



# 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](mailto:crystalpalace.to@bestwestern.it).

## CAR PARK AND ACCESS TO MAIN ENTRANCE



The hotel has a car park.

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 portage 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 120 x 90
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.

Non è presente There is no bathroom access room.

### Bathroom features

Size of bathroom	cm 400 x 400
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 200 x 200
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 5<sup>th</sup> 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