

GUILD HOTEL

MARBLE ARCH

Accessibility Statement

This accessibility statement aims to describe accurately the facilities and services that Guild Hotel Marble Arch offers its guests and visitors.

Introduction

Guild Hotel Marble Arch is located on Granville Place, just off Oxford Street, between Marble Arch and Bond Street tube stations, and a 5-minute walk from Hyde Park. Set within a row of Victorian townhouses, the hotel has 101 bedrooms and suites, suited for solo travellers, couples, and families.

The main entrance to the hotel is level and fully accessible, leading directly into the hotel lobby and reception area. The main door is accompanied by an accessible side door, which can be opened manually or by a member of staff upon request.

Many of central London's department stores and popular attractions are within walking distance. Selfridges and Oxford Street shopping are right around the corner.

The hotel restaurant, Steak & Lobster, is open for breakfast every day, and for lunch and dinner from Tuesday to Saturday.

Pre-Arrival

For assistance prior to arrival, please telephone the Reservations Team on +44 (0)20 7408 0130 or email hello@guildhotels.co.uk.

Wheelchair Availability:

A wheelchair is available for use by in-house guests during their stay. This service requires at least 24 hours' notice prior to arrival.

Assistance Dogs:

Guide dogs and assistance dogs are welcome and permitted in guest rooms and public areas.

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Main Entrance and Reception

The entrance door is manual doors, and they open 82 cm (2ft 8¼ inches) wide with one step, and a ramp is available for accessibility.

- The lobby has a large space for wheelchair access
- The reception desk is situated on the ground floor. The area is bright and spacious, allowing ease of movement for all guests.
- The reception desk is 98cm (3ft 2½ inches) high. The front desk is situated 5.3m (7ft 4 inches) from the main entrance.
- Comfortable seating is available in the lobby with two chairs, a sofa and 1 coffee table. The hotel entrance and lobby areas are well lit 24 hours a day.
- Assistance is available if needed from reception team

Public Areas

- All public areas, halls, stairs and landings are well lit using ceiling spotlights.
- The hallways and staircases are covered with polished wood and supplemented with carpet
- An accessible bedroom is located on the 2nd floor.
- There are no refuge areas in the hotel, and there is one evacuation chair in the hotel lobby.
- Central heating is available in all the public areas and in addition there is an air curtain above the main entrance door.
- The temperatures in the bedrooms can be adjustable locally.
- The hotel is non-smoking throughout. There is a designated smoking area to the right side of the hotel, easily accessible from the lobby level.
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Lift access:

The hotel has one lift, serving the basement, ground floor and floors 1-4. The lift door is 80cm wide. Internally, the lift is 105.5cm (3ft 5 inches) wide and 198cm (6ft 6 inches) high.

The lift is equipped with an audible alarm and tactile buttons installed at a standard height.



Accessible WC:

The hotel has one unisex accessible WC on the ground floor. It is fitted with a horizontal grab rail and an alarm rope.

- The door to the WC is 90cm (2ft 11 ½ inches) wide.
- The WC seat is 45cm (1ft 7¾ inches) high and the floor of the floor of WC is tiled with nonslip flooring.
- The WC is equipped with one hand wash basin and one hand dryer unit. The tap on the wash basis is sensor-operated for ease of use.
- The WC is well lit with ceiling spotlights.



Guild Hotel Marble Arch, 19-25 Granville Place, London W1H 6PA

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Bedrooms:



There are 101 rooms all with en-suite bathroom. Rooms are located from the ground floor to the fourth floor, accessible by the lift.

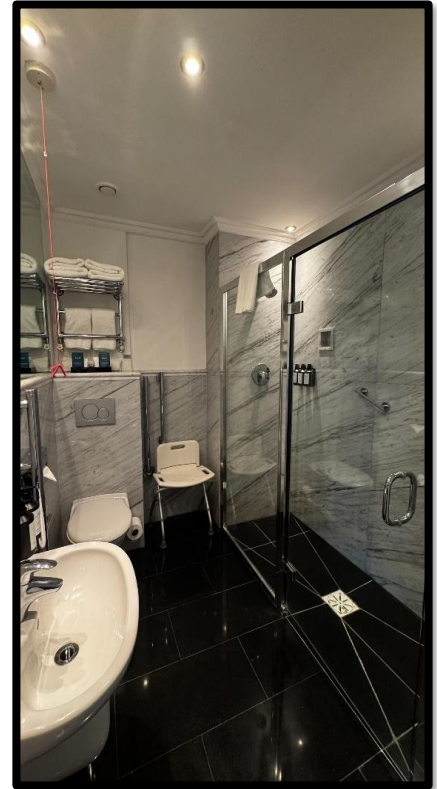
- The hotel has one accessible room, which is a Superior Double room on the second floor. The entrance door to the room is 90cm (2ft 11½ inches) wide.
- Beds and bedside furniture cannot be moved. However, seating areas are movable with the assistance of staff.
- All rooms have emergency evacuation procedures clearly displayed on the back of the bedroom door.

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Bathrooms, showers and WCs

- The accessible bathroom is equipped with a lower sink, toilet, and a full grab rail system for guest safety and ease of movement. There are grab rails positioned around the WC for additional support.
- The wheelchair-accessible shower includes additional support bars and a wall-mounted, detachable shower seat. Accessible bathrooms also feature emergency pull cords for assistance.
- The shower area includes both high- and low-level showerheads, along with low-positioned grab bars to assist guests in transferring to and from a wheelchair. The shower enclosure features an open-close door design for easy access.
- The WC height is 43cm (1ft 5 inches) and the wash basin height is 79 cm (2ft 7 inches), with clear space underneath for a wheelchair. The flooring throughout the bathroom is non-slip ceramic tile, and the lighting is provided by ceiling spotlights.
- The sink taps are lever-operated, while the shower controls feature turning taps for easy use.



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Restaurant & Bar:



Steak and Lobster restaurant) is located on the ground floor. It is open for breakfast every day, and for lunch and dinner from Tuesday to Saturday

- The restaurant floor surface is polished marble. It is level throughout. There are leather chairs and wooden tables, both of which can be moved.
- Large windows allow ample natural day light. This is supplemented by adjustable ceiling spotlights.
- Menus can be provided in large print if required.
- We can offer different dietary needs to our customers, please advise staff.
- The restaurant service is à la carte.
- Our cutlery is stainless steel, and our napkins are white.

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Hotel Gym:



The hotel has a fitness room located on the lower ground (basement) level. The room is not staffed, but it is covered by CCTV, which is periodically monitored by reception.

- Access to the fitness room is granted via guest bedroom key cards using the lift. For safety, the room is equipped with a red panic rope connected directly to reception.
- The floor throughout the fitness room is anti-slip vinyl. Please note that there are three steps down to reach the workout area.
- The fitness room has various cardiovascular, stretch and weight equipment
- Small towels are provided to the left of the entrance.
- A water station is available at the entrance.

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Getting Around

Airports:

- Heathrow Airport – approximately 50–60 minutes by car (15 miles)
- Gatwick Airport – approximately 60–70 minutes by car (30 miles)
- Stansted Airport – approximately 90 minutes by car (40 miles)
- Luton Airport – approximately 75 minutes by car (30 miles)
- London City Airport – approximately 50 minutes by car (10 miles)

The hotel team can assist with airport pick-up and taxi services: please email hello@guildhotels.co.uk or telephone +44 (0)20 7403 0130.

London Underground:

The nearest London Underground stations are Marble Arch on the Central line (5-minute walk) and Bond Street on the Central, Elizabeth and Jubilee lines (10-minute walk). Bond Street is the nearest station that is wheelchair-accessible.

Buses:

Accessible buses stops on Oxford Street, approximately 0.1 miles from the hotel, provide services in both eastbound (stops K and L) and westbound (stops O and P) directions.

Bus routes 7, 23, 94, 98, 390, and 113 operate every 5–10 minutes, offering connections towards Oxford Circus, Trafalgar Square, Euston Station, and Paddington.

Car Parking:

Guild Hotel Marble Arch is situated in the London congestion charge zone. For full details on charges and how to pay, visit <https://tfl.gov.uk/modes/driving/congestion-charge>.

There is no on-site parking at the hotel. However, the nearest secure parking is available at Q-Park Marble Arch (Cumberland Gate, W2 2ET), approximately a 5-minute walk from the hotel.

On-street parking is also available in the surrounding area, subject to restrictions. Please check local signage and ensure that any charges are paid at the time of parking.

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Additional Information:

- All team members receive Disability Awareness and Fire Evacuation training.
- Reception is available 24 hours for assistance.
- Emergency evacuation procedures are clearly displayed on the back of the bedroom door. The alarm is a continuous siren.
- Evacuation chair and trained staff are available to assist during emergencies.
- First Aiders and Fire Marshals are always on duty.
- Assistance dogs are welcome.
- Free Wi-Fi is available throughout the hotel,
- Prescription medicine can be stored securely on request.
- 24-hour room service is available; menus are provided via scanning the QR code in all bedrooms, physically menu can be requested.
- Emergency signage is standard green with white lettering.
- The nearest hospital is St Mary's Hospital, Praed St, London W2 1NY