

Hotel Disability Discrimination Policy

POLICY

The Holiday Inn London-West takes its responsibility as a goods, service and facilities provider seriously and has taken steps to ensure compliance with the Disability Discrimination Act 1995, and the rights of access up to and including October 2004.

The 1995 Act defines a disabled person as someone with “a physical or mental impairment, which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities”. As from October 2004, where a physical feature makes it impossible or unreasonably difficult for disabled customers to make use of a service offered to the public, service providers will have to take measures, where reasonable.

It is our duty to ensure our staff, are aware of the Disability Discrimination Act and our responsibilities as a provider and their duty as an employee. We have implemented a continual assessment programme, taking into account the changing roles and duties of employees. To this aim we have an ongoing training programme with our employees so that they can meet the many challenges that our disabled customers have to face and ensure that their experience in the hotel exceeds their expectations at all levels. This process of staff training is continuous and on going to meet our own drive to improve our standards. Holiday Inn Express London-West fully supports the principle of equal opportunities in employment and opposes all forms of unlawful or unfair discrimination on the grounds of disability.

In order to ensure all hotels meet our guests' needs, anyone requiring special facilities should highlight their requirement at the time of booking with our reservations department or the hotel directly.

POLICY PRINCIPLES

Holiday Inn London-West has adopted the following principles:

- To incorporate Disability Discrimination Act requirements into new build, and maintenance of both the interior and exterior of the premises.
- Structurally to ensure that the building is DDA compliant, such as ample disabled rooms with all the required features, step-free access to the hotel and the restaurants in the hotel, lift to all guest bedroom floors and disabled refuse points on all floors in case of emergency situations.
- To ensure staff receive the appropriate training on the latest Disability Discrimination Act and the final rights of access October 2004 and are able to make reasonable adjustments if required to look after disabled guests.
- Low level reception desk and induction loop provided in the reception area.
- Vibrating pillow alarms in disabled rooms.
- To ensure only disabled guests park in the parking area designated disabled parking



- To ensure our disabled toilet is fully accessible at all times
- To ensure a member of staff is available 24 hours a day for guest assist customers, who request the service in advance.
- We will ensure that menus are available in large print on request, or alternatively a member of staff is available to explain the menu
- We will continue to complete access assessments of our premises annually. We will incorporate requirements into either the short or long term plan
- Take the necessary action to ensure we comply with the Act once a failing has been brought to our attention, by either incorporating it in our short or long term plan
- We will continue to seek the views of our customers through customer satisfaction surveys.
- Ensure all hazards are removed once brought to our attention, or highlighted as a hazard.
- Derwent Safety Group has been appointed as advisors and auditors to the hotel on Health and Safety, Food Safety and compliance with Disability Discrimination Act, 1995.