

Disabled Access Information at De Vere Grand Connaught Rooms

Main entrance:

- Stair climber available on request (wheelchair is loaded on to the platform and then the machine 'climbs' the stairs)
- Button to notify reception that a guest at the bottom of the main entrance steps requires assistance

Ground floor:

- Cloakroom is staffed and wheelchair accessible
- There is a uni-sex accessible bathroom and a baby changing room
- There is a stair lift that goes up the staircase (close to the cloakroom) to the entrance of the Balmoral Suite
- All reception staff are trained to deal with accessibility and mobility issues

Lifts:

- If a guest is wheelchair bound and cannot use the stair lift once inside the building we will require notice in advance so we can arrange a route for them to take. This would take the form of taking the west lift to the second or third floor, then taking the central lift down to the upper ground floor where the Grand Hall is located.