



Best Western Crystal Palace Hotel

In this document, we will provide you with information regarding the accessibility of our hotel.

You will find the description of these areas:

- Car park and access to main entrance
- Main entrance and Reception
- Lifts
- Internal routes
- Toilet facilities
- Rooms
- Catering

For more information or any particular requests, please write to crystalpalace.to@bestwestern.it

CAR PARK AND ACCESS TO MAIN ENTRANCE



The hotel's car park is private, is located outside and is uncovered.

The hotel's car park is surfaced with gravel.

| | |
|---|------|
| Number of reserved parking spots for expectant mothers | n° 1 |
| Number of reserved parking spots for persons with disabilities, identified with signs | n° 4 |
| Distance from main entrance | m 10 |

The path to the main entrance door is accessible on a level surface. The path is surfaced with gravel.

MAIN ENTRANCE AND RECEPTION



When entering there is a bell to request assistance.

The access door has a single hinged door that opens inwards. The door has a lever handle.

Inside there is a carpet runner/doormat and there is a tile flooring.

In the lobby, there are seats, namely chairs, armchairs, and sofas.

The portering service is available.

| | |
|--------------------------|-------------|
| Height of reception desk | cm 115 |
| Height of lowered desk | not present |

LIFTS



Our hotel has 2 lifts to access the floors and these are located in the lobby.

| | |
|--|-----------------------------------|
| Size of inner cabin | cm 120x90 |
| Height of call button | cm 120 |
| Sliding doors | single hinged door |
| Type of door opening | on two different sides |
| Width of clear opening | cm 90 |
| Audible indication of floors | yes, with just an acoustic signal |
| Call button with braille or raised characters | yes |
| Button panel with braille or raised characters | yes |
| Button panel with large characters | yes |

INTERNAL ROUTES



The corridors have a tile flooring and along the paths there are no doors or passages narrower than 90 cm.

There is no protruding wall decor.

Stairs

Our hotel is a 5-storey building.

| | |
|--|-----|
| Handrails in the corridors | yes |
| Handrails along the stairs | yes |
| Stairlift | no |
| Floor markings at the beginning and end of each flight of stairs | no |

Lighting

| | |
|----------------------|------------------|
| Lighting location | ceiling lighting |
| Light control system | switch |

TOILET FACILITIES



The toilet facilities are located in the rooms and in the lobby.

There is no bathroom access room.

Bathroom features

| | |
|--------------------------------|----------------|
| Size of bathroom | cm 400x400 |
| Type of flooring | tiles |
| Door style | hinged door |
| Type of lighting | switch |
| Alarm bell/pull cord | yes |
| Pedestal sink | yes |
| Mixer tap | lever head tap |
| Tilted mirror | no |
| Wall hung toilet | no |
| Bidet shower next to toilet | no |
| Floor-level shower | yes |
| Grab bars | yes |
| Baby changing table or station | no |

ACCESSIBLE ROOM



There are 2 accessible rooms for people with motor disabilities.

All rooms are equipped with a private ensuite.

Room service is available upon request and at a surcharge.

| | |
|--|---------------|
| Type of flooring | parquet |
| Door style | sliding door |
| Lock style | keycard |
| Type of handle | lever handle |
| Space around bed | on both sides |
| Window style | manual |
| Control mechanism of blackout blinds or shutters | manual |
| Light control system | manual |
| Air-conditioning | manual |

Accessible bathroom features

| | |
|-----------------------------|----------------|
| Size of bathroom | cm 200x200 |
| Type of flooring | parquet |
| Door style | hinged door |
| Type of lighting | switch |
| Alarm bell/pull cord | yes |
| Pedestal sink | yes |
| Mixer tap | lever head tap |
| Tilted mirror | no |
| Wall hung toilet | no |
| Bidet shower next to toilet | yes |
| Floor-level shower | yes |
| Grab bars | yes |

The hotel has several types of rooms in various sizes and with different features. Please contact us if you need further information and to find the most suitable solution for your stay.

CATERING



Breakfast Room

The hotel's breakfast room is on the 5th floor and has the following features:

| | |
|---|----------------|
| Difference in level/obstacles | no |
| Type of flooring | tiles |
| Main door style | automatic door |
| Opening direction | sliding door |
| Shape of tables | rectangle |
| Position of table legs | on all sides |
| Type of seats | chairs |
| Table service | yes |
| Easy reading/braille menu | no |
| QR code menu available for tablets or smartphones | no |
| Personalised/allergy-friendly menu available | yes |
| Highchairs and tableware for children available | yes |

Restaurant

In the hotel there is no restaurant.

Bar

In the hotel there is an accessible bar that is located on the ground floor.

| | |
|---|----------------------|
| Difference in level/obstacles | no |
| Type of flooring | tiles |
| Main door style | automatic door |
| Opening direction | sliding door |
| Shape of tables | rectangle |
| Position of table legs | on all sides |
| Type of seats | chairs and armchairs |
| Easy reading/braille menu | no |
| QR code menu available for tablets or smartphones | no |
| Height of counter | cm 115 |
| Height of lowered counter | not present |
| Table service | yes |
| Open 24 hours | no |