

HOTEL
BROOKLYN
MCR.

‘LIBERTY’ GUEST ACCESSIBILITY STATEMENT

WE WELCOME YOU AS ONE OF OUR VERY SPECIAL ‘LIBERTY’ GUESTS



Hotel Brooklyn is the first hotel in the UK with fully accessible ‘Liberty’ Suites and bedrooms. We believe we are trailblazers in setting a new Industry Gold Standard for Accessibility, but our aim is simply to be ACCESSIBLE FOR ALL GUESTS.

Working with accessible design specialists, Motionspot, we have built accessibility into every aspect of our hotel experience. This includes 18 stunningly adapted rooms, beautifully integrated ceiling track hoists and thoughtfully designed public areas. All with our unmistakable Brooklyn style. Nothing is too much trouble for our Guys and Dolls on duty who are trained in a whole range of skills to support guests with additional physical, cognitive and sensory needs.

KEY LINKS

Hotel Brooklyn Access Gallery

The Access Gallery shows a journey, with images, throughout the hotel for multiple disabilities. This Gallery is available on the Blue Badge Style iPhone app which has text to speech for people with sight loss. Alt Text is also available for screen readers. Hotel Brooklyn is awarded the maximum 3 Blue Badge Style Ticks for accessibility and style.

www.pad.bluebadgestyle.com/hotel-brooklyn

Hotel Brooklyn Accessibility Information

www.hotelbrooklyn.co.uk/accessibility

Our aim is to make your stay as enjoyable and comfortable as possible; Call it an intention to provide a home away from home. Whether your comfort takes the form of accessible entranceways, parking spaces, specific dietary requirements, or simply the layout and design of furniture and amenities, we believe our hotel will fulfil your needs from the second you arrive. Our priority is always to ensure that everyone feels welcomed, respected, and valued and that your needs are fully catered for.

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We are very proud to say our luxury city centre hotel facilities surpass all others right across Europe when it comes to our accessibility credentials. Our wheelchair and ambulant accessible bedrooms and suites can be viewed in detail in The Access Gallery (above). The Gallery shows a journey through the hotel with images and pointers showing facilities as well as potential obstacles - we know nowhere can be 100% accessible to all because we're all different.



ABOUT OUR WHEELCHAIR ACCESSIBLE BEDROOMS AND SUITES x 9

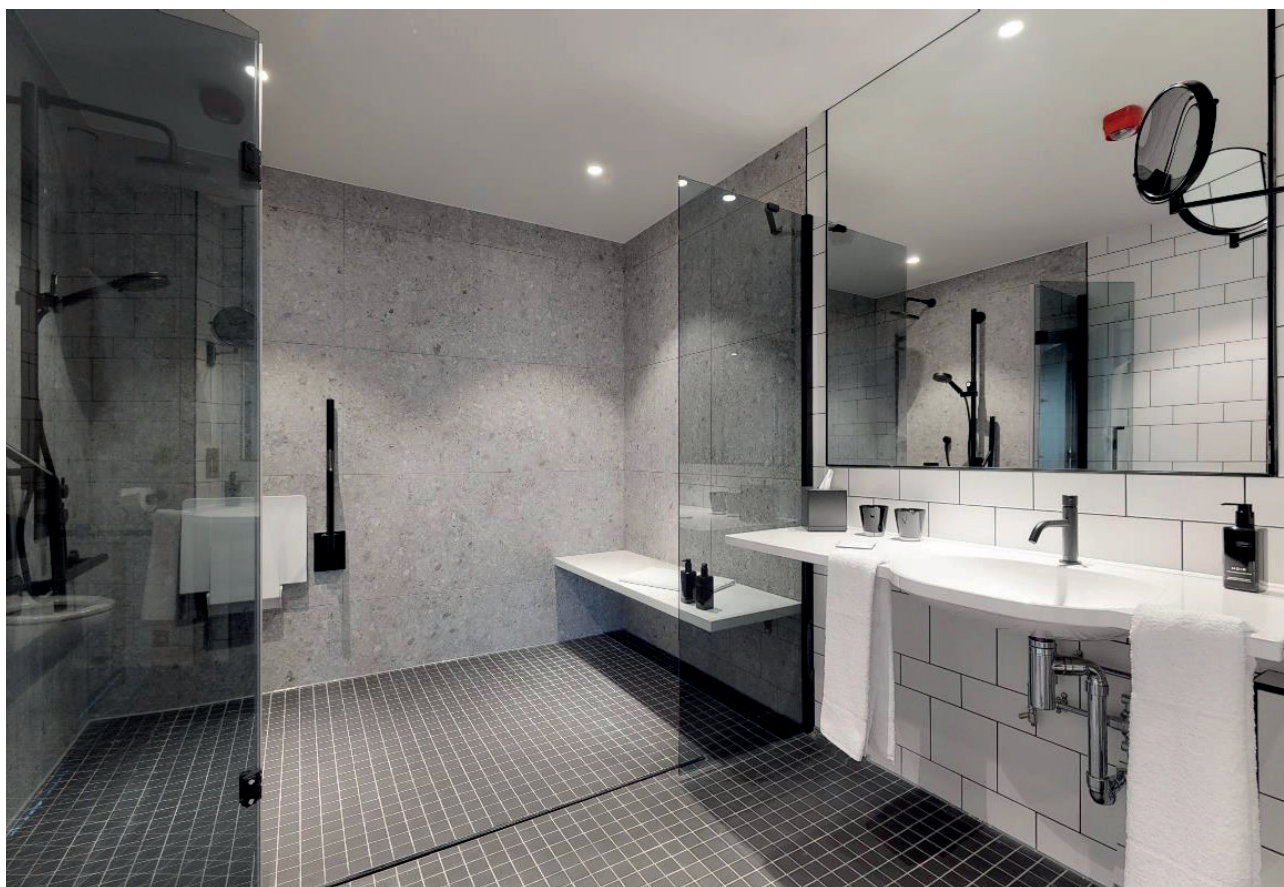
See 'The Access Gallery' above for more detail

All of our access and egress zones are wider for these rooms and the journey to them to ensure wheelchairs can roam freely to and from them. The rooms themselves allow for turning a wheelchair around and have easy access and height to help a guest make their way into their bed supported or unsupported.

Our wheelchair accessible bathrooms have been designed to complement the aesthetics of the hotel with stylish products including removable support rails and shower seats (these can be removed when not required by the guest, allowing the hotel to adapt each room to suit a guest's individual requirements). Everything is easy to operate: lever taps and shower controls and a beautifully designed basin with integrated hand grips and space below it for guests who need to remain seated to have a wash. We also carefully selected floor and wall tiles to minimise glare and provide fully slip-resistant surfaces.

Note we also have a special waterproof wheelchair for guests wanting to take a shower and prefer to remain in a wheelchair allowing them more freedom and stability as they wash.

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- Two of the wheelchair accessible bedrooms (room numbers 205 & 305) have concealed ceiling tracks and an electric hoist hidden in the wardrobe until it is required. This pleasant design detail appears to guests as a lighting circuit on the ceiling.
- Hotel Brooklyn is the first hotel in Manchester to offer a ceiling track hoist for guests and one of the few to do so in the UK and Europe.
- The ceiling track has been designed to hoist guests from the bed into a mobile shower chair which can then access all areas of the bathroom (toilet, basin and shower). Please note that there is not a ceiling track hoist in the bathroom although this is being reviewed for future Brooklyn hotel projects.

AMBULANT ACCESSIBLE ROOMS OF WHICH THERE ARE 9

See 'The Access Gallery' above for more detail

These rooms were designed to provide additional support to guests requiring some finer touches to make their stay more comfortable. They offer a little more space in the bedrooms and subtle supports in the bathroom. Please note, these rooms are not wheelchair accessible.



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OTHER DESIGN FEATURES IN COMMUNAL SPACES

The materials used to decorate all of the communal spaces have also been carefully chosen to ensure that there is sufficient contrast between the floor, walls and ceilings, as well as key elements such as door handles, switches and sockets and signage - to ensure that guests with visual or cognitive impairments can navigate the hotel with ease independently.

- Furniture was chosen with all types of disability and impairment in mind and a range of heights, arms, backs and support were considered for guests who may be wheelchair users, have limited upper body strength, limited dexterity or be short in stature.
- Signage and printed materials have been designed to be as easy to read as possible for guests with visual, cognitive or sensory impairment. This includes considering lighting, materiality and acoustics.
- Our fire and evacuation alarm systems in all adapted rooms are designed to assist a guest with additional needs, backed up by an initial non-invasive request at check-in asking if a guest requires any more support.
- Doors are held open with magnetic release to help guests with large luggage, pushchairs, mobility supports or wheelchair users navigate easily.
- Where possible matt materials have been used to reduce glare and soft furnishings reduce the reverberations of loud noises around the open-plan ground floor of the building and the 9th floor function suite.



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TRAINING AND SYSTEMS DESIGNED TO SUPPORT ANY GUESTS' SPECIAL NEEDS

- Most importantly let's talk a little about our team who have been trained to support the needs of our guests who may be disabled, living with hearing or sight loss, or a well-being or mental health issue.
- We are working and partnering with a number of relevant agencies to further improve our understanding of the type of assistance some guests may need.

As mentioned, our ambition is to make EVERY guest's stay as enjoyable as possible, so if you have any questions, please contact our Hotel Manager, Neil Butler who is here to help you.

His email address is nbutler@hotelbrooklynmcr.co.uk.

Kind regards,

Neil Butler

Hotel Manager
Hotel Brooklyn MCR