Accommodation

Accommodation in London tends to be expensive, particularly in the centre. However, the provisions have become a great deal better for the disabled visitor wanting reasonably priced accommodation, with the arrival of hotels like Holiday Inn Express, Ibis, Premier Inns, Travelodge, and Jurys Inn. In addition there are the “few frills/no frills” chains.

We have a section at the end of the chapter on low cost accommodation, including hostels, Tune hotels, easyHotels and camp sites.

Choosing where you stay is likely to result from considering a combination of location, cost, bedroom/bathroom accessibility and general hotel facilities.

There is a ‘trade-off’ between spending more money in the centre of London, and maybe being able to walk or wheel to many of the places you want to visit, or staying further out and travelling in - by whatever means. You can choose somewhere near an accessible tube station, and/or with BB parking.

Whatever you decide, it will be a compromise.

One new and complicating factor is that hotel prices can now vary substantially (like airline tickets), depending on the demand for accommodation on a particular night.

It might be worth considering using two or possibly even three different hotels during your stay, to make it easier, overall, to get around and visit the places you want to get to. It’s a hassle moving, but it might enable you to walk/wheel around without having to use public transport or taxis very often.

We include hotels in various price ranges, as well as campsites, and youth hostels.

Some are near accessible parts of the rail/tube/DLR lines, and a few are very central. Our data was collected mainly during 2011. Our research will be ongoing, and new information will be put on our website under Updated information.

We have concentrated on lower cost accommodation although we have included several four and five star hotels in particularly good locations. Virtually all have step free access and accessible rooms. Some have parking for BB holders. Some are in very central locations while others are quite close to ‘accessible’ train/tube/DLR stations. We have included hotels in places in/near Beckton, Croydon, Earls Court, Greenwich, Hammersmith and Stratford because of their proximity to ‘accessible’ rail/tube transport links. Others again will be better suited to car users (and several of the hotels do have reservable BB spaces).
They are broadly classified as:

- **VC = very central**, with a range of major sights less than 1km away
- **NAT = near accessible transport**, within 600m of an ‘accessible’ station for rail or tube transport (including the DLR)
- **PFCU = primarily for car users**

A few of the places we include don’t quite meet those specific criteria, but are of interest for a variety of reasons, such as their provisions for disabled guests and/or their location even if more than 600m from ‘accessible’ transport.

The mantra which comes from TfL is that “all the buses are now accessible” but as you will see from the chapter on *Getting around* that is a somewhat over-optimistic view (based on our experience). If you can use buses easily, then, of course, more possibilities are opened up.

There are an increasing number of hotels in London which provide disabled visitors with step free access to accessible rooms, and to the other main facilities.

**For chair users there’s another factor, and that is the possibility of mechanical breakdown just when you want to use a stairlift.** One of the hotels we visited told us that their platform stairlift was/would be out of action for some weeks as the maintenance contractor was waiting for parts. It was an object lesson which confirmed the wisdom of NOT depending on platform lifts or platform stairlifts if there is an alternative available. Similarly, intercoms often don’t work when you need them.

Our advice is to remember Murphy’s Law ...... “If it can go wrong, it will ..... and it will happen at the worst possible moment ...etc’”, and therefore, for preference, to choose accommodation which has flat or ramped access, not subject to mechanical failure en route. **Similarly it is preferable to choose a hotel that has two or three lifts rather than just one, OR choose somewhere with GFBs and step-free access.**

**The impact of the internet**

The arrival of the internet and of web based information and booking has been a very mixed blessing. It potentially offers lower prices, and a much wider choice than conventional methods used to. However, there is less assured information than you would have got when dealing with a knowledgeable travel agent, and it is now sometimes more difficult to contact a hotel directly. Hoteliers rely more on the internet, as it is cheaper for them, and they then employ less staff to answer questions. In contacting a hotel recently through its London phone number, we found that we were speaking to someone in Germany who had NO local knowledge.

Internet booking sites commonly do not allow you to identify precisely what you want/need, nor do they define what they are offering. This is particularly true (for example) if you want to book a room with a bathroom which has a walk-in/ wheel-in shower. From the website choices offered, you can rarely specify a room with twin beds or with an interconnecting room.
One slightly perverse outcome, is that with the proliferation of sites where the accessible rooms are booked on-line, IF these slightly larger rooms came to be favoured by non-disabled visitors, they could become less available to genuinely disabled guests who need the particular provisions.

We were very pleased to see that Tune hotels address this issue clearly on their website, saying that “In order to book an accessible room, you must have a disability that precludes you from staying in another room type. If you book an accessible room and do not have such a disability, we reserve the right to charge you the difference at the prevailing rate or to refuse you at check-in.” We hope that others will approach this issue in a similar way.

In doing our research, we encountered serious difficulties in contacting the various chains and finding someone we could actually speak to! In most cases it took months, and considerable persistence on our part. When we eventually had meetings with a chain representative they were most helpful, but the process of trying to establish contact by e-mail and then phone was ridiculously difficult. Individual customers may encounter parallel difficulties in that it can be difficult to be able to speak to a person who is on-site AND who knows what they are talking about! The information given from call centres is simply based on what they can read on the screen.

It has certainly become much easier to find and book the cheapest available rooms on-line. However, when using these websites (like lastminute.com), clear and accurate information about access and about accommodation for people who have particular physical requirements is very poorly defined. There is too much reliance on the minimal (and sometimes misleading) information available on other websites.

In our view, each hotel should include a description of the facilities at the hotel much like that included here, giving real and precise information.

We include some of the experiences we had in looking at booking bargain/low-cost rooms in London on our website www.accessinlondon.org.

Note that most of the information on hotel/hostel websites is put in place by able-bodied people. Sometimes they don’t even live in the UK and therefore have no local knowledge. It has to fit into the limited framework of the particular website (again designed by able-bodied people). The contact details usually are correct. However, what we have found is that some of the information (for example about the provisions made in ‘accessible’ rooms, and even about transport links) is inadequate, while some of it is downright inaccurate and/or misleading. It is almost certainly inserted from secondary sources by someone who has never come anywhere near the place, and the hotel management have not corrected it.
Other information sources
The directory of quite well researched information collected by Direct Enquiries and available at www.inclusivelondon.com is useful, but is undated (which is a serious omission). They have not asked the same questions that we have about the provision of wet rooms and of double vs twin beds. They have prioritised the information in a different way and the biggest drawback is that unless you already know the city well, it’s not easy to coordinate the information about accommodation with distances from the major sights, and with the transport facilities.

The new Open London guide, written under the Time Out banner is very well presented, with some excellent pictures. It is a joint project between RADAR and Tourism for All, and has used some access audit information provided by DisabledGo. In addition there is information from the Time Out database. It unfortunately was not researched consistently ‘by visit’, and relies on presenting much of the access information in a series of symbols which are in many cases a gross oversimplification. The accommodation section has descriptions of just over twenty 4 and 5 star hotels where the room rates are commonly from £200/night upwards while listing very briefly five cheaper chain hotels. Open London omits to mention the Thameside youth hostel which has some of London’s best facilities. It also refers to the Copthorne Tara as being ‘well located’ which from an access point of view it is not, while not describing the excellent provisions in its ten accessible rooms.

We suspect that the Open London accommodation chapter was put together by an able-bodied author who has never had to book accommodation for small groups of disabled people, or even for individuals! It is certainly of limited help to those travelling on a tight budget.

The Access Project (PHSP) information
We collected most of the information presented here by visit. In a few instances our visit was for the previous guide edition and we updated the data by ringing up and confirming various details. Our questions are based on our experiences of travelling widely with and amongst small groups of disabled people. A few of the entries are based on information supplied by the chain representatives, based on our briefing about what we were looking for and we are most grateful to those who helped us in this way. We sent off a copy of our write-ups to everyone who is listed, so that they could confirm/correct our information.

We hope that the presentation of properly integrated information here is helpful.
It is best, if possible, to coordinate bookings and arrangements yourself using a good map, and if you can, by speaking (and/or e-mailing) directly to the hotel staff about the details which are important to you. Note the paragraph about using
Google Maps in the *Introduction* as with judicious use looking at where you’re going to stay from the air, and using street view as well, can be really helpful.

In terms of the facilities for disabled guests and the choices offered at a particular hotel/hostel, much depends on when it was built and what were the prevailing ‘standards’ applied at that time. Until quite recently, the standard provision for an ‘accessible’ room was to have wider doors, a low level bath in the bathroom with grab rails, to provide space alongside the toilet for sideways transfer, and to provide a double bed. The fact that many disabled visitors would much prefer to have a wheel-in shower facility and to have the choice of double or twin beds has taken a long time to be accepted.

A number of hotels can provide a fold-up bed (which we have referred to as a z-bed) to put in the room, but there isn’t always enough space to do this.

If you have particular requirements, for example about the height of the bed (for easier transfer) then it is best to negotiate directly with the hotel. Many will have small blocks to put under the bed to raise its height by several centimetres.

In describing the bedrooms we have usually quoted the width of the bedroom door first (eg D75), then the bathroom door width, and then the side transfer space alongside the toilet. We highlight whether or not the bathroom has a wheel-in shower, and whether there is a choice between a double bed and ‘twins’.

Most hotel lifts can accommodate a conventional wheelchair, though if yours is particularly big/heavy then it might be worth checking with the hotel. Note that platform stairlifts frequently have a SWL (safe working load) limit which would probably preclude their use by electric chair users.

The buildings used by ALL the chains are highly variable, as they might be:
- modified office or even residential buildings;
- old/older hotels purchased from another group; or,
- ‘new build’, but constructed at different times, during which the standards applied have changed.

Some even have steps at the front, although we have not included any of these unless a step-free alternative has been provided. The best facilities for access are likely to be found in hotels built very recently, and/or where major refurbishment has been undertaken, but this information is unlikely to be revealed in the various website write-ups which you may look at.

The layout in the accessible rooms may depend on when the hotel was built or renovated, as the standards are continually changing. People have only recently realised that the provision of a wet room with a wheel-in/walk-in shower is appreciated by many, and that the choice between a double or of twin beds is also needed. The increasing use of zip and link beds which can make either a double
bed or twins, is to be encouraged, provided that there’s a thick mattress covering
to go over the join.
One practical suggestion from one of our researchers for those with lack of
sensation, is that:
• there is commonly a ridge down the middle of two linked mattresses, and
there may be mattress buttons;
• if there isn’t an adequate underblanket, it may be possible to request an
additional single duvet from reception (to sleep on) thus reducing the risk of
triggering a pressure sore.

Hotel design, and that of the accessible rooms
Designing for accessibility published by the CAE has many useful guidelines,
but it doesn’t go into detail over hotel design.
For a good overall approach, we would commend the policy outlined on the
Premier Inn website www.premierinn.com under Disabled access. It is in the
listing at the bottom of every page after Contact us; FAQs and Sitemap and is
well worth reading.
From where we sit, it seems to have taken 20 or 30 years of elbow joggling and
pressure from a wide range of travellers to arrive at such a statement, but the
outcome is very positive. As new hotels are built and older ones renovated, the
number of places providing good accessible accommodation will grow.

We have found that the requirement for accessible family rooms is not, generally,
provided for particularly well in hotels. These would enable disabled parents to
come with their children, and for families with one or more disabled children to
get around more easily. At the moment, probably the best places to stay would be
the Thameside YH or the one in the Lee Valley at Cheshunt.
There are some hotels with interconnecting rooms, though some of these only
have double beds, and in our view the provision of accessible family rooms
requires a little more thought and attention.

We are including two diagrams which we put together for our 2003 edition to
illustrate various desirable design points. The first is a potential room layout,
where the bathroom provided offers the choice between using a wheel-in
shower or of using the bath (which is ideal). It highlights (by implication) the
need to provide some accessible rooms with twin beds. It also highlights the
need for (possibly a very small number) of rooms to have facilities for a hoist.
This provision is not yet widespread, and its absence discourages and prevents
some people from travelling. Note that the hoist shown in the diagram does not
illustrate the possible need for help with transfer to the bath or toilet.
The second diagram is the plan of an accessible bathroom with a wheel-in shower, where there is plenty of room, a fold-down shower seat, and the shower area is surrounded by a flexible curtain. This is NOT a design specification, but is intended to illustrate some of the ideas and principles involved.

In addition, in the many hotels not listed here with baths in their bathrooms, a provision which would be of enormous help to some is the provision of a ‘bathboard’. This is a simple and inexpensive way of enabling many less able people to use a movable shower head, without having to get properly ‘into’ the
bath. It consists simply of a slatted board which fits across the bath with two ‘fixers’ braced against the inside of the bath to hold it in place. It is a piece of equipment which is readily available from most of the companies listed under *Equipment repair and hire*. Alongside this provision, the shower controls must be reachable from a sitting position on the board, and room service staff must be encouraged to leave the shower head within reach. We show a bathboard on the bath in the room design diagram.

**Price indicators**
The indicated price information in our listing is based on the cost of a double/twin bedded room and includes the cost of TWO people staying, including breakfast and VAT. We put the list together by looking at a booking for a Wednesday night about a week ahead, and also three months and six months ahead. A fixed datum line was needed to establish the comparisons.

The indicators below should only be used as a very rough guide for comparison purposes. They are NOT absolute prices, and when demand is low you can find bargains (ie low cost rooms) and conversely, prices can easily double or even treble, when demand is high.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Price Range</th>
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</thead>
<tbody>
<tr>
<td>£</td>
<td>£0-£80</td>
</tr>
<tr>
<td>££</td>
<td>£80-£150</td>
</tr>
<tr>
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<td>£150-£250</td>
</tr>
<tr>
<td>££££</td>
<td>£250+</td>
</tr>
</tbody>
</table>

The whole question of pricing has become MUCH more difficult because of the variations which depend on the demand for accommodation on a particular night, and/or on how far in advance you have booked. Variations in cost of accommodation are like those for most airline and train tickets, so that it is much more difficult to plan a visit, and to keep within a sensible budget.

We looked at room prices for all the accommodation listed in the guide, on a Wednesday, one week, and three months and six months in advance. This was to provide us with a consistent basis for making our price/cost indicators. One thing that we found was that Travelodge hotels, which can only be booked online, offered significantly lower prices for bookings 3-6 months in advance. As mentioned elsewhere the disabled visitors choice of room facilities is not always clear when booking on-line, but this can usually be put right by making direct contact with the hotel. Also, quoting the Travelodge example, on a heavily booked night, on that night, or just one day in advance, the room price could be as much as twice or three times that indicated here. We looked at Travelodge rooms in the ££££ bracket (on a particularly high cost night). Equally, if you can
book well in advance, many of the Travelodge rooms can be booked for a price in the £ bracket.

To illustrate the variations we include a table which was on the Premier Inn website in October 2011.

**Room costs at Premier Inns on different days**

<table>
<thead>
<tr>
<th>Location</th>
<th>Thur</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
</tr>
</thead>
<tbody>
<tr>
<td>London City Tower Hill</td>
<td>£179</td>
<td>£179</td>
<td>£179</td>
<td>£59</td>
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<td>£159</td>
<td>£149</td>
<td>£59</td>
<td>£128</td>
<td>£135</td>
<td>£135</td>
</tr>
<tr>
<td>London Southwark</td>
<td>£148</td>
<td>£169</td>
<td>£169</td>
<td>£69</td>
<td>£139</td>
<td>£159</td>
<td>£159</td>
</tr>
<tr>
<td>London City Old Street</td>
<td>£79</td>
<td>£84</td>
<td>£89</td>
<td>£59</td>
<td>£79</td>
<td>£99</td>
<td>£99</td>
</tr>
</tbody>
</table>

You may get particularly good deals at the hotels near the Excel centre when there is no major exhibition on there, or at City or Docklands hotels when business is quiet. There are also particularly good accessible rooms in the (no frills) Tune hotels, and the Liverpool Street one has thirteen of them on the GF.

We have taken the view that if you can afford to stay in the more expensive hotels, you will probably need less help and advice from us!

**Contacting the hotel**

If you have internet access, then the cheapest way of making contact and of asking questions is to e-mail the hotel, though if you don’t get a reply, use the phone.

For people looking to telephone to make reservations and arrangements, and to check on the detailed provisions at a hotel prior to a visit, long distance call charges can get quite expensive. There are, however, an increasing number of ways to make cheap calls, but these differ in different countries. This is discussed in the chapter on *General information* under Telephones. Also, try the question on Google, and if you have friends who regularly make international calls, ask them as well.
Hotels with a hoist in the bedroom
If you need the facility of a hoist in your bedroom then three options described in more detail in the text are: the Holiday Inn Bloomsbury, the Premier Inn Stratford and the Copthorne Tara in Kensington. In addition there are:

- **The Langham London*****, 1c Portland Place, Regent Street, W1B 1JA
  *Tel: 020 7636-1000, e-mail: lon.info@langhamhotels.com.* A leading luxury hotel which has recently been refurbished and with a platform lift to bypass the steps at the entrance. There are **four accessible rooms**, each having both a wheel-in shower and a bath with rails. All are said to have a hoist. There are two Classic rooms, one Grand Executive and one Grand Junior Suite;
- **Crowne Plaza*****, Stockley Road (near Heathrow Airport), UB7 9NA.
  *Tel: 0871 942-9140.* There are **six accessible rooms**, four of which have a wheel-in shower and two a bath with grab rails. One room has a hoist to facilitate transfers.

Amongst the best facilities for value and low cost from an access viewpoint are:
- the Thameside Youth Hostel;
- for value and location, there are the Premier Inns at County Hall; Tower Bridge; by the *Anchor* pub; at Stratford; Leicester Square; Waterloo and Southwark. There’s the Travelodge Covent Garden, and Holiday Inn Express at Southwark, and the Ibis at Earls Court, Euston and Stratford. In addition there are the new Tune hotels at Liverpool Street and Kings Cross; finally, for four-star ambience and exceptionally good accessible rooms there’s the Copthorne Tara in Kensington, bookable at a discount through *Tourism for All*.

It is still not always easy to identify a room with the facilities you require, in a location which is convenient and at a price which you can afford, when you want to come!

Hotels
Hotels are listed by postal area, with the most central areas first ie: W1, WC1, WC2, SW1, N1, NW1, EC1, EC4 and E1, which are all north of the river, and then SE1 which is on the south bank. **Those with a number are shown on one of the hotel maps.** Others are located outside the areas covered by the maps. Since the outer postal areas do not form a consistent geographical pattern (they are organised alphabetically) our arrangement here may seem slightly illogical. The listing after SE1 is as follows: E14, E16 and E6 (all in Docklands); E15 (Stratford); SW5 (Earls Court); SW8 (Vauxhall); W8 (Kensington); SE10 (Greenwich); SW6 (Fulham); W6 (Hammersmith); Wembley; Croydon;
ACCOMMODATION

Heathrow; Gatwick and ending with Low-cost accommodation.

We have then listed the information within the various sections by price so that the cheapest places appear first, and the most expensive ones last.

The websites for the main chain hotels listed here are:

- Double Tree by Hilton  [www.doubletree.hilton.com]
- Fullers  [www.fullershotels.com]
- Guoman  [www.guoman.com]
- Holiday Inn  [www.holidayinn.com]
- Holiday Inn Express  [www.hiexpress.com]
- Ibis  [www.ibishotel.com]
- Jurys Inn  [www.jurysinns.com]
- Novotel  [www.novotel.com]
- Premier Inn  [www.premierinn.com]
- Sofitel  [www.sofitel.com]
- Thistle  [www.thistle.com]
- Travelodge  [www.travelodge.co.uk]
- Tune  [www.tunehotels.com]

W1 (around Oxford Street)

1. **Thistle Inn Marble Arch  ££££ (VC)**

Bryanston Street, W1H 7EH  Tel: 0871 376-9027  
e-mail: marblearch@guoman.co.uk

Located on the corner with Portman Street, and about 300m from Marble Arch. The hotel has a clear, dated, *Access Statement* on its website. There is a CP with 3 BB spaces in an adjacent building in Bryanston Street where a 25% discount is given to guests, but the route out involves going down quite a steep ramp (25m long and 1:6), or via ±1 steps and a very small lift. Height restriction 1.98m.

The main hotel entrance is via +4 steps and an escalator. There is a step-free route using a side entrance to the right of the main doors, where a lift (D110 W120 L175) will take you up to the 1st floor reception. The bar, restaurant and lounge are all on this level and are step-free.

The hotel has nearly 700 bedrooms. Four lifts connect the 1st floor to the bedrooms. There are **ten accessible rooms**, all with wheel-in showers. Five have twin beds and five have a double. All have an interconnecting room for use by other group or family members if required.

**Wheelchair toilet (D80 ST80)** on the 1st floor.
**WC1 (around Bloomsbury)**

2. **Premier Inn London Euston  ££/£££ (NAT)**  
   1 Duke’s Road, WC1H 9PJ  
   *Tel*: 0871 527-8656  
   *e-mail*: london.euston.mti@whitbread.com  
   The hotel is situated on the corner with the Euston Road (south side), and near Euston station. It is about 400m from the ‘accessible’ St Pancras tube station. There are 4 BB spaces in the hotel CP, accessed off Duke’s Road and down a slope to the LGF level. There is no height restriction for these spaces, and from them you enter the back way on the LGF taking a lift to the GF reception. We were told that parking was allocated on a ‘first come’ basis, which makes them of less potential value. You may be able to negotiate! There is a step-free entrance from Duke’s Road, to reception, bar and restaurant. Three lifts go to all floors. The **eleven accessible rooms** are located on floors 1-5, with one on the GF. Ten have lowered baths with grab rails and double beds. A z-bed can be provided which will restrict the space available. **The room on the GF has a bathroom with a wheel-in-shower and drop down shower seat.**

3. **Holiday Inn London Bloomsbury  £££ (VC)**  
   Coram Street, WC1N 1HT  
   *Tel*: 0871 942-9222  
   *website*: www.hilondonbloomsburyhotel.co.uk  
   *e-mail*: reservations-bloomsbury@ihg.com  
   Located between Marchmont Street and Herbrand Street, and alongside the Brunswick Shopping Centre. Two BB spaces are available in front of the hotel which can be reserved. There’s an UGCP, managed separately, at Russell Court, 60 Coram Street, WC1H 0LP Tel: 0870 606-7050. Height restriction 2.06m and it’s only open on weekdays. Step-free from the street to reception, bar and restaurant. Three lifts go to all floors. **Eight accessible rooms**, two of which have a hoist to facilitate transfers from wheelchair to the bed, and into the bathroom. All six rooms have double beds, and low level baths with grab rails in the bathroom. Z-beds are available, and the hotel also has a portable hoist. Holiday Inn policy is that if a disabled person is travelling with a carer, and an interconnecting room is available, no extra charge is made. There are **wheelchair toilets (D80 ST90)** with BCFs, on the GF, and on the 1st floor by the conference areas.

4. **Double Tree by Hilton Hotel London - West End  ££££ (VC)**  
   92 Southampton Row, WC1B 4BH  
   *Tel*: 020 7242-2828  
   *e-mail*: concierge@dtlondonwestend.com  
   Located in the old Bonnington Hotel this seven floor hotel opposite Bloomsbury Place has recently been extensively renovated. There is an UGCP run by NCP at the Imperial Hotel 100m north towards Russell Square Gardens.
Step-free entrance slightly sloped where the revolving door can be bypassed on either side. There are three lifts, two (D65 W100 L90) to the left of the reception desk, and the other, slightly bigger (D70 W80 L140) just in front of reception. As well as a bar and lounge on the GF. The restaurant is on the LGF (with +3 steps to an upper/split level) from the larger lift which will take you to a ramped alternate entrance. Three accessible rooms 046, 113, 118 (all seen) with the first on the GF and two on the 1st floor. All these rooms are within 50m of reception via a lift, have a toilet with ST80+ and a wheel-in shower. Room 046 has a double bed but two separate toilets while the other two rooms have twin beds. Movable ramps are available for the split level to various meeting rooms, bypassing +3. Wheelchair toilets (D85 ST85) on the LGF outside the lift and on the GF, while BCF are down the corridor to the right of reception en route to room 046. Note that the lift IS quite small, and it is in some ways regrettable that during the refurbishment the number of accessible rooms was reduced from 18 to 3, although provision was made for wet rooms in the new facilities.

WC2 (around Leicester Square, and Covent Garden)

5. Premier Inn London Leicester Square (VC)
Queen’s House, 1 Leicester Place, WC2H 7BP  Tel: 0871 527-9334
e-mail: Londonleicestersquare.pi@premierinn.com
This centrally located hotel is scheduled to open in 2012.
It will have a ramp on the GF leading to two lifts. There will be step-free access to reception, and the bar/restaurant. There will be five accessible rooms, of which two will have a wheel-in shower. All the accessible rooms will have zip and link beds.
There will be an accessible toilet in the public areas. We may include a fuller description on our website under Updated information, after making a visit.
It will have step-free access to the main hotel facilities and will follow Premier Inn policy which is to include a number of accessible rooms. At least half of them will have a wet room with a wheel-in shower. All should have zip and link beds which can easily be separated.

6. Travelodge Covent Garden £/£££ (VC)
10 Drury Lane, WC2B 5RE  Tel: 0871 984-6245
e-mail: londoncoventgdn.mgr@travelodge.co.uk
The hotel with more than 600 beds is (unusually) located in two separate buildings. One is on the corner of Drury Lane and Shorts Gardens, while the other is on High Holborn about 100m away. You need to go to the end of Drury Lane and then cross the road.
Each building has a reception desk, and you need to establish before coming which building you are booked into.
In terms of booking an accessible room, they have a button for saying ‘please
include disabled rooms in this search’, but it’s not always entirely clear what you are going to get! You therefore need to e-mail or phone the hotel to tie up the necessary details, possibly after checking the rates on-line. They normally allocate rooms as people arrive in the afternoon on a ‘first come’ basis, so if you need an accessible room in a particular building, you need to make this absolutely clear when you book. If you have booked an accessible room, they all have a wheel-in shower.

The Drury Lane building has more extensive facilities. The GF is elevated and approached up a longish ramp bypassing +15 steps. In addition there are split levels in the restaurant area, with a platform stairlift to bypass the steps. In the High Holborn building the bar, breakfast room and cafè are all together on the GF. All are step-free without the use of stairlifts, but the provisions are more limited than those in the other building, and as you will see below all the rooms there have a double bed.

There are potentially 4 BB parking spaces under the Drury Lane building, if reserved in advance. These are approached from High Holborn (which is one way, going westwards) and entered where the hotel building backs on to High Holborn (opposite the other site). The entry is marked Deliveries. There’s a gate and an intercom.

In the Drury Lane building there are four lifts (D80 W160 L110), leading to twenty-four accessible rooms, of which 22 are twins and 2 have a double bed. All have a wet room with a wheel-in shower. Room 452 seen. The bathroom design is generally excellent, and similar to our recommended pattern (see Foreword text) with a curtain around the shower and ST >100.

In the High Holborn building there are two lifts (D80 W140 L120), leading to eight accessible rooms, all doubles, and all with a wet room and wheel-in shower. Room 775 seen.

There’s the Holborn MSCP (run by NCP) less than 50m away, but this is probably not needed if you park under the Drury Lane building.

7. Charing Cross Hotel (a Guoman hotel)  ££££ (VC)
Strand, WC2N 5HX  Tel: 0871 376-9012
e-mail: reception.charingcross@guoman.co.uk

Built as part of Charing Cross station, it is a luxury Victorian style railway hotel which has recently been refurbished. It is located very close to Trafalgar Square. There’s a comprehensive Access Statement on the website.

There is one BB space by the entrance for short term parking, and two longer term spaces may be booked in advance. There are unavoidable cobbles outside the entrance, then a large automatic sliding door. The GF has the reception and a small public bar (D82) with 1cm lip, as well as two lifts (D85 W125 L160) to all floors. The restaurant and lounge bar are on the 1st floor, to right and left of lifts respectively and are both step-free. Two accessible rooms (one seen), both with D85, a double bed and an interconnecting room. Bathroom D85, ST100 and
a wheel-in shower. Chair users may have a problem getting to the washbasin, as there is no recess/space underneath it. **Wheelchair toilet (D85 ST110)** with BCF, to left from the lounge bar on the 1st floor.

**SW1 (around Victoria and Pall Mall)**

8. **Sanctuary House Hotel £££ (VC)**  
33 Tothill Street, SW1H 9LA  
*Tel:* 020 7799 4044  
*e-mail:* sanctuaryhouse@fullers.co.uk  
Located at the junction with Dean Farrer Street alongside the pub. About 300m from Parliament Square. Step-free to the lift (D80 W95 L130) which goes to reception on the 1st floor. All catering facilities are in the attached pub. With GF **adapted toilet (D80 ST60)** by the lift. **Two accessible bedrooms (D85)** (both seen) on the top floor, with bathroom D80 and baths and support rails. One room has a double bed and sofa bed, and the other has two single beds with more space in the bathroom. No parking on site.

9. **Premier Inn London Victoria ££/£££**  
82-83 Eccleston Square, off 55 Gillingham Street, SW1V 1PS  
*Tel:* 0871 527-8680  
*e-mail:* londonvictoria.pi@premierinn.com  
Near the junction with Belgrave Road and some 500-600m from either Victoria Station or the Coach Station. No parking facilities.
Entrance +10 steps, bypassed by a platform stairlift, to reach reception. There is an intercom at/by the bottom of the steps so that a chair user can alert reception that they want to use the platform stairlift. Two lifts go to all the floors. The restaurant is in the basement/LGF.  
**Five accessible rooms** on the G and 1st floors. All have a double bed, and wet rooms with a wheel-in shower. A z-bed or sofa bed can be added in the room if required, but this will reduce the space available.

10. **The Cavendish Hotel ££££ (VC)**  
81 Jermyn Street, St James’s, SW1Y 6JF  
*Tel:* 020 7930-2111  
*website:* www.thecavendish-london.co.uk  
*e-mail:* info@thecavendishlondon.com  
On the corner with Duke Street, the hotel has more than 200 rooms. There is valet service parking.  
Step-free from the Duke Street entrance to reception. A portable ramp that can be used to access the lounge on the GF, while the bar and restaurant on the first floor are both step-free. Three lifts (D80) go to all floors. There are **three accessible rooms** (317 seen) with D80 and beds that can be split on request. Each room has a wheel-in shower with moveable seat and an adjoining room.
11. Sofitel London St James ££££ (VC)
6 Waterloo Place, SW1Y 4AN  Tel: 020 7747-2200
e-mail: H3144@sofitel.com
On the corner with Pall Mall, and close to Trafalgar Square. No parking facility. There is step-free access at the main entrance to reception, to the lounge/bar/restaurant and to the lifts. Ten accessible rooms including some with a wheel-in shower and some with a bath to which a bath board can be fitted. GF accessible toilet.

N1 (around Islington)
Premier Inn London Angel Islington ££/£££
18-26 Parkfield Street, Islington, N1 0PS  Tel: 0871 527-8558
e-mail: londonislingtongreen.pi@whitbread.com
Located opposite the junction with Bromfield Street and close to two shopping malls between Upper Street and Liverpool Road. No parking. Platform lift bypasses −3 steps inside the entrance. Then step-free to reception, restaurant and lounge, and to the two lifts (D90 W130 L140).
Five accessible rooms, three with wheel-in shower and two with lowered bath and grab rails. All have zip and link beds which can be separated. Room 201 seen, D80 ST100. Wheelchair toilet (D80 ST80) on the GF.

12. Jurys Inn Islington ££/£££
60 Pentonville Road, N1 9LA  Tel: 020 7282-5500
e-mail: jurysinnislington@jurysinns.com
Located about 400m north of Sadlers Wells theatre on the inner ring road, and some 1km from the ‘accessible’ tube station at Kings Cross. Two BB spaces can be reserved.
Step-free access to reception, and the bar/restaurant. Eleven accessible rooms, one of which has a wheel-in shower. Two rooms have twin beds, nine have only a double. Five have interconnecting doors to twin bedded rooms.

13. Premier Inn London King’s Cross/St Pancras ££/£££ (NAT)
26-30 York Way, N1 9AA  Tel: 0871 527-8672
e-mail: londonkingscross.pi@premierinn.com
York Way runs alongside Kings Cross station, and the hotel is very near the junction with Caledonia Street, by The Waiting Room restaurant. No parking facilities.
Step-free access to reception, bar and restaurant. The three lifts go to all floors. Fourteen accessible rooms located on floors 1 - 4. These all have lowered baths with grab rails, and double beds. A z-bed can be added in the room if required, but this will reduce the space available.
**NW1 (around Camden and Regent’s Park)**

**14. Ibis Euston ££/£££**
3 Cardington Street, NW1 2LW  Tel: 020 7388-7777  
e-mail: H0921@accor-hotels.com  
Right by Euston Station, on the corner of Drummond Street and Melton Street.  
The nearest accessible tube station is Kings Cross, nearly 800m away. Four BB spaces on ground level in the staff CP can be made available on request. UCGP attached. Flat main entrance. Step-free to reception, bar and restaurant. Two lifts (D100 W140 L140).  
**Eight accessible rooms.** Rooms 135 & 235 seen: D75cm, bathroom D74cm, ST100. All have a low level bath with grab rails. They have four rooms with twin beds, and four with a double. Some have a connecting room.  
GF **accessible toilet** with a sliding door which was about to be refurbished.

**15. Travelodge London Euston £/££**
1-11 Grafton Place, NW1 1DJ  Tel: 0871 984-6332  
e-mail: euston@travelodge.co.uk  
Located about 200m from Euston station, and just off the south end of Eversholt Street. The nearest accessible tube station is Kings Cross, some 500m away.  
There is no on-site parking.  
Step-free entrance to reception, the bar and restaurant, and to the lifts.  
There are **eight accessible rooms**, all with a wheel-in shower. Six have double beds, and two have twin beds.

**16. Novotel London St Pancras £££ (NAT)**
100-110 Euston Road, NW1 2AJ  Tel: 020 7666-9000  
e-mail: H5309@accor.com  
On the corner of Ossulston Street and right by the British Library. About 250m from the ‘accessible’ tube station at St Pancras. Three BB spaces by drop off point.  
Platform lift (D80 L120) to bypass +6 steps at the entrance. Step-free to reception, bar and restaurant and to the three lifts (D90 W140 L130). The lounge is on a lower mezzanine level accessed from a platform lift (D80 L120).  
**Thirteen accessible rooms** eleven of which have both a wheel-in shower and a bath and two have just a bath. Three of the rooms have twin beds while the remainder are doubles. Room seen D85 ST100. A hoist could be hired if needed.

**EC1 (around Farringdon and Finsbury)**

**17. Travelodge London City Road £/££**
7-12 City Road, EC1Y 1AE  Tel: 0871 984-6333  
e-mail: londoncityroad.mgr@travelodge.co.uk  
Located halfway between Epworth Street and Worship Street, and just over 1km
north of parts of the City. No parking, but there is a nearby NCP (max height 1.9m) costing currently around £36/day. The hotel is in an old building, but the entrance, and access to reception, the bar and restaurant, and to the lifts is step-free.
There are twenty accessible rooms, all of which have a wheel-in shower. They all have a double bed, but in some there is a separate sofa-bed, and in some the bed can be separated and made into twins.

EC4 (in the City)

P (planned) Premier Inn London Blackfriars (VC)
1-2 Dorset Rise, EC4Y 8EN Tel: 0871 527 9362
This centrally located hotel is scheduled to open in 2012. It will have step-free access from the east side (Bridewell Place entrance). It will be step-free to the three lifts, and to the accessible bedrooms. Premier Inn policy is to include a number of accessible rooms. At least half of them should have a wet room with a wheel-in shower. All should have zip and link beds which can easily be separated.
We will include a fuller description on our website under Updated information, when we have visited.

E1 (from Tower Bridge to Mile End)

18. Premier Inn London Tower Hill ££/£££ (VC)
22-24 Prescot Street, E1 8BB Tel: 0871 527-8646
This centrally located hotel is scheduled to open in 2012. It will have step-free access from the east side (Bridewell Place entrance). It will be step-free to the three lifts, and to the accessible bedrooms. Premier Inn policy is to include a number of accessible rooms. At least half of them should have a wet room with a wheel-in shower. All should have zip and link beds which can easily be separated.
We will include a fuller description on our website under Updated information, when we have visited.

19. Ibis London City ££
5 Commercial Street, E1 6BF Tel: 020 7422-8400
Located some 200m from Aldgate East tube station (which is not accessible) in the middle of London’s East End. Ideal for a visit to Petticoat Lane on a Sunday. Nearly 800m from Tower Gateway DLR station. Two designated BB spaces at the back.
There is a step-free access at the main entrance to reception, to the lounge/bar/restaurant and the lifts to the bedrooms. **Nineteen accessible rooms** with twin beds which can be joined if requested. All the rooms have a wheel-in shower. Accessible toilet on the GF.

**20. Travelodge London Liverpool Street £/££**
1 Harrow Place, E1 7DB  Tel: 0871 984-6190  
e-mail: londonliverplst@travelodge.co.uk  
Located about 400m from Liverpool Street station and a little over 1km north of major sights like the Tower of London and St Paul’s Cathedral. This is a new build hotel, and there is step-free access to reception, the bar and restaurant, and to the lifts.  
There are **eight accessible rooms** all with a double bed, and a low level bath with grab rails.

**21. Travelodge London Tower Bridge £/££ (VC)**
Lloyds Court, 1 Goodmans Yard, E1 8AT  Tel: 0871 984-6388  
e-mail: londontowerbrdge.mgr@travelodge.co.uk  
Located on the north side of the river, and close to the Tower. Tower Gateway DLR station is about 250m away. An excellent location for sightseeing around Tower Bridge.  
The entrance, and access to reception, the bar and restaurant, and to the lifts is step-free.  
There are **eight accessible rooms**, two of which are twins, while the others have a double bed. All have a wheel-in shower.

**22. Express by Holiday Inn Limehouse ££ (NAT)**
469 The Highway, E1W 3HN  Tel: 020 7791-3850  
e-mail: reservations@exhi-limehouse.co.uk  
Located about 500m from Limehouse DLR station between Heckford Street and Butcher Row. There is adjacent parking with 4 BB spaces.  
Access to reception, the bar and restaurant and the two lifts is step-free.  
There are **six accessible rooms**, all with a wheel-in shower and a double bed.  
There are interconnecting rooms and if the hotel is not full, hotel policy is to allow a carer to use this room without extra charge.  
There is a GF accessible toilet.

**23. Tower (a Guoman Hotel) £££ (VC)**
St Katharine’s Way, E1W 1LD  Tel: 020 7481-2575  
e-mail: tower@guoman.co.uk  
By the northern end of Tower Bridge by the river. Relatively expensive, but well-located. On-site CP with 3 BB spaces at ground level and one in UGCP with
valet parking. Step-free access from the east with a ramp to bypass +2 steps. There are four lifts (D100 W170 L140) to the dining-room, bar and toilets on the upper foyer level. There are **wheelchair cubicles (D70 ST90)** in both the mens and womens toilets. **Three accessible rooms** with double beds and space for an additional folding bed if required. All have a wheel-in shower, and are on the 1st floor reached by lift. Room 105 seen: D85 Bathroom D85 ST125.

**SE1 (around the South Bank, Bankside and Southwark)**

**24. Premier Inn London Tower Bridge  ££ (VC)**
159 Tower Bridge Road, SE1 3LP  Tel: 0871 527-8678  
*e-mail:* london.tower.bridge.mti@whitbread.com
Located just past Tanner Street about 500m south of the bridge. There are 10 BB spaces with step-free access to a back entrance.  
Step-free entrance to reception. About 50% of seating in the bar/restaurant has a split level with one or two steps. There are three lifts. The **ten accessible rooms** all have a double bed. A z-bed is available, but it’s use will restrict space in the room. The bathrooms all have a lowered bath with handrails.  
**Wheelchair toilet (D85 ST70)** on the GF.

**25. Premier Inn London Southwark  ££/£££ (VC)**
Bankside, 34 Park Street, SE1 9EF  Tel: 0871 527-8676  
*e-mail:* london.southwark.pti@whitbread.com
The hotel is attached to the Anchor Inn which is an old riverside pub, although they are run separately. The hotel entrance is in Bank End, opposite Vinopolis. Go through the arch over slightly rough paving to find the step-free entrance to reception on your left. One reservable BB space in the CP outside. The hotel has lifts which access all floors. The restaurant is located in the pub next door.  
There are **three accessible rooms** all located on the GF. All have lowered baths with grab rails and double beds, though they can place a z-bed or sofa bed in the room if required, which will reduce the space available.  
Breakfast is served in the Chart Room on an upper floor of the Anchor pub. This is reached from the hotel via a lift (D75 W95 L130) and a platform lift (D80 L120). There is a **wheelchair toilet (D85 ST70)** in the hotel, level with the Chart Room. The accessible parts of the pub are reached from the riverside, where there is a GF adapted toilet.

**26. Premier Inn London County Hall  ££/£££ (VC)**
Belvedere Road, SE1 7PB  Tel: 0871 527-8648  
*e-mail:* reception.countyhallpi@whitbread.com
The hotel is situated in the building known as County Hall with its main entrance on the opposite side from the river and some 25m from the junction with Chicheley Street. There is a barrier on the corner to facilitate van access to the
basement area under all parts of the building. County Hall is a listed building limiting the possibility of making exterior changes. It is ideally situated for visiting the South Bank, and for getting across Westminster Bridge.

Access at the main entrance is via +15 steps, but the hotel has a Stairmate mechanical stair climbing device. It is effectively a portable inclined platform lift and the user stays in their chair while going up (or down) the steps. A bell at the bottom can be used to call the attention of the staff, but it would be worth having a mobile phone to call reception directly. There is an alternative access route via the security gate at the corner of the building, going down a ramp to reach the hotel basement. There is then lift access (under staff control). The route is a bit grotty, but facilitates entry by an electric chair user (where the chair would be too heavy for the Stairmate). Some manual chair users might prefer it as well. Note that the barrier is under the control of different management from the hotel, but someone is on duty in the little room to the left nearly all the time.

Step-free restaurant/bar and wheelchair toilet (D70+ ST 70+) are all on the GF. Three lifts (D85 W160 L150) link to all seven floors.

The hotel has seventeen accessible rooms, located on floors 2-6. Three on the 2nd floor have shower trays with lips, and one has a wet room, with a wheel-in shower. The other ten rooms have lowered baths with grab rails. All rooms have double beds, though they can place a z-bed or sofa bed in the room if required. The room with the wheel-in shower is No 238.

The hotel is very centrally located on the south bank close to the London Eye, which compensates for the hassle getting in and out.

Note the new opening of Premier Inn London Waterloo very nearby, scheduled for early 2013 (see number 35).

27. Travelodge London Southwark £/££ (VC)
202-206 Union Street, SE1 0LH  Tel: 0871 984-6352
e-mail: southwark.mgr@travelodge.co.uk
Located about 200m from Southwark tube station (which is accessible). It is right by the railway bridge and opposite the Lord Nelson pub. An excellent location for sightseeing.

Although there is no CP at the hotel there are three BB spaces at the back which can be reserved in advance.

The entrance, and access to reception, the bar and restaurant, and to the lifts is step-free.

There are thirteen accessible rooms including two with twin beds. All have a wheel-in shower.

28. Travelodge London Waterloo £/££
195-203 Waterloo Road, SE1 8UX  Tel: 0871 984-6291
e-mail: londonwaterloo.mgr@travelodge.co.uk
Located between Barons Place and Webber Row and about 700m from Waterloo
Station. A large part of the South Bank, and also some of the major sights like Westminster Abbey and St Paul’s Cathedral are less than 2km away. There are no parking facilities.

Step-free to reception, the bar and restaurant, and to the lifts. There are fourteen accessible rooms, all of which have zip and link beds (separable into twins), and wheel-in showers.

29. Days Hotel Waterloo ££/£££
54 Kennington Road, SE1 7BJ  Tel: 020 7922-1331
e-mail: book@hotelwaterloo.com
Located very near the Imperial War Museum by the junction between Kennington Road and Cosser Street, near the Lambeth Road. It is nearly 1 km from Waterloo Station. CP with two surface BB spaces. Step-free entrance. Inside, the bar and restaurant are both on the GF. Two lifts (D80 W110 L140) go to all five floors. There are two accessible rooms on the GF, both with a wheel-in shower. One has twin beds and the other has a double. Room seen with D85 and ST150. Adapted toilet (D85 ST65) to the left of reception. Go through the double doors to the left of the lifts and follow the corridor.

30. Holiday Inn Express Southwark ££/£££ (VC)
103 Southwark Street, SE1 0JQ  Tel: 020 7401-2525
e-mail: info@exhisouthwark.co.uk
Located at the junction with Bear Lane and about 250m from Tate Modern. 4 BB spaces on the surface without height restriction. Main entrance +3 steps, but there’s a step-free route about 30m away. You need to go round the hotel to the right and use the ‘deliveries’ entrance at the back. On the GF, the reception, bar and restaurant are all step-free. Six accessible rooms reached via the lift (D80 W120 L85). All have double beds, wheel-in showers, and interconnect with another room. Room 103 seen, D85 bathroom D75 ST100. Wheelchair toilet (D85 ST70) on the GF, to the left of reception and through a door. It is near the step-free entrance.

30. Premier Inn Southwark, Tate Modern (VC)
15A Great Suffolk Street, SE1 0NZ  Tel: 0871 527 9332
e-mail: Londonsouthwarktatemodern.pi@premierinn.com
This centrally located hotel is scheduled to open in mid-2012. It will have step-free access to reception, to the bar/restaurant area and to two lifts. There will be six accessible rooms, all with a wheel-in shower, and one with an interconnecting room. The beds will be zip and link. There will be a GF accessible toilet. We may include a fuller description on our website under Updated information after making a visit.
31. **H10 Hotel £££**

284 Waterloo Road, SE1 8RQ  Tel: 020 7928-4062  
*website:* www.h10hotels.com (then choose your language)  
*e-mail:* h10.london.waterloo@h10hotels.com  

A large new-build hotel just before St George’s Circus with 175 rooms. It is slightly less than 1km from Westminster Bridge. The distance to both Parliament and Tower Bridge is interestingly described in the hotel publicity leaflet as being “just a few metres”!

Two BB spaces some 25m from the entrance. Reservation essential. The hotel has good facilities, with step-free access everywhere. Reception and bar on the GF. There are 3 lifts. Restaurant on the 1st floor. 

**Eight accessible bedrooms.** Five (one on each floor) are some 25m from the lift and as they are on the corner of the building are very spacious. One seen. Large bathroom (D80 ST100+) with wheel-in shower and fold-down seat. Well fitted, though without a shower curtain. All five have twin beds, and there’s an interconnecting room if requested. The other three (not seen) have a smaller bathroom with a low level bath and support rails.

32. **Mad Hatter £££ (VC)**

3-7 Stamford Street, SE1 9NY  Tel: 020 7401-9222  
*e-mail:* madhatterhotel@fullers.co.uk  

Behind the 19thC facade is a modern 30-bed hotel and pub. It is located near Blackfriars Bridge.

A ramp bypasses the +2 steps at the entrance. Lift (D75 W90 L130). 

**Three accessible rooms** (room 101 seen). All the bathrooms have a lowered bath with handrails, and limited ST space. The double beds are zip and link, and so can be converted to twins. 

**Wheelchair toilet (D85 ST75)** on the GF near the lift. The bar and restaurant (in the pub) are step-free.

33. **Novotel Waterloo £££**

113 Lambeth Road, SE1 7LS  Tel: 020 7793-1010  
*e-mail:* H1785@accor.com  

250m from the roundabout at the end of Lambeth Bridge. UGCP (max height 1.9m) with lift access. 

Step-free entrance to reception lounge and bar area. Two lifts (D85 W130 L130) to all floors.

There are **ten accessible rooms** (D80 ST100+) with double beds. Half have wheel-in showers with a movable plastic chair, and the other half baths with support rails and bath boards. Rooms 524 and 124 seen. 

**Wheelchair toilets** on the GF and 1st floor.
34. **Novotel London City South  £££  (VC)**
53-61 Southwark Bridge Road, SE1 9HH  Tel: 020 7089-0400  
e-mail: H3269@accor.com
Located on the corner with Thrale Street and less than 500m from Tate Modern. Parking is available at ground level at the *All Seasons* hotel next door with no height restriction. There is step-free access at the main entrance to reception, bar and restaurant and bedroom lifts. **Ten accessible rooms** all with a queen-size double bed. All have a wheel-in shower. They are interconnected with a superior room which has a queen bed and convertible sofa which can sleep a family of four. There are accessible toilets on the GF in the main lobby area and on the 1st floor in the conference area.

35. **Park Plaza Westminster Bridge London  £££  (VC)**
200 Westminster Bridge Road, SE1 7UT  Tel: 0844 415-6790  
Reservations: 0844 415-6780  website: www.parkplaza.com  
e-mail: ppwlres@pphe.com
The two four-star Park Plaza hotels are just across the road from each other. They seem to be relatively competitively priced in order to achieve high occupancy rates. Their location just south of Westminster Bridge is very good. Westminster tube station just across the bridge is ‘accessible’, and there’s a whole range of interesting places nearby. Valet parking is available.
The entrance is near the bridge, and from the downstairs foyer there are four lifts (to the left) up to the 1st floor bypassing the escalators in front of you. The 1st is the main floor with reception, and another group of eight lifts to the rooms at the far end. On the 1st floor there’s a spacious bar, together with a lounge and restaurant. In the bar and lounge nearly all the furniture seems to be of the low soft leather variety with low tables, and there are only a few higher chairs and tables.
There are more than 1000 rooms, including some **54 accessible rooms** with a walk-in/wheel-in shower. Each has a queen- or a king-size double bed. There’s an **accessible toilet** to the left of the bar on the 1st floor.

35. **Park Plaza County Hall London  £££  (VC)**
1 Addington Street, SE1 7RY  Tel: 020 7021-1800  
Reservations: 020 7021-1810  website: www.parkplaza.com  
e-mail: ppchres@pphe.com
See the write-up above. Addington Street is only about 150m long, with Park Plaza hotels on both sides! It is step-free to reception and to the GF bar. The restaurant is on level M, reached by 3 lifts.
There are nearly 400 rooms and **more than thirty are accessible** with a walk-in/wheel-in shower. Some have double beds, and some have twins.

There are **accessible toilets**
- on the LGF (level −1) to the left from the lift; and
- on level M, (D85 ST70) with BCF, immediately opposite the lift.

### 35. Premier Inn London Waterloo ££/£££ (VC)

At the time of writing this is a construction site, but as it is located in such a good spot we have included some basic information. It may not open until 2013.

It is situated on the corner of York Road and Addington Street, and right next to both the Park Plaza hotels listed above. It is thus in an ideal location for exploring the South Bank and just across the bridge is Westminster and Big Ben.

It is being built in the historic General Lying-in Hospital, with a new annexe attached.

It will have ramped access into reception and to the two lifts. These will give access to the bar/restaurant on the LGF with guest bedrooms on the upper floors. Guest rooms in the existing historic GLI building will be accessed via a half-flight of stairs from lift lobbies in the new building, supplemented by powered chairlifts for use by guests with wheelchairs. The accessible bedrooms will be located so as to be close to lifts and access equipment wherever possible.

Premier Inn policy is to include a number of **accessible rooms**. At least half of them should have a wet room with a wheel-in shower. All should have zip and link beds which can easily be separated.

We will include a fuller description on our website under *Updated information*, when we have visited, but we would hope that some of the accessible rooms will be reached step-free from the lifts.

### W2 (around Paddington)

#### 36. Novotel London Paddington £££/££££

3 Kingdom Street, W2 6BD  
Tel: 020 7266-6000

e-mail: H6455@accor.com

Located at the end of Kingdom Street, off Sheldon Square, and alongside the railway lines. It is about 500m from Paddington station. No parking.

Step-free to reception, the lounge/bar/restaurant and to the three lifts. There are **eleven accessible rooms**. All have a double bed and an interconnecting twin room. Seven of the rooms have walk in showers and the other four a low bath with rails.

GF **accessible toilet**.
**E14 (around Canary Wharf, the Isle of Dogs and Limehouse)**

**37. Travelodge London Docklands £/££ (NAT)**
Coriander Avenue, E14 2AA  Tel: 0871 984-6192  
e-mail: londondocklands.mgr@travelodge.co.uk
Situated on the A13 East India Dock Road, near the north end of the Blackwall Tunnel. Approached only from the A13 westwards. It is about 300m from the East India DLR station.
Step-free to reception, bar and restaurant. **Twelve accessible rooms** on the GF, all with double beds (and no room for a second bed) and low level bath/shower. Two have zipped/separable beds to make a twin. Room 004 seen, D70, bathroom D85 ST90.  
**Wheelchair toilet (D85 ST85)** on the GF near the bedrooms.

**38. Britannia International £-£££ (NAT)**
website: www.britanniahotels.com  e-mail: reception712@britanniahotels.com
The hotel is located alongside the South Dock, and it is about 300m from the South Quay DLR station. It’s a somewhat anonymous area, but one of the advantages of the hotel is that its prices vary enormously (by more than five times) depending on how fully booked it is, so there are occasional bargains to be had.
There’s particularly good factual information about access on their website. The hotel is just labelled International outside. UGCP with 2 BB spaces. The +4 steps at the entrance are bypassed by a ramp to the left. Step-free to reception, lounge, restaurants and the 3 lifts. There are split levels (3 or 4 steps) to/in the main bar areas overlooking the dock, but drinks can be served in the lounge, though the tables there are quite low.  
**Six accessible rooms**, all with a wheel-in shower. Five twins and one double.  
**Wheelchair toilet (D80 ST80)** with BCF on the GF, almost unsigned, to the right of the doors into the Pizzeria. The outer door can clash with the Pizzeria door and there’s an unusual vestibule corridor inside, with the lock being on the outer door.

**E16 (around the Victoria Docks and Silvertown)**

**39. ETAP London City Airport £/££**
North Woolwich Road, Silvertown, E16 2EE  Tel: 020 7474-9106  
e-mail: E5840@accor-hotels.com
Competitively priced, the hotel is located on right of North Woolwich Road coming from City just after the Esso Petrol Station roundabout, and opposite Oriental Road. It’s about 600m to Pontoon Dock DLR station. On-site CP has four BB spaces.
The website says that it is about to become an *Ibis Budget* hotel. Don’t be put off because the website says ‘0 accessible rooms’. Flat access to the GF which has reception desk, breakfast room and lift (D90 W105 L140) to all floors. **Four accessible rooms**, two each on first and second floors. Room seen 201: D80 Bathroom D75 ST160 with handrails for wheel-in shower. The accessible rooms have twin beds. They need to be booked in advance. Check first with the hotel that an accessible room is available. Book online and then recheck with the hotel about the room you have been allocated. **Adapted toilet (D75 ST95 inward opening door)** on the corridor to the right past reception (staff have the key).

**40. Travelodge London City Airport £/££ (NAT)**
Hartmann Road, Silvertown, E16 2BZ  
Tel: 0871 984-6290  
e-mail: londoncityairprt.mgr@travelodge.co.uk
Located near the junction between Connaught Road and Connaught Bridge. It is less than 600m from London City Airport DLR station.
There is a pay CP attached to the hotel at ground level with no height restriction. The entrance, and access to reception, the bar and restaurant, and to the lifts is step-free.
There are **seven accessible rooms**, all of which have a wheel-in shower. All have a double bed, though some have sufficient space for putting in a separate z-bed.

**41. Premier Inn London Docklands Excel ££ (NAT)**
Excel East, Royal Victoria Dock, E16 1SL  
Tel: 0871 527-8650  
e-mail: london.docklands.mti@whitbread.com
Located some 400m away from Excel East and from the Prince Regent DLR station.
10 BB spaces in the CP which is at ground level with no height restriction. Step-free to reception, bar and restaurant. Eight lifts to all floors. There are **twelve accessible rooms** on floors 1-6. All have double beds and lowered baths with grab rails. A z-bed can be put in the room but this will reduce the space available.

**42. Ibis London Excel £/££ (NAT)**
9 Western Gateway, Royal Victoria Dock, E16 1AB  
Tel: 020 7055-2300  
e-mail: H3655@accor.com
About 200m from the west end of the Excel Centre, and from the Custom House DLR station.
Step-free to reception, with the bar and restaurant to the right. Three lifts go to all floors. **Seventeen accessible rooms** all with a wheel-in shower and all with low double beds. z-beds are available. 
GF **wheelchair toilet (D100 ST100)** just before the ramp to the restaurant.
42. Novotel London Excel ££/£££ (NAT)
Western Gateway, Royal Victoria Dock, E16 1AA
Tel: 020 7540-9700 e-mail: H3656@accor.com
About 200m from the west end of the Excel Centre, and from the Custom House DLR station. It is right next to the Ibis.
Using the lifts, it is step-free to reception, bar and restaurant which are all located on the 1st floor. **Thirteen accessible rooms**, seven with a lowered bath, and six with a walk-in/wheel-in shower. They have separable zip and link beds.

**E6 (around East Ham and Beckton)**
Premier Inn London Beckton ££ (NAT)
1 Woolwich Manor Way, Beckton, E6 5NT Tel: 0871 527-8644
e-mail: beckton.pi@premierinn.com
On the corner of Winsor Terrace and next to Beckton DLR station. The DLR gives step-free access into Tower Gateway, Canary Wharf and Greenwich stations, amongst others. On-site CP with 6 BB spaces.
Step-free entrance to the reception area and the restaurant, which is located next to the main building. There is a separate annexe across the CP.
There are **six accessible rooms** all on the GF, four in the annexe and two in the main building. One of those in the annexe has a wet room and wheel-in shower. The rest have lowered baths with grab rails. All have a double bed, though they can place a z-bed or sofa bed in the room if required, but this will reduce the space available.

**E15 (around Stratford)**
Premier Inn London Stratford ££ (NAT)
International Square, Westfield Stratford City, Montfichet Road, E15 1AZ
Tel: 0871 527-9286 e-mail: londonstratford.pi@premierinn.com
The hotel is 50m from Stratford International station, and about 400m from Stratford Regional for tube links and the DLR. The entrance is on the LGF level of the Westfield shopping mall. There’s a taxi drop-off about 50m away in CP A. There are double automatic doors leading from the pavement into a lounge area defined as ‘ground’ by the hotel. Three lifts lead to reception, the bar and restaurant areas which are on the 1st floor. All are step-free.
It has **twenty accessible rooms**, 15 of which have a wet room with a wheel-in shower, and the other 5 have a lowered bath with rails. All have zip and link beds and can be converted to either twins or a double. In addition, most have an interlinking room where other friends or family can stay. One room has a hoist to facilitate transfer from bed to bathroom, to the shower. They are looking at ways to extend the track to facilitate transfer to the toilet as well.
**Wheelchair toilet** on the 1st floor, level with the restaurant.
Holiday Inn Express London Stratford  ££/£££ (NAT)
196 High Street, E15 2NE  Tel: 020 8536-8000
e-mail: info@hiexpressstratford.co.uk
Located on the corner of Carpenters Road. The hotel has been recently extended and so has an older part, and a newer one. There is (gated) parking for 15 cars, with a height restriction of 2.8m, and includes 2 BB spaces. Parking costs £20/day.
There is step-free access through the main doors or from the CP to reception, and the bar/café. Two lifts go to all seven floors, and there are eleven accessible rooms. All have an excellent wet room bathroom with a wheel-in shower, although there’s a small ridge at the entrance (to stop water from flooding out). All also have an interconnecting room. Six of the accessible rooms in the older part of the hotel have only a double bed. The other five newer ones have a double bed and a separate extendable sofa-bed, effectively providing ‘twin’ beds.

Ibis London Stratford  £/££
1A Romford Road, Stratford, E15 4LJ  Tel: 020 8536-3700
e-mail: H3099@accor.com
Located on the corner with The Grove and about 800m from Stratford Regional station. Parking available on site most weekends if requested, otherwise you would need to use the Stratford Shopping Centre CPs.
Step-free access to GF area including reception, lounge and restaurant. A lift goes to all floors. Six accessible rooms, all with a wheel-in shower. All have zip and link beds which can be separated on request. Room seen had D85 with a sliding door to the bathroom which has a wheel-in shower, and ST 100+.
Wheelchair toilet (D80 ST75) on the GF, past the bar and on the left.

SW5 (around Earls Court)
43. Premier Inn London Kensington/Earls Court  ££ (NAT)
11 Knaresborough Place, SW5 0TJ  Tel: 0871 527-8666
e-mail: londonkensington.pti@whitbread.com
The hotel is built over the railway line about 250m along Earls Court Gardens, from the Earls Court ‘accessible’ tube station. It is just south of the Cromwell Road.
No parking facilities, but the road outside has only a single yellow line.
Step-free to reception, bar and restaurant. Four lifts go to all floors. There are five accessible rooms all of which have a double bed and lowered baths with grab rails. A z-bed can be put up but this will reduce the space available.

44. Premier Inn London Kensington Olympia  ££ (NAT)
22-23 Cromwell Road, SW5 9QJ  Tel: 0871 527-8668
e-mail: londonkensingtonolympia.pi@premierinn.com
The hotel is in a Georgian style terrace on the north side of the road and about
50m from the Earls Court Road going towards Cromwell Crescent. There’s an easyHotel a few doors further along. No parking facilities. Entrance +9 steps, bypassed by a platform stairlift getting to reception. There’s an intercom by the pavement.
The hotel is in a converted building, and the bar area is reached via a ramp. Some parts of the restaurant can only be accessed by another platform stairlift. There are two lifts which go to all floors. **Four accessible rooms** on the 2nd floor all have a double bed and lowered baths with grab rails in the bathroom. A z-bed can be put up but this will reduce the space available.

**SW8 (around Vauxhall)**

45. **Comfort Inn Vauxhall ££**
87 South Lambeth Road, SW8 1RN  Tel: 020 7735-9494
website: www.comfortinnvx.co.uk  e-mail: stay@comfortinnvx.co.uk
Situated on the corner with Old South Lambeth Road, about 800m south of Vauxhall Bridge. Small CP on-site with three BB spaces. The +3 steps at the entrance are bypassed by a ramp. Reception, lounge, bar and restaurant all on the GF, together with **five accessible rooms**. Room seen with D80+, bathroom D75 and a wheel-in shower. We were told that all the rooms had a double bed and wheel-in shower. The hotel has no portable single beds to put in a room. There is a lift to the upper floors with non-adapted bedrooms. **Wheelchair toilet (D70+ ST70+)** off the GF corridor.

**W8 (around Kensington)**

46. **Copthorne Tara ££ (with TFA discount)**
Scarsdale Place, Kensington, W8 5SR  Tel: 020 7937-7211
website: www.millenniumhotels.co.uk/tara
e-mail: reservations.tara@millenniumhotels.co.uk
Off Wrights Lane, about 250m from Kensington High Street. It’s a bit off the beaten track, although good for Kensington Palace, the Albert Hall and the big museums. The nearest ‘accessible’ tube station is at Earls Court. UGCP without lift access, but valet parking is available.
Flat entrance. Five lifts (D115 W190 L135). Step-free access to all facilities. **Ten accessible rooms**, catering for people with a wide range of disabilities. Six now have a wheel-in shower. Two rooms have a double bed, and six are twins. Two single rooms (which have an interconnecting room) have a hoist to facilitate transfer to/from the bed to the bathroom. **Wheelchair toilets (D70+ ST70+)** on the GF and the mezzanine. It’s a big hotel with long distances inside, and not very well located, but the room adaptations are probably the best in London.
Book through **Tourism for All (TFA)** to reserve a room at a substantial discount
e-mail: info@tourismforall.org.uk or Tel: 0303 303 0146.
TFA membership costs about £25/year.
SE10 Greenwich

47. Ibis Greenwich ££/£££ (NAT)
30 Stockwell Street, SE10 9JN  Tel: 020 8305-1177
    e-mail: H0975@accor.com
On the corner with Greenwich High Street. It is about 250m from the Cutty Sark
    DLR station and nearly 400m from the NR station. Large pay and display CP at
    the back with two BB spaces.
    Entrance +4 steps, bypassed by a ramp. The hotel foyer leads directly to
    reception, and then into a Café Rouge for both eating and drinking. The two
    accessible rooms are on the GF, with easy ramped access. Both are quite
    compact, with twin beds and wheel-in showers. There’s a fold-down seat, a
    pull-around curtain and the shower controls are at a convenient height. ST70+ for
    the toilet.
    The lift (D80 W105 L135) goes to the other floors.
    Wheelchair toilet (D75 ST70) to left of reception.

48. Premier Inn London Greenwich ££ (NAT)
43-81 Greenwich High Road, SE10 8JL  Tel: 0871 527-9208
    e-mail: greenwich.pi@premierinn.com
The hotel is located opposite the junction with Devonshire Drive and slightly
    nearer Deptford Bridge DLR station than Greenwich train/DLR station. 1 BB
    space at the front.
    Step-free to reception and the bar/restaurant. Two lifts access all floors. Eight
    accessible rooms. There are 8 universally accessible rooms. Four have lowered
    baths with grab rails and four have wet rooms with a wheel-in-shower and fold
    down seat with grab rails. All the beds are zip and link, which can be split into
    two singles.

49. Novotel Hotel Greenwich ££/£££ (NAT)
173 Greenwich High Road, SE10 8JA  Tel: 020 8312-6800
    e-mail: H3476@accor.com
Situated right next to the main Greenwich railway station (which is accessible to
    and from both platforms). It is about 500m from the centre of Greenwich.
    The main entrance has large revolving doors, which can be slowed down if you
    press the button with the ‘wheelchair’ symbol on it. There’s an alternative way in
    through a conventional door (W>80) to the right, but this is normally kept locked
    and you’d have to use the intercom discreetly located on the wall, to contact
    reception. It is step-free to reception, and the lobby, bar and restaurant areas.
    There’s a GF wheelchair toilet (D80 ST80) with BCF to the right as you come in.
    Two lifts (D80 W90 L120) lead to the upper floors where there are eight
    accessible rooms, four have a low level bath with grab rails, and four have a
walk-in shower. The toilet has ST 70+. The rooms have zip and link beds. The accessible rooms also have interconnecting rooms, thus making a good family combination, and both sets of occupants could then access the wheel-in shower.

**SW6 Fulham**

**Jurys Inn Chelsea Hotel  ££/£££**

Imperial Road, Chelsea, SW6 2GA  Tel: 020 7411-2200  
e-mail: Cei_reservations@jurysinns.com  
The hotel seems to be slightly off the beaten track on the edge of an old industrial site, and near Chelsea Harbour marina and pier, with accessible boats to both Embankment and Blackfriars.  
It has 172 rooms, 12 of which are accessible, and 2 have a wheel-in shower. All have double beds but a sofa-bed can be put in if requested.

**Travelodge London Fulham  £/££  (NAT)**

290-302 North End Road, Fulham, SW6 1NQ  Tel: 0871 984-6429  
e-mail: fulham@travelodge.co.uk  
Located on the corner with Haldane Road, about 400m from Fulham Broadway tube station which is ‘accessible’, though with a big step up into the train.  
There’s no on-site parking and no restaurant.  
The entrance, and access to reception and the lifts, is step-free.  
There are **four accessible rooms** and all have twin beds and a wheel-in shower.

**W6 Hammersmith**

**Premier Inn London Hammersmith  ££**

255 King Street, W6 9LU  Tel: 0871 527-8660  
e-mail: londonhammersmith.pi@premierinn.com  
Located nearly 1km from Hammersmith tube station and alongside Vencourt Place. There are 2 BB spaces at the front.  
Wheelchair access is via a ramp, which leads to a lift taking you to reception on the 1st floor. The bar and restaurant are on this level. Two lifts access all 13 floors.  
**Three accessible rooms** all have a double bed and lowered baths with grab rails in the bathroom. A z-bed can be put up but this will reduce the space available.

**Holiday Inn Express Hammersmith  ££/£££**

124 King Street, Hammersmith, W6 0QU  Tel: 020 8746-5100  
e-mail: reservations@expresshammersmith.co.uk  
The hotel is just over 500m from Hammersmith station which has lifts. Go down King Street, past the Kings Mall. It is on the right in a new mews (possibly not marked on the A-Z map), and just past Cambridge Grove and Argyle Place. Four BB spaces.  
Entrance −5 steps, bypassed by a ramp. Step-free to reception, bar and restaurant
on the GF. Two lifts (D95 W100 L150) lead to eight accessible rooms, all double bedded and with interconnecting rooms. All have wheel-in showers. Room 101 seen: D80 bathroom D95 ST80+. The management said that the adjoining room would be free for a carer if the hotel isn’t fully booked. Wheelchair toilet (D80 ST70+) opposite reception.

Novotel London West ££/£££ (NAT)
1 Shortlands, Hammersmith, W6 8DR  Tel: 020 8741-1555
e-mail: H0737@accor-hotels.com
The hotel is built on an upper level terrace and is attached to a conference centre. It is less than 500m from the ‘accessible’ tube station at Hammersmith. There is ramped access from the Hammersmith Road, marked ‘Novotel hotel & Conference Centre’. There are two other entrances:
• one just past the CP entrance in Shortlands itself and up a slight slope. The revolving door can be bypassed at the side. The two lifts (D70 W85 L110) go either to the 1st floor where you will find the reception and main hotel facilities, all step-free, or you can go down to level −1 to the CP
• the other is about 50m down Chalk Hill Road towards the CP entrance, and is on the left. There is a spacious foyer, and a reception desk which is staffed when there is a function going on. If you go straight through the foyer and turn left at the end you will find four lifts (D80 W200 L120) which will take you to the 1st floor reception and to other floors. There is a (badly) adapted toilet (D80 ST40) just to the left of the desk.

The UGCP has 6 BB spaces, and then lift access to either the conference centre or separately, to the hotel. For the hotel, follow the sign to the Pay Machine, and then turn right towards the door marked ‘hotel entrance’. You are on floor −1. The main hotel foyer with reception, bar, restaurants and internet access points is step-free, and quite attractively laid out.

Out of more than 400 rooms only eight are accessible They are reached by the four lifts from the 1st floor. Room 3035 seen, which was in a far corner of the building a long way from the lift. The room, with a double bed, was quite cramped with the gap between the bed end and the furniture of just W70. It had an interconnecting door to a room with twin beds. The bathroom had, in principle, a flat access shower, but the whole facility was more suited to a disabled walker then to a chair user. The portable shower chair provided had a seat H60 (compared with the toilet with H45), so it was completely unsuitable for a chair user.

Wheelchair cubicles (D75 ST70) in the mens and womens toilets on the 1st floor. Go past the 4 lifts and turn right towards the Fitness Centre. The lock mechanism on the toilet door was extremely difficult to use, as it used a small circular wheel and needed good manual dexterity.
**Wembley**

**Ibis Wembley £/££ (NAT)**
South Way, Wembley, HA9 6BA  *Tel: 020 8453-5100*
*e-mail: H3141@accor.com*

Across the road from Wembley Stadium NR station, and nearly 1km from Wembley Park tube station. Very close to the stadium. 5 BB spaces available at the back of the hotel.

Step-free entrance to reception, bar and 2 lifts (D90 W120 L130). Restaurant on the 1st floor. **Eleven accessible rooms** all with wheel-in showers and double beds.

**Wheelchair toilet (D85 ST80)** on the GF.

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**Hilton Wembley Plaza Hotel £ (NAT)**
Empire Way, HA9 8DS  *Tel: 020 8902-8839*
*e-mail: andrew.brett@hilton.com (the hotel manager in 2012)*

Located at the south end of Empire Way, some 200m from Wembley Stadium NR station, and nearly 1km from Wembley Park tube station. Parking available in front of hotel.

Step-free to bar, restaurant and 3 lifts (D75 W160 L90). **Three accessible rooms**, all with D80, wheel-in showers and double beds. Room 304 seen. We were told that this hotel would change ownership after the Olympics and might become a Holiday Inn!

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**Premier Inn London Wembley £ (NAT)**
151 Wembley Park Drive, HA9 8HQ  *Tel: 0871 527-8682*
*e-mail: londonwembley.pi@premierinn.com*

At the junction with Empire Way and less than 200m from Wembley Park tube station.

8 BB spaces available directly outside entrance without height restriction.

Step-free entrance to reception, bar, restaurant and three lifts (D80 W130 L120). **Eight accessible rooms**, all with double beds, and baths with handrails. Room 120 seen, with D80 ST70.

**Wheelchair toilet (D80 ST70)** with BCF on the GF.

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**Quality Hotel ££/£££ (NAT)**
Empire Way, HA9 0NH  *Tel: 020 8733-9000*
*e-mail: enquiries@hotels-wembley.com*

Located about half way between Wembley Park tube and Wembley Stadium NR station and about 500m from each. 5 BB spaces in CP outside, without any height restriction.

Step-free to reception, bar, restaurant, and lounge. **Three accessible rooms** on the GF, all with D80, double beds, baths with handrails, and no ST space.

**Wheelchair toilet (D80 ST70)** with BCF by restaurant.
**Croydon**

**Jurys Inn Croydon  ££ (NAT)**

Wellesley Road, Croydon, CR0 9XY  Tel: 020 8448-6000
e-mail: jurysinncroydon@jurysinns.com

Located right by the Wellesley Road Tramline stop (a fully accessible system) which is one stop away from East Croydon station where all the platforms are ‘accessible’. Going the other way, the tram goes to the Centrale shopping entre (quite near) or to Wimbledon which also has a fully ‘accessible’ station.

Step-free access to reception, and the bar/restaurant. **Ten accessible rooms**, but only one has a wheel-in shower. All have a double bed, but some interconnect with another room.

**Premier Inn Croydon South  ££ (NAT)**

104 Coombe Road, Croydon, CR0 5RB  Tel: 0871 527-8280
e-mail: croydonsouth.pi@premierinn.com

Located just over 500m from Lloyd Park Tramlink station, and about 2km from East Croydon train station. It has a separate restaurant situated next door. The hotel has 3 BB parking bays in front and there are a further 3 in front of the restaurant.

The hotel has flat level entrance to the reception area. There are **two accessible rooms** both on the GF. They have lowered baths with grab rails, and double beds. A z-bed can be put in the room if required, but this will reduce the space available.

The **Beefeater Grill** restaurant has step-free access and has an accessible toilet.

**Heathrow**

**Ibis Heathrow  £/££**

112-114 Bath Road, Hayes, Middlesex, UB3 5AL  Tel: 020 8759-4888
e-mail: H0794@accor.com

The only way to get to the hotel is by car, bus or taxi. There are 2 BB spaces outside with no height restriction.

Step-free to reception, bar and restaurant. Five lifts (D100 W140 L140). **Seven accessible rooms** (D75 bathroom D74 ST100) all with a low level bath with grab rails. Three have twin beds, and four have a double.

**Jurys Inn Hotel Heathrow  ££**

East Perimeter Road, Hatton Cross, Heathrow, TW6 2SQ  Tel: 020 8266-4664
e-mail: heathrow_reservations@jurysinns.com

The hotel is just off the A30 Great SW Road, and near Hatton Cross tube station (which is not accessible). On site CP for which charges apply.

Step-free access to reception and the lounge/bar, restaurant and lifts. It has 364
ACCOMMODATION

rooms, including fourteen accessible rooms of which just 2 have a wheel-in shower. All have a double bed, but a z-bed is available of requested.

**Premier Inn Heathrow Terminal 5 ££**
420 Bath Road, Longford, West Drayton, UB7 0RF  Tel: 0871 527-9344
This hotel was scheduled to open in Spring 2012. When we have visited, we will include a fuller description on our website under Updated information. It should have step-free access to the main hotel facilities and follow Premier Inn policy which is to include a number of accessible rooms. At least half of them will have a wet room with a wheel-in shower. All should have zip and link beds which can easily be separated.

**Novotel Heathrow ££**
M4 J4, Cherry Lane, West Drayton UB7 9HB  Tel: 01895 431-431
e-mail: H1551@accor.com
Five BB parking spaces outside, with no height restriction.
There is step-free access to reception, the lounge/bar/restaurant and to the lifts to the bedrooms. Ten accessible rooms, five of which have twin beds, while the other five have a double bed. All have a low bath with rails.
GF accessible toilet.

**Gatwick**

**Premier Inn Gatwick Central £**
Longbridge Way, North Terminal, Crawley, RH6 ONX  Tel: 0871 527-8406
e-mail: gatwickairport.pi@premierinn.com
Situated close to the North Terminal. 11 BB spaces at the front with no height restriction.
There is a slight slope leading to the main entrance and reception. The bar and restaurant are on the GF with level access. Eleven accessible rooms all of which are on the GF. All have double beds and lowered baths with grab rails. A z-bed can be put in the room if required, but this will reduce the space available.
The hotel offers a park and fly service with a bus which is suitable for wheelchair users.

**Premier Inn Gatwick South £**
London Road, Lowfield Heath, Crawley, RH10 9GY  Tel: 0871 527-8408
e-mail: gatwick.air.south.pti@whitbread.com
Located about 3km south of the airport. 4 BB spaces outside, without height restriction.
There is a slope leading up to the hotel. Step-free to reception and to the restaurant next door. Six accessible rooms all on the GF. Two have an interconnecting room. All have lowered baths with grab rails, and double beds.
A sofa bed can be put in the room if required, but this will reduce the space available.

**Premier Inn Gatwick Manor Royal £**
Fleming Way, Crawley Business Centre, RH10 9DF  Tel: 0871 527-9214  
e-mail: gatwickmanorroyal.pi@premierinn.com
Nearly 4km from the airport and the train station. 7 BB spaces without height restriction.
Step-free to reception, to the restaurant and to the two lifts. **Twelve accessible rooms.** Six have lowered baths with grab rails, and zip and link beds, which can be split into two singles. The other six have wet rooms with a wheel-in-shower. These all have a double bed but a z-bed can be put in the room if required, but this will reduce the space available.

**Ibis Gatwick £**
London Road, County Oak, Gatwick, RH10 9GY  Tel: 01293 590-300  
e-mail: H1889@accor.com
Located within Gatwick Airport area, the hotel is a 10 to 15 minutes by bus from either Terminal. Parking is possible, including parking while you are away, obviously with an extra charge.
Step-free to reception, the bar/restaurant and the two lifts. **Ten accessible rooms,** all with a wheel-in shower. Four have twin beds and six have a double bed. **Accessible toilet** on the GF.

**Borehamwood**

**Ibis Borehamwood £ (PFCU)**
Elstree Way, WD6 1JY  Tel: 020 8736-2600  
e-mail: H6186@accor.com
Located about 20km north of central London. Elstree & Borehamwood station nearly 1km away is only accessible on one side (for southbound trains). Really only of interest to a visitor with a car, and there are 4 BB spaces with no height restriction.
Step-free to reception, and the bar/restaurant. **Six accessible rooms** with wheel-in showers and the choice of twin or double beds.

**Hostels and low-cost accommodation**
Low cost accommodation is of interest to many travellers and visitors who cannot afford ‘businessmen’s prices’. Spending less on accommodation can mean that the budget for doing other things is bigger. Hence these detailed suggestions.
As discussed in the section above, there are some bargains to be had in conventional hotels. Prices vary on a seasonable basis and depend on demand.
Using a hostel or camping site can be very enjoyable, and there are some interesting places with excellent facilities for disabled visitors. There are also some “no-frills” hotels appearing with minimum staffing levels, but keeping costs low. These include the Formule One and ETAP hotels which have been around for some time, and now easyHotels and Tune hotels have appeared, offering remarkably low prices because basically all they offer is a room. Tune in particular offers low cost rooms, well equipped accessible rooms, but items like towels and/or room cleaning, involves extra charges.

**Youth hostels**

There are several Youth Hostels in the London area with varying degrees of accessibility. It is really only the Central London and Rotherhithe/Thameside hostels that are of interest to people with disabilities together with the hostel in the Lee Valley at Cheshunt, just outside the M25. These all provide inexpensive accommodation for both individuals and groups with accessible rooms including a wheel-in shower. Accommodation is mainly in small dormitories, which can be effectively family rooms. They are only open to members but membership is available on arrival. Opening times and charges are detailed in a booklet from the **Youth Hostel Association (YHA)**

Trevelyan House,  
Dimple Road, Matlock, Derbyshire, DE4 3YH,  
Tel: 01629 592-600 website: www.yha.org.uk.

Hostels are mainly for young people but there is no age limit, and people of all ages use them. Booking is essential especially if you have specific requirements. The Thameside YH has good accessible rooms (which we have used several times). Please note that for comparison purposes £ indicates a cost of less than £80/day for two people staying, including breakfast.

**50. London Central Youth Hostel £ (VC)**

104 Bolsover Street, W1W 5NU Tel: 0845 371-9154  
website: www.yha.org.uk e-mail: londoncentral@yha.org.uk

A modern hostel with seven floors and 302 beds. Located between Clipstone Street and New Cavendish Street, and centrally placed some 600m to the north of Oxford Street. There are two BB spaces outside.

The 1 step at the entrance is bypassed by a ramp. The reception desk is to the left, in a large room with a bar/café, and computers/WiFi access. There is a GF adapted toilet (D80 ST60) nearby. There are three accessible rooms on the GF. All have D80+ together with an en suite toilet and well equipped wheel-in shower with a fold-down seat. The rooms have either 3 or 4 double bunk beds. In each room one of the lower beds is double size. To get to the other floors there is a lift (D80 W95 L140), which goes to all the floors. In the basement there is a large self catering kitchen area, where a section has lowered counter tops etc for chair users. Part of the room has a split level which is +5.
51. **London Thameside Youth Hostel £ (almost NAT)**
20 Salter Road, SE16 5PR  *Tel: 0845 371-9756*
*website: www.yha.org.uk*
*e-mail: thameside@yha.org.uk*

The hostel has a brilliant location near the river, just over 2km downstream from Tower Bridge. It has an accessible riverside pub/restaurant the *Old Salt Quay* about 100m away. It’s about 750m from Canada Water underground station (which is accessible). You can get there using the 381 or C10 bus (getting off at Smith Close) or you can go along the canal. No on-site CP but plenty of parking on the roads nearby.

Flat to reception, restaurant and lounge/bar and a low-level pay-phone, although the main door has a security system with an intercom and buzzer to ensure that only hostel users can get in.

There is step-free access throughout via two lifts (D80 W105 L150), and the one slight hassle is that the breakfast room/restaurant has a split level, accessed as a mezzanine from the lift. **Six accessible bedrooms**, two on each floor, which have two normal beds and one bunk-bed. Bathroom and toilet are en suite, with a sliding door. Flat access shower with hand rails and ST80+ to the padded seat with an adjustable back. Toilet with ST70+.

There is an **adapted toilet (D85 ST65)** on the GF, to the left as you enter.

The hostel has a policy of keeping the accessible rooms available for disabled visitors for as long as possible. However, since the facilities are such good value they are liable to get booked up, especially at peak times. The advice is therefore to book as early as is possible, and make your needs clear in relation to the accessible rooms so that they can be securely booked for you. We have stayed there in the past and been well looked after. It used to be known as the Rotherhithe YH, but has been renamed.

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**Lee Valley - Cheshunt £ (PFCU and NAT)**
Windmill Lane, Cheshunt, Hertfordshire, EN8 9AJ  
*Tel: 01992 628-392  Central bookings: 0845 371-9057*
*website: www.yha.org.uk  e-mail: leevalley@yha.org.uk*

Although just outside the M25, unlike all the other accommodation described, the hostel has unique features of interest. It is about 400m from Cheshunt station, which has ramped access to both platforms and there’s a level crossing just outside providing a step-free link. The trains go into Liverpool Street, but note that the station is not staffed in the evenings. The hostel is reasonably well signed from the A10, and at the end you go across the level crossing, over a small bridge, and turn sharp left. The main village with a big collection of shops, is about 1km away, and en route you will go past three pubs (which we didn’t visit !).

There are 2 BB spaces in the CP.

The hostel has a main building plus six lodges, each with a group of rooms on two floors. The main building is step-free to reception, the dining room and a
small TV lounge. There is also a GF wheelchair toilet.
Each lodge has a wheelchair toilet on the GF and a small lounge/kitchenette area. In lodges 4 and 5, one of the GF bedrooms which has 3/4 beds, has a fully en-suite bathroom with toilet and wheel-in shower. We saw one, and thought that it was very well set up.
Paths around the site are pretty hard gravel which is packed down into a steel mesh base, and the site is nearly flat.
It is part of the Lee Valley Park which has a whole variety of facilities, written up elsewhere.

**Backpackers hostel**

52. The Generator £ (VC)
Compton Place, 37 Tavistock Place, WC1H 9SE  Tel: 020 7388-7666
*website:* www.generatorhostels.com/en/london
*e-mail:* london@generatorhostels.com

The Generator is a large back-packers hostel with more than 800 beds, good facilities and a lively atmosphere.
Located in a building behind the houses in Tavistock Place, between Hunter Street and Marchmont Street. Compton Place is reached under a blue archway in the terrace, and there are 40m of quite rough cobbles which cannot be avoided, down a gentle slope.
At the entrance there are +15 steps up to reception which is on the 1st floor. There’s an alternative step-free entrance on the LGF to the accommodation designed for disabled visitors. Just past the steps, there’s a blue door with a canopy over it. To the left of the door an intercom links to reception, who will open the door for you. Inside, −3 steps can be bypassed by using a platform stairlift, and the passageway leads to three rooms, one with twin beds, one with four beds and one with eight. Very close by, there is a wheelchair toilet (D70 ST70) and an excellent wheel-in shower with a fold-down seat, a shower curtain and plenty of space.
A lift (D75 W140 L90) goes to the 1st floor where there’s the reception, bar, restaurant and breakfast room. There’s also a lounge and internet room. The lift can be very busy at times, as it serves the whole hostel.
The cost of staying depends on which room you are in, but the hostel offers excellent value and all the facilities and atmosphere you would expect in a back-packers hostel.
A comment from the *Access in London* surveyor who visited The Generator was that it is in an excellent location about 500m from St Pancras station and just 200m from The Brunswick shopping centre with a bunch of restaurants with flat access and a wheelchair toilet. It’s about 700m to the British Museum and there are other nearby sights including the British Library. It isn’t a five star hotel, but if you want a lively place to stay and can manage the cobbles and one or two minor challenges, you should find it to be a great place to stay.
Staying in a “no-frills” hotel
The original “almost no-frills” hotels were the Formule One and ETAP chains of the Accor group, and most of these are on continental Europe, particularly in France. There are just a tiny number in the UK. In London we found a small number of Formule One and ETAP hotels, and have included the ETAPs at London City Airport and in Hounslow, near Heathrow.

The main “no-frills” providers with accessible rooms are easyHotels, and the Malaysian group, Tune hotels.

easyHotel is a member of the Stelios ‘family’ of enterprises. It sets out to provide the traveller with very low cost accommodation, in small, often windowless rooms, with no catering or other facilities. This is not a place to stay if you intend to spend a lot of time in your hotel room, as they are absolutely tiny - but if you want a clean room in a good location at a cheap price then this is for you. Rooms are effectively a bed, shower and a toilet. For details see www.easyHotel.com.

When you arrive at the hotel, the doors will probably be locked. Use the intercom system to gain entry, and a member of the team will answer and let you in. Once you have registered, you will be issued with a room key and this will activate the lock on the front door for the duration of your stay. Check in time is 15.00 and check out is 10.00.

Please note that the stairlift which provides special needs access to some of the hotels cannot accommodate electric wheelchairs. Please contact the hotel directly via e-mail if you have a specific question regarding building access or the room facilities. All of them have at least one accessible room, and some hotels have several.

We visited two easyHotels, and in 2011 there are three others at Heathrow, Paddington and Victoria. Both the ones we visited were within reach of Earls Court station, which is ‘accessible’.

53. easyHotel Earls Court (NAT)
44-48 West Cromwell Road, SW5 9QL  Tel: 020 7373-7457
e-mail: enquiries@earlscourt.easyHotel.com

The hotel is in a Georgian style terrace on the north side of the road and about half-way between the Earls Court Road and Cromwell Crescent.

There are +2+7 steps at the entrance, and the intercom is at the top of the steps. If you cannot reach this you are advised to ring the phone number above to get attention. There is a portable ramp for the +2 and a platform stairlift to bypass the +7.

The hotel has six accessible rooms 2 without a window, and 4 with a window. The room seen had a double bed with access from only one side, a wall mounted TV, and a well fitted bathroom with a wheel-in shower. All the rooms have a double bed and a wheel-in shower.
54. **easyHotel South Kensington**  
14 Lexham Gardens, W8 5JE  *Tel: 07951 440-134*  
*e-mail: enquiries@southken.easyHotel.com*  
The hotel is in a Georgian-style terrace with +6 steps at the entrance. There’s a platform stairlift to bypass these. On the GF there are **two accessible bedrooms**, one single (G1) and one double (G2). Both have a wheel-in shower. En route to the double there’s a dog-leg in the corridor with W73. For breakfast you could cheekily go across the West Cromwell Road to the Marriott (which is opposite Sainsbury’s), although that may cost a bit!

**Tune** have four hotels in London, and we visited two of them, at Westminster and Liverpool Street. They provide minimal facilities, but the beds looked very comfortable and the bathrooms in the accessible rooms were well designed and equipped. They do not have a restaurant, bar or lounge. The Westminster Tune had only one lift, but at Liverpool Street all the accessible rooms were on the GF, and there’s an extensive garden area.

One issue which might be a problem for some, was that the standard bed height is 70cm, which is some 15cm higher than the ‘average’ wheelchair seat. The Tune representatives we met said that they would look into the options.

The room costs are low, and there’s an extensive list of ‘extra’s’ which you may choose to include in your booking. To make a reservation you have to put in your proposed dates, select a hotel, and then when you do ‘Next’ the possibility of choosing an accessible room appears.

55. **Tune Hotel Westminster £/££ (almost VC)**  
118-120 Westminster Bridge Road, SE1 7RW  *Tel: 020 7633-9317*  
*e-mail: manager@westminster.tunehotels.com*  
Located on the corner with Baylis Road, and just by Lambeth North tube station (where there are steps). Step-free to reception and to the smallish lift (D80 L100 W115). **Four accessible rooms** all with a double bed. Two seen, both with good bathroom design, ST80+ and a wheel-in shower with well designed fold-down shower seat (H55) and plenty of fold-away supports. The shower had low level folding doors. There was a Costa Coffee shop next door.

56. **Tune Hotel Liverpool Street £/££**  
13-15 Folgate Street, E1 6BX  *Tel: 020 7456-0400*  
*e-mail: manager@liverpoolstreet.tunehotels.com*  
Located by the junction with Blossom Street. Folgate Street is cobbled, but the pavements are OK. +4 steps at the entrance, but there’s a step-free way in from Blossom Street, opposite the Water Poet pub where a platform stairlift bypasses +3. Intercom outside. There are **thirteen accessible rooms**, all on the GF, ten with double beds, and three with twins. In the room we saw the bathroom was
well equipped, with ST 70+, and had a flexible shower curtain to go round the area with the fold-down seat (H55). The hotel has a large and quite attractive garden area, where you can sit outside and enjoy a coffee.

57. Tune Hotel Kings Cross  £/££  (NAT)
324 Gray’s Inn Road, WC1X 8BU  Tel: Not available at the time of writing.
e-mail: manager@kingscross.tunehotels.com
Located less than 500m from the ‘accessible’ Kings Cross/St Pancras tube station. Entrance with +3 steps, bypassed by a platform stairlift to reach reception. There are 4 lifts, two of which are described as wheelchair accessible.
Six accessible rooms, all with double beds.

58. Tune Hotel Paddington  £/££
37-55 Praed Street, W2 1NR  Tel: Not available at the time of writing.
e-mail: manager@paddington.tunehotels.com
Located near the junction with Sale Place and some 200m from Edgware Road tube station (where there are steps).
Step-free entrance to reception. 2 lifts both described as suitable for wheelchairs.
Seven accessible rooms, five with a double bed, two with twins.

Camping & caravan sites
Perhaps a tent is not the most obvious accommodation for someone visiting London. However, many disabled people go camping, and the relatively low cost can make it an attractive proposition. People may also hire a motor home, or a fixed chalet. At peak times it is obviously sensible to book well in advance. In our view the London campsites are reasonably well equipped in terms of disabled access. Note that the sites we visited have provision for only one wheelchair toilet and/or bathroom, which could be a problem if your visit coincided with that of several other chair users or other disabled people.

Approximate opening times are given here but they may vary from year to year. Most of the sites cost less than £15 per person per night.

Crystal Palace Camping and Caravan Site
Crystal Palace Parade, SE19 1UF  Tel: 020 8778-7155
website: www.caravanclub.co.uk
Near the Crystal Palace National Sports Centre. Terraced site with sloped tarmac paths and gravel chip/grass pitches. Ramped office. Wheelchair toilet and shower with fold down seat. Site open most of the year.
**Lee Valley Camping and Caravan Park (Sewardstone)**
Sewardstone Road, Chingford, E4 7RA  Tel: 020 8529-5689  
**website**: www.leevalleypark.org.uk  **e-mail**: scs@leevalleypark.org.uk
On the A112 between Chingford and Waltham Abbey about 4km south of junction 26 on the M25. The site has a barrier across the entrance with a parking lay-by, but it might be sensible to get the entry code before coming as there isn’t an intercom.

Gently sloping site with tarmac paths and grass pitches. Reception and shop, ramped. Spacious combined **wheelchair toilet/shower (D75 ST160)** with ramped access, grab bars and a fold-down chair. This is part of the main toilet/shower block about 200m from reception. It’s kept locked, and disabled guests on-site are given a key. The site is open most of the year.

**Chertsey Camping and Caravanning Club Site**
Bridge Road, Chertsey, Surrey KT16 8JX  Tel: 01932 562-405  
**website**: www.ukcampsite.co.uk
Located just inside the M25, alongside the Thames. Step-free access to reception and a small shop close to the entrance to the site. The grounds are gently sloping with tarmac paths. A spacious accessible toilet and shower with BCF is located next to the reception building, though it is not ‘protected’ by a lock, and can therefore be used by anyone. The site is open all the year.

**Bookings via the internet to get lowest cost rooms**
There are a large number of sites, including www.london-hotel-bookings.co.uk; www.YourStay.com; www.hotel-assist.com; www.totalstay.com and www.DiscountCityHotels.com.

You can get an updated list by using Google, and searching London Hotels. One of the sites (hotel-assist) had a live chat facility which we used. Out of a huge portfolio of hotels, they could only offer one with accessible rooms for a disabled guest. When we looked through their list we immediately found half a dozen others that had accessible rooms which the website operator had no knowledge of. When we challenged our chat ‘partner’ he very honestly told us that “In many cases the web write-ups are delegated by hotel managements to a junior staff member who doesn’t understand the implications of what they are including or excluding”. This certainly makes it much more difficult for disabled people to take advantage of discounts - but if you do a web search in conjunction with the information in this guide it may at the very least give you a bargaining lever which might help you negotiate a competitive rate.
Comparisons with the data presented by *Visit Britain, Tourism for All* and *Inclusive London*

A source that we thought would be well researched, accurate and reasonably balanced and comprehensive, is that from Enjoy England (the England Tourist Board ETB) whose information is used by *Tourism for All*.

The ETB introduced a series of classifications relating to accessibility, but their information about London accommodation seems to be almost non-existent, and some is seriously misleading.

A website search showed just three hotels within a 10 mile radius of London, only one of which is said to be “suitable for independent wheelchair users”. It also inexplicably lists the London Thameside YH as being “Suitable for guests who can climb a flight of stairs with the aid of banisters or grip handles”. Compare that with our write-up (based on our experiences of staying there several times) which says that there is step-free access almost everywhere, and six 4-bed rooms with an en-suite wheel-in shower and toilet.

They have adopted the approach of charging a fee to carry out an assessment and of having ‘standards’ (and thus a series of tick boxes to fill, rather than of providing a simple description highlighting any barriers.

We will explore these issues further on our website page entitled *Methodology* because we think that *Visit Britain* and *Tourism for All* are perpetuating a seriously flawed method of collecting and presenting ‘accessibility’ data, and we have similar problems with *Inclusive London*.