



THE BALMORAL

EDINBURGH

A ROCCO FORTE HOTEL

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for The Balmoral

Introduction

Princes Street in the heart of Edinburgh is famous the world over and The Balmoral, with its majestic clock tower, is one of the reasons why.

Rooms have been designed to capture the mood and beauty of the Scottish countryside with rich earthy colours reflecting the moors, mists and heather. Many sights, including the Royal Mile, Edinburgh Castle and Arthur's Seat, are within easy reach. Most can be seen by simply looking out of the window. Excellent cuisine is guaranteed whether in the Michelin-starred Number One restaurant or the informal Brasserie Prince. The Balmoral also boasts one of Scotland's best urban day spa retreats and a dedicated whisky bar.

The Balmoral offers 167 rooms and 20 suites, of which 3 are accessible. All rooms have dual-line telephones, voice messaging, air-conditioning, Wi-Fi internet access, interactive entertainment system including cable television, video on demand featuring a vast library of music and films, in room bar and personal safe.

We look forward to welcoming you. If you have any queries or require any assistance please call +44 (0) 131 556 2414 or email reservations.balmoral@roccofortehotels.com

Pre-Arrival

- The Balmoral's concierge team offers inside knowledge of the city and can arrange transport, tours or tickets to the city's many hidden gems. For more information on The Balmoral's concierge team visit:
<https://www.roccofortehotels.com/hotels-and-resorts/the-balmoral-hotel/concierge/>
- The Balmoral is adjacent to Waverley railway station which is served by connections from all around the UK, including frequent direct trains to London King's Cross, Manchester and Birmingham.
- The hotel is a 25-minute drive (8 miles) from Edinburgh International Airport, which is served by direct flights to key European cities and the USA.
- Local attractions include: Edinburgh Castle, The Royal Mile, The Palace of Holyroodhouse, Arthur's Seat, Murrayfield National Rugby Stadium, Glenkinchie Famous Lowland Malt Whisky Distillery and the National Gallery.



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Car Parking and Arrival

- From Edinburgh International Airport follow signs for the A8 and Edinburgh City Centre. This will take you through the suburb of Corstorphine, passing Edinburgh Zoo on your left and Murrayfield Stadium on your right. You will soon approach the Haymarket district of the city. Keep following City Centre signs into the West End junction of Princes Street. You will enter a one-way system that takes you through Charlotte Square and on to Queen Street; continue along the full length of Queen Street. This leads into York Place, passing the National Portrait Gallery on your right; continue until you reach a roundabout. Take the second exit and keep in the right-hand lane; this is Leith Street. At the end of Leith Street you will come to a set of major traffic lights. At this point you will see The Balmoral on your right. Turn right into Princes Street and pull up outside the hotel, where our doorman will be waiting to greet you.
- There is no car park on site, however the concierge team will be delighted to valet park your car.

Main Entrance / Reception / Welcome Area

- There is a ramp\slope providing access from street level to the main entrance of the hotel
- The ramp is permanent
- The width of the ramp is 90cm (2ft 11in).
- There are 4 steps to the main entrance.
- The steps are well lit.
- The steps are medium in height.
- The steps have a handrail on either side.
- The main entrance consists of a manual revolving door and two doors on either side.
- The doors open away from you (push coming from outside)
- The door opening is 140cm (4ft 7in) wide.
- The second door opening is 80cm (2ft 7in) wide.
- There is a doorman available to assist at all times.
- A Personal Emergency Evacuation Plan (PEEPS) is available upon request.
- The reception desk is 3m (9ft 10in) from the entrance.
- There is a level access to reception from the front entrance.
- The reception desk is medium height.
- The reception area is well lit.
- Hearing assistance system available on request.



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Bedrooms

- There are 3 accessible rooms available.
- Two rooms located on the third floor and one located on the second floor.
- Rooms are accessible via the main elevators.
- Bedroom doors allow for wheelchair access.
- The rooms have accessible bathroom facilities.
- There is a functional emergency alarm fitted.
- Vibrating pillow pad and alarm clock with flashing light are available on request.
- There is space under the bed allowing for a hoist.
- Rooms are bright and evenly lit. Wall lighting and lamps provide lighting to the rooms.
- In the event of an emergency, the bedroom is considered a safe refuge area.
- Emergency Evacuation Chair Available

Bathrooms, Shower-rooms and Toilets (Ensuite or Shared)

- All accessible rooms have accessible en-suite facilities

Public Areas - Halls, Stairs, Landings, Corridors

- All public areas, halls, stairs, landings and lifts, are well lit using a combination of ceiling and wall lights.
- There are three elevators for public use.
- The elevator is located in the foyer.
- This elevator is a standard lift.
- The floors which are accessible by the elevators are B1, G, 1, 2, 3, 4, 5, 6.
- The elevators are 15m (16yd) from the accessible entrance.
- Staff do not need to be notified for use of the elevator.
- The dimensions of the elevators are 1.2m x 1.3 (3ft 11in x 4ft 3in).
- The elevator has a visual floor indicator.
- The elevator is well lit.
- The elevator does not have an audible announcer.
- The elevator does not have Braille.
- The elevator grounds to ground level in the event of a Fire alarm.
- All bedroom corridors are wide.
- The floors accessible by stairs are B1 to 6.
- There are 15+ steps between floors.



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- The steps are well lit.
- The steps have handrails on each side.
- There is a landing.
- There is a spa elevator - access via Palm Court (ramp access available).

Public Areas - Lounges, Lobbies

- Bar Prince is located on Ground Level.
- Scotch Whisky Bar is located on Ground level.
- Brasserie Prince is located on Ground level.
- Number One Restaurant is located on B1.
- Palm Court is located on Ground level.
- Reception is located on Ground level.
- Concierge is located on Ground level.
- The Balmoral Spa is located on Basement level 2.
- The Sir Walter Scott Suite is located on Ground level.
- The Princes Suite is located on Ground level.
- The Holyrood Suite is located on Ground level.
- The Waverley Suite is located on Ground level.
- The Annan Suite is located on the Second floor.
- The Beauly Suite is located on the Second floor.
- The Carron Suite is located on the Second floor.
- The Don Suite is located on the Second floor.
- The Esk Suite is located on the Second floor.
- The Forth Suite is located on the Second floor.

Restaurant/Dining Room, Bar & Bar area

- Bar Prince is located on Ground Level and has good lighting, natural daylight and open from 12 midday. The bar is accessible from internally without any steps. The bar can be accessed externally via 3 steps which have no handrails.
- Scotch Whisky Bar is located on Ground level and is accessible internally.
- Brasserie Prince is located on Ground level and is accessible internally without any steps. The restaurant can also be accessed externally via 3 steps on Princes Street.
- Number One Restaurant is located on B1. There are 3 steps to the internal entrance and then additional 3 steps into the restaurant. Handrails are provided. The restaurant is well lit but lights are dimmed in the evening. Wheelchair access is available via a back of house route.



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- Palm Court is located on Ground level and has 3 steps with handrails. Ramp access is available by using mobile ramps.
- All outlets provide hand held menus.
- Menus are not available in Braille.
- Menus are available in large print upon request.
- Menus are clearly written.

Public Toilets

- The hotel has accessible toilets on Ground Floor & B1.
- Ground Floor accessible toilets are via Palm Court.
- B1 accessible toilets are via the main elevators.

Leisure Facilities

- The Balmoral Spa is located on B2
- The Balmoral Spa is accessible via the Spa elevator
- The Balmoral Spa elevator dimensions are 1.08 x 1.05m (3ft 6in x 3ft 5in).
- The elevator has a visual floor indicator.
- The elevator has an audible floor indicator.
- The floors which are accessible by this lift are B2, G, 1, 2, 3, 4, 5, 6.
- There is no hearing assistance system in the Spa.
- The Balmoral Spa plays background music.
- The elevator does have Braille.

Treatment Room(s)

- Please check with the Spa reception for your requirements.

Conference and Meeting Rooms

- The Sir Walter Scott Suite is located on Ground level and accessible from the foyer.
- The Princes Suite is located on Ground level. and accessible from the foyer.
- The Holyrood Suite is located on Ground level and accessible via Palm Court.
- The Waverley Suite is located on Ground level and accessible via Palm Court.
- The Annan Suite is located on the Second floor and accessible via the main elevators.
- The Beaully Suite is located on the Second floor accessible via the main elevators.
- The Carron Suite is located on the Second floor accessible via the main elevators.



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- The Don Suite is located on the Second floor accessible via the main elevators.
- The Esk Suite is located on the Second floor accessible via the main elevators.
- The Forth Suite is located on the Second floor accessible via the main elevators.

Contact Information

Address:	The Balmoral, 1 Princes Street, Edinburgh, EH2 2EQ Scotland
Telephone:	+44 (0) 131 556 2414
Email:	reservations.balmoral@roccofortehotels.com
Website:	https://www.roccofortehotels.com/
Grid Reference:	NT 25813 73932
Hours Of Operation:	24 hours
Local Carers:	Can be arranged in advance through Reservations
Local Equipment Hire:	Can be arranged in advance through Reservations
Local Accessible Taxi:	Can be arranged via our Concierge
Local Public Transport:	http://transportforeдинburgh.com/