



We aim to provide the highest standards of service to all our guests and we look forward to welcoming you to The Midland and making your stay an enjoyable one. Information regarding the hotel's accessibility and facilities is below:

### **Arrival**

The Sat Nav address to The Midland is 16 Peter Street, Manchester, M60 2DS, for help call the hotel on 0161 236 3333 or email [Reception@Themidlandmanchester.co.uk](mailto:Reception@Themidlandmanchester.co.uk)

As you arrive at The Midland you will find a lay-by which can be used for dropping off and picking up (there is a maximum wait time of 15 minutes), there are 7 disabled parking bays across the road from the main entrance of the hotel on Peter Street, which are free for UK Blue Badge Holders. There is a level paved route from the disabled parking into the hotel where the main entrance has a ramp on either side along with two small manually operated revolving doors or a press button automated side door; as well as three manually operated wide access doors. The automated door is available on the right hand side ramp.

Concierge will be available to assist with luggage or equipment and our front of house team are on duty 24 hours.

### **Reception**

The Reception desk is located on the ground floor of the hotel in the entrance lobby, again with a ramp on either side of the internal entrance.

You will be offered a personal check-in service with a full explanation of the hotel's facilities together with a familiarisation tour if requested prior to arrival. Assistance is available to help take your luggage to your room.

Upon request, reception staff will also brief you on our evacuation policy. If you feel that you will require specific assistance in the event of an evacuation, please ask the receptionist. The manager on shift will then be able to fill a Personal Emergency Evacuation Plan (PEEP) form with yourselves to ensure we are aware of all your needs.

The following accessible aids are available at Reception:

- Vibrating Pad to assist waking guests with hearing disabilities in the event of a fire alarm
- Wheelchairs can be used if requested from our reception team in advance, and you have a card authorised on your booking

To rear of the Main Reception Foyer are the lifts to all floors for bedrooms, leisure club and meeting rooms.

The Stanley Meeting room is the only meeting room that has steps only access across the hotel due to its design.

### **Public areas**

Appropriate arrangements have been made to allow easy access for disabled guests to the Bar & Lounge and The Tea Room at The Midland, Adam Reid at The French and The Mount Street restaurant which are all located on the ground floor.

All lifts have tactile buttons at standard height. There is good network coverage for mobile phones within the hotel.

Accessible toilet facilities are located within easy reach of all of our Public and Meeting Room Areas.

### **Bedrooms**

The Midland has 10 purpose built disabled rooms situated on the first, second and third floors.

### **Bedroom Inclusions**

- Nineteen of our suites / bedrooms interconnect to make a double room
- Horizontal and vertical grab rails are positioned at the side of the toilet.
- Transfer space and turning of at least 120cm either side of beds.
- The flooring in our bedrooms is short pile carpet and the flooring in the bathrooms is tiled
- Reading lamps are provided
- Coolers are supplied in each room and room service is 24 hours
- Items of furniture can also be moved or removed on request, preferably before check in just to ensure we have everything prepped for you
- Wheel-in shower / wall mounted drop down seat and appropriate grab rails
- Emergency pull cords link directly to reception from both the bedroom and bathroom

In the event of fire alarm activation, these rooms have a sounder and a visual aid can be requested at reception. In the event of an emergency a member of the team will assist with

your evacuation, if you have requested a PEEP form upon arrival it will diffuse any complications during an evacuation as the phones will be very busy. Fire evacuation advice is provided on the back of your bedroom door and a disabled refuge area is situated on every floor in case staff need to summon extra assistance during your evacuation.

If you would like to specifically book one of our access rooms please contact our UK call centre on 0845 034 5777.

### **Conference, Banqueting & Meeting Rooms**

Our Meeting Rooms are located on the First Floor (The Lancaster, The Rolls, The Royce, The Derby, The Houghton and The Chester); The Ground Floor (The Alexandra Suite and The Trafford); and the Lower Ground Floor (The Victoria Suite) and are easily accessible from Reception. The First Floor Meeting Rooms are easily accessed via the lifts; The Alexandra Suite (Ground Floor) has a platform stair lift on its staircase which is accessed from the Reception foyer. The Petersfield Suite is also accessible by a platform lift down into the room; this is located at the end of The Auden Way. The Victoria Suite (Lower Ground Floor) can be accessed via The Main Reception lifts.

The Stanley Meeting room is the only meeting room that has steps only access across the hotel due to its design.

Please notify your conference or banquet Organiser for specific seating or staging requirements.

Accessible toilets are located within easy reach of all of our Public Areas, Meeting Rooms and Banqueting Suites

### **The Spa at The Midland and Leisure facilities**

The Spa at The Midland is located on the Lower Ground Floor and can be accessed via the elevators from all floors. The facilities are set over one level, with step-free access to poolside, relaxation space, and changing rooms. Accessible lockers for guests using wheelchairs are provided, as well as accessible WC and shower.

The upper level of the gym has ramped access to exercise machines, free weights and hand bike. DDA approved workout plans have been tailored to our facilities and are available from the spa reception.

Poolside and Sauna/Steam Room also benefit from step-free access. Seating is provided in both the Sauna and Steam Room and access into the relaxation pool is via poolside ladders.

Access is facilitated by ramps and handrails at all public entrances to the hotel.

### **Alternative means of transport**

If not travelling by car the nearest bus stop is on Peter Street opposite the Free Trade Hall. The nearest Metro Link stop is St Peters Square to right of the hotel entrance. The bus and

tram routes will take you to the majority of Manchester's City Centre and suburbs as well as Manchester Airport and the City's three main railway stations (Manchester Piccadilly, Oxford Road, and Victoria).

An accessible taxi service is available directly outside the front of the Hotel. You can also book a taxi at our Reception/Concierge Desk.

The Midland is located 200 yards from the Town Hall and 650 yards from the main Shopping Arcades of the City.

### **Contact Information**

Address: The Midland, 16 Peter Street, Manchester, M60 2DS.

Telephone: 0161 236 3333

Fax: 0161 932 4100

Local equipment hire companies: The Wheelchair Centre, 229 Droylsden Road, Audenshaw, Manchester M34 5ZT. Tel: 0161-370 2661

Local public transport numbers:

Transport For Greater Manchester Travel Line

Tel: 0871 200 2233

National Rail enquiry service

Tel: 08457 48 49 50

Local accessible taxi numbers: ManTax (All of the fleet are wheelchair accessible) Tel: 0161 230 3333