24 hours a day, 7 days a week. All floors throughout the building, and when entering the building are flat. Our rates are clearly displayed in reception. A talking lift serves all 8 floors.

Public Areas - Hall, Stairs, Landing, Corridors etc

- We have a talking lift to all 8 floors including the basement car park, reception and apartments 29-62. The lift has an emergency call button which goes straight through to Otis and the Fire Brigade. The doors have an infra red closer sensor.
- All floors around the building and lift lobby are flat. The communal areas are carpeted and the lift is marble. We do not provide telephones in the communal areas but each apartment has its own direct dial telephone and broadband internet connection. Lighting around the communal areas is bright. Access into the building is via double glassed doors which have a security key code for access which you are given on check in. These doors will automatically open in the event of a fire. All other doors around the communal areas are solid oak fire doors and must be kept closed at all times. All corridors

and doorways are wide enough for wheelchair access.

Public Areas - Sitting room, lounges, lobbies etc

- Please see Public Areas, Hall, Stairs, Landing, Corridors etc

Public WCs

-

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

-

Laundry

-

Shop

-

Treatment room/s

-

Leisure Facilities

-

Outdoor Facilities

-

Conference & Meeting Rooms, Banqueting

-

Clubs & Entertainment

-

Bedrooms & Sleeping Areas

-

Bathroom, Shower-room & WC [Ensuite or Shared]

-

Self-Catering Kitchen

-

Caravans, Holiday Homes & Twin Units

-

Touring Facilities (Holiday Parks)

-

Boats - Narrow Boat, Cruiser & Hotel Boat

-

Attractions (Displays, exhibits, rides etc.)

-

Grounds and Gardens

-

Additional Information

- Our Evacuation procedures are clearly displayed on the inside of each apartment door. In case of a fire the alarm will sound and you should leave the building down the staircase (follow the illuminated signs) Please do not use the lift. In the case of discovering a fire,

please do not tackle the fire. Please sound the nearest alarm point and dial 999. Please leave the building.

- We can provide details for hiring equipment i.e. wheelchairs and hoist etc.
- We do not accept any pets.
- We have a no smoking policy.
- We have no interconnecting rooms.
- Each apartment has a large fridge freezer which can be used to store medications and any special dietary foods.
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Contact Information

Address: THE CHAMBERS, Riverside West, Whitehall Road, Leeds, LS1 4AW

Telephone: 0113 3863300

Fax:

Minicom:

Email: stay@morethanjustabed.com

Website: www.morethanjustabed.com

Grid reference:

Hours of operation:

Emergency number:

Local carers:

Local equipment hire companies:

Local public transport numbers:

Local accessible taxi numbers:

Future Plans

- No future plans at present.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01133863300 or email stay@morethanjustabed.com