

Holiday Inn Rochester - Chatham - Leisure Facilities



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Maidstone Road, Chatham, Kent ME5 9SF

0871 942 9069

www.ihg.com/holidayinn/hotels/gb/en/rochester/rcske/hoteldetail (<https://www.ihg.com/holidayinn/hotels/gb/en/rochester/rcske/hoteldetail>)

Guide Last Updated: 26/01/2018

[Something changed? \(/contact/something_changed?destination=/access-guide/kew-green/holiday-inn-rochester-chatham-leisure-facilities\)](#)



(<https://maps.google.com/maps?ll=51.348802,0.507612&z=14&t=m&hl=en-US&q=US&mapclient=apiv3>)

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Access Guide



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Leisure Facilities Introduction	Collapse -
<p>Related Access Guide(s)</p> <p style="text-align: right;">Collapse -</p> <ul style="list-style-type: none"> For the Holiday Inn Rochester - Chatham DisabledGo access guide please click here (new tab) (https://www.disabledgo.com/access-guide/holiday-inn/holiday-inn-rochester---chatham). For the Holiday Inn Rochester - Chatham - Conference Facilities DisabledGo access guide please click here (new tab) (https://www.disabledgo.com/access-guide/holiday-inn/holiday-inn-rochester---chatham---conference-facilities). 	
Leisure Facilities Information	Collapse -
<ul style="list-style-type: none"> The leisure facilities are located on the ground floor of the hotel, to the right as you enter via the main hotel entrance. 	
Getting Here	Collapse -

By Road

Collapse -

- This hotel is located on the outskirts of Rochester and Chatham, just off Junction 3 of the M2. The hotel is located on the A229.
- This hotel has a car park which is free for all users.

By Bus

Collapse -

- There is a bus stop within 150 metres of the hotel.
- The nearest bus stop is located outside the hotel on the A229, approximately 91m from the hotel.
- [For more information on buses in Kent and Surrey please click here \(opens new tab\) \(https://www.arrivabus.co.uk/kent-and-surrey\).](https://www.arrivabus.co.uk/kent-and-surrey)

By Train

Collapse -

- The nearest Railway Station is Chatham.
- Chatham Station is situated in the centre of Chatham, located approximately 3.5 miles from the hotel. There are bus and taxi routes to the hotel from the station.
- [For more information on National Rail please click here \(opens new tab\) \(http://www.nationalrail.co.uk/stations/ctm/details.html\).](http://www.nationalrail.co.uk/stations/ctm/details.html)

Getting Help and Assistance

Collapse -

- There is a member of staff available for help and assistance.
- Staff receive disability awareness/equality training.
- Staff do not receive deaf awareness training.
- There is not a member of staff trained in British Sign Language.
- British Sign Language interpreters cannot be provided on request.
- The alternative formats documents can be provided in include; large print on request.
- There is an assistance dog toilet or toileting area at the venue/near by.
- The assistance dog toilet or toileting area is located on the grass areas surrounding the hotel.
- Water bowls for assistance dogs are available.
- There are mobility aids available.
- The mobility aids available include wheelchairs.
- To obtain mobility aids please contact the hotel reception.

Parking (Hotel Car Park)

Collapse -

Parking

Collapse -

- The hotel does have its own parking facilities.
- The car park is located in front of the hotel.
- The car park type is open air/surface.
- The car park does not have a height restriction barrier.
- The car park does not have a barrier control system.
- The car park surface is tarmac.
- There is a/are Blue Badge parking bay(s) available.
- The Blue Badge bay(s) is/are signposted and have markings which are faded.
- There is/are 3 designated Blue Badge parking bay(s) within the car park.
- The dimensions of the designated Blue Badge parking bay(s) surveyed are 312cm x 495cm (10ft 3in x 16ft 3in).
- There is not a 120cm hatched zone around the Blue Badge parking bay(s).
- Parking spaces for Blue Badge holders do not need to be booked in advance.
- Clearly marked/signposted parent and child parking bays are not available.
- All parking spaces are provided on a first come first served basis.

- There is also an overflow car park for visitors.
- Additional car parking for guests is available at the front right of the hotel.

Paying

Collapse -

- There are not parking charges for the car park.

Access from the Car Park

Collapse -

- The route from the car park to the entrance is accessible to a wheelchair user with assistance.
- Assistance may be required because there is/are slopes/ramps.
- The entrance is not clearly visible from the car park.
- The route from the car park to the entrance is clearly signposted.
- The surface on the approach to the entrance is concrete tiles.
- There is not a road to cross between the car park and the entrance.
- There is no tactile paving on dropped kerbs between the car park and the entrance.
- The nearest designated Blue Badge parking bay is approximately 32m (34yd 2ft) from the Blue Badge car park entrance.

Drop-off Point(s)

Collapse -

- There is not a/are not clearly marked drop-off point(s).



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Parking (Hotel and Leisure Facilities Car Park)

Collapse -

Parking

Collapse -

- The hotel does have its own parking facilities.
- The car park is located to the right of the hotel.
- The car park type is open air/surface.
- The car park does not have a height restriction barrier.
- The car park does not have a barrier control system.
- The car park surface is tarmac.
- There is a/are Blue Badge parking bay(s) available.
- The Blue Badge bay(s) markings are faded.
- There is/are 4 designated Blue Badge parking bay(s) within the car park.
- The dimensions of the designated Blue Badge parking bay(s) surveyed are 262cm x 585cm (8ft 7in x 19ft 2in).
- There is a 120cm hatched zone around the Blue Badge parking bay(s).

- Parking spaces for Blue Badge holders do not need to be booked in advance.
- Clearly marked/signposted parent and child parking bays are not available.
- All parking spaces are provided on a first come first served basis.

Paying

Collapse -

- There are not parking charges for the car park.

Access from the Car Park

Collapse -

- The route from the car park to the entrance is accessible to a wheelchair user with assistance.
- Assistance may be required because there is/are slopes/ramps.
- The entrance is not clearly visible from the car park.
- The route from the car park to the entrance is clearly signposted.
- The surface on the approach to the entrance is block paving.
- There is not a road to cross between the car park and the entrance.
- There is tactile paving on dropped kerbs between the car park and the entrance.
- The nearest designated Blue Badge parking bay is approximately 32m (34yd 2ft) from the hotel main entrance.

Drop-off Point(s)

Collapse -

- There is not a/are not clearly marked drop-off point(s).



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Opening Times

Collapse -

- Monday 06:30 - 22:00.
- Tuesday 06:30 - 22:00.
- Wednesday 06:30 - 22:00.
- Thursday 06:30 - 22:00.
- Friday 06:30 - 22:00.
- Saturday 07:00 - 22:00.
- Sunday 07:00 - 22:00.

Outside Access (Hotel Main Entrance)

Collapse -

Entrance

Collapse -

- This information is for the entrance located at the front of the hotel.
- The entrance area/door is clearly signed.
- There is step-free access at this entrance.
- There is not a canopy or recess which provides weather protection at this entrance.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) automatically.
- The door(s) is/are double width.
- The width of the door opening is 160cm.
- There is a slope with a very easy incline.



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Step(s) (Hotel Main Entrance)

Collapse -

- There is a/are step(s) located to the left as you enter the hotel, leading to the hotel reception lobby.
- The step(s) is/are used to access the main hotel.
- There is/are 9 step(s).
- The step(s) is/are clearly marked.
- The height of the step(s) is/are between 15cm and 18cm.
- The going of the step(s) is/are between 30cm and 45cm.
- There is a/are handrail(s) at the step(s).
- The handrail(s) is/are on both sides.
- Handrails are at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do extend horizontally beyond the first and last steps.
- The lighting levels at the step(s) are good.



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Lift (Hotel Main Entrance)

Collapse -

- There is a lift for public use.
- The lift is located to the left as you enter the hotel, leading to the hotel reception lobby.
- The lift is clearly visible from the entrance.
- The lift is approximately 5m (5yd 1ft) from the hotel main entrance.
- The lift is a stair lift.
- A member of staff needs to be notified for use of the lift.
- A member of staff is required to operate the lift.
- The platform lift accesses a small level change.
- Clear signs indicating the facilities on each floor are not provided on lift lobby landings.
- There is a clear level manoeuvring space of 150cm x 150cm in front of the lift.

- The dimensions of the lift are 82cm x 95cm (2ft 8in x 3ft 1in).
- The controls for the lift are within 90cm - 120cm from the floor.
- There is not a hearing loop system.
- The lift does not have Braille markings.
- The lift does not have tactile markings.
- The lighting levels in the lift are good.

Comments

Collapse -

- There is a call bell at the top of the steps to gain assistance.
- The height of the bell is 129cm.



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Outside Access (Blue Badge Car Park Entrance)

Collapse -

Entrance

Collapse -

- This information is for the entrance located at the front of the hotel, to the left of the hotel main entrance.
- The entrance area/door is not clearly signed.
- There is ramped/sloped access at this entrance.
- There is not a canopy or recess which provides weather protection at this entrance.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The bell/buzzer is in a suitable position to allow wheelchair users to gain access.
- The height of the bell/buzzer is 94cm (3ft 1in).
- The main door(s) open(s) towards you (pull).
- The door(s) is/are double width.
- The door(s) is/are heavy.
- The width of the door opening is 148cm.

Ramp/Slope

Collapse -

- The ramp/slope is located on the path leading to the entrance.
- The gradient of the ramp/slope is slight.
- The width of the ramp/slope is 121cm (3ft 12in).



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Entrance (Hotel Lobby Internal Entrance)

Collapse -

Entrance

Collapse -

- This information is for the entrance located to the left as you enter either of the hotel entrances.
- The entrance area/door is not clearly signed.
- There is step-free access at this entrance.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) automatically.
- The door(s) is/are double width.
- The width of the door opening is 158cm.



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Getting Around

Collapse -

Access

Collapse -

- There is step-free access throughout the majority of the building, via lift.

Circulation

Collapse -

- There are doors in corridors/walkways which have to be opened manually.
- The type of flooring in corridors/walkways is carpet, tiles and laminate.
- There is some flooring in corridors/walkways which includes patterns or colours which could be confusing or look like steps or holes to some people.
- There is some flooring in corridors/walkways which is shiny and could cause issues with glare or look slippery to some people.
- There is good colour contrast between the walls and floor in the majority of corridors/walkways.
- The lighting levels are good.
- Access to other floors/levels is via stairs and lift.

Signage

Collapse -

- Wayfinding signage is provided.
- The colour, design and typeface of signs is consistent throughout the building.

Audio

Collapse -

- This venue does play background music in public areas.
- Music is played in reception, the bar and restaurant areas.
- There is a hearing assistance system in the public areas of the building.
- The system is a portable loop.
- There is a portable hearing loop available from the reception desk that can be used in all areas of the hotel.
- The hearing assistance system is available only on request.



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Entrance (Leisure Facilities Entrance)

Collapse -

Entrance

Collapse -

- This information is for the entrance located on the ground floor, to the right as you enter the hotel main entrance.
- The entrance area/door is clearly signed.
- There is step-free access at this entrance.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) towards you (pull).
- The door(s) is/are double width.
- The door(s) is/are heavy.
- The width of the door opening is 150cm.



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Reception

Collapse -

Reception

Collapse -

- The reception point is located to the left as you enter the leisure facilities entrance.
- The reception point is approximately 1m (3ft 3in) from the leisure facilities internal entrance.
- The reception area/desk is clearly visible from the entrance.
- There is step-free access to the reception point.
- There is a clear unobstructed route to the reception point.
- There are no windows, TVs, glazed screens or mirrors behind the reception point which could adversely affect the ability of someone to lip read.
- The reception counter is not placed in front of a background which is patterned.
- The lighting levels at the reception point are good.
- The height of the reception counter is high (110cm+).
- There is sufficient space to write or sign documents on the counter.
- There is not a lowered section of the counter.
- The counter is staffed.

- Clipboards can be provided to anyone who is unable to use the desk.
- There is a hearing assistance system at the reception point.
- The type of system is a portable loop.
- The hearing system is available only on request.
- The hearing assistance system is signed.
- Staff are trained to use the system.
- Signs and universally accepted symbols or pictograms, indicating lifts, stairs, WCs, circulation routes and other parts of the building are not provided in the reception area.
- The type of flooring in the reception area is laminate.

Reception Waiting Area

Collapse -

- There is a waiting area close to the reception point.
- Access to the waiting area is unobstructed.
- There are seats with armrests on both sides.
- There is not sufficient space for a wheelchair user to use the waiting area.



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Fitness Suite

Collapse -

Access to Fitness Suite

Collapse -

- The fitness suite is located to the left as you enter the leisure facilities entrance.
- The fitness suite is 4m (4yd 1ft) from the leisure facilities entrance.
- There is level access to the fitness suite.
- There are not doors into the fitness suite.

Fitness Suite (General)

Collapse -

- Staff receive no training in assisting disabled people.
- A portable hearing loop is available for induction.
- Staff are trained to use the portable hearing loop.
- There is clear manoeuvring space between equipment.
- There is level access to all of the equipment.



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Swimming Pool

Collapse -

- There is level access from the changing area to the swimming pool.
- There is not a ramped entrance into the water.
- There is not a wet side chair available.
- There is not a hoist for wheelchair users to access the water.
- There are steps into the swimming pool.
- There are 3 steps.
- There is a ladder type entrance into the water.
- There is a handrail on both sides of the ladder.



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Changing Area (Female)

Collapse -

Changing Area

Collapse -

- There is a/are changing area(s) available.
- The changing area that was surveyed is located to the centre of the leisure facilities.
- The changing area is approximately 8m from the leisure facilities entrance.
- The changing area is approximately 7m from reception.
- The changing area is approximately 9m from the swimming pool.
- There is step-free access to the changing area.
- The facilities available within the changing area include; standard changing rooms/cubicles, standard showers, an accessible toilet and standard toilets.
- This is a female changing area.
- Similar male changing area(s) are available.
- The door(s) open(s) away from you (push).
- The door(s) is/are single width.
- The door(s) is/are heavy.
- The width of the door opening is 88cm.
- The type of flooring in the changing area is tiles.
- There is not a flashing fire alarm beacon within the changing area.
- There are changing benches or seats within the changing area.
- There are lockers within the changing area.
- There is a/are locker(s) within reach for a wheelchair user.
- There is not a water dispenser available.
- The lighting levels in the changing area are good.

Shower Facilities

Collapse -

- Shower facilities are available.
- There is step-free access to the shower facilities.
- Fixed.
- The height of the shower head(s) is/are 202cm.
- The shower control type(s) is/are twist/turn.
- There is no seat for the shower(s).
- There is not a/are not wall-mounted grab rail(s) available for the shower(s).

Toilet Facilities

Collapse -

- Toilet facilities are available.
- There is step-free access to the toilet(s).
- At the time of the survey the standard toilet was out of order and could not be surveyed.

Baby Changing Facilities

Collapse -

- Baby changing facilities are not available.



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Accessible Toilet(s) (Female Changing Area)

Collapse -

- There is an/are accessible toilet(s) for public use.

Location and Access

Collapse -

- The accessible toilet surveyed is not for the sole use of disabled people.
- This accessible toilet is located in the female changing area.
- This accessible toilet is approximately 14m (15yd 11in) from the leisure facilities entrance.
- There is step-free access to the accessible toilet.

Features and Dimensions

Collapse -

- This is not a shared toilet.
- There is a similar accessible toilet in the male changing area.
- A key is not required for the accessible toilet.
- There is pictorial signage on or near the toilet door.
- The door opens outwards.
- The door is heavy.
- The door is locked by a sliding bolt.
- The width of the accessible toilet door is 85cm (2ft 9in).
- The dimensions of the accessible toilet are 170cm x 192cm (5ft 7in x 6ft 4in).
- The accessible toilet does not have an unobstructed minimum turning space of 150cm x 150cm.
- The toilet has not got a non-slip floor.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 100cm (3ft 3in).
- There is a flush, however it is not on the transfer side.
- There is not a spatula type lever flush.
- There is a dropdown rail on the transfer side.

- There is not an emergency alarm.
- There is not a flashing fire alarm beacon within the toilet.
- Disposal facilities are available in the toilet.
- There is a/are female sanitary and non-infectious waste disposal units.
- There is a/are coat hook(s).
- There are coat hooks in the toilet at 171cm and 180cm from the floor.

Position of Fixtures

Collapse -

- There is a/are wall-mounted grab rail(s) available.
- As you face the toilet the wall-mounted grab rail(s) is/are on both sides.
- There is a vertical wall-mounted grab rail on the transfer side.
- There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space.
- There is not a mirror.
- There is not a shelf next to the toilet.
- The toilet has a lid.
- The height of the toilet seat above floor level is 51cm (1ft 8in).
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is placed higher than 100cm (3ft 3in).
- The height of the toilet roll holder is 110cm (3ft 7in).
- There is a wash basin.
- The wash basin cannot be reached from seated on the toilet.
- The wash basin is placed higher than 74cm (2ft 5in).
- The height of the wash basin is 81cm (2ft 8in).
- There is a vertical wall-mounted grab rail on the left hand side of the wash basin.
- The wash basin tap type is lever.
- There is not a mixer tap.
- There is a soap dispenser.
- The soap dispenser can be reached from seated on the toilet.
- The height of the soap dispenser is 99cm.
- There is not a towel dispenser.
- There is a hand dryer.
- The hand dryer cannot be reached from seated on the toilet.
- The hand dryer is not placed higher than 100cm (3ft 3in).

Colour Contrast and Lighting

Collapse -

- The contrast between the external door and wall is poor.
- The contrast between the internal door and wall is poor.
- The contrast between the dropdown rail(s) and wall is poor.
- The contrast between the wall-mounted grab rail(s) and wall is good.
- The toilet seat colour contrast is poor.
- The contrast between the walls and floor is fair.
- The lighting levels are good.

Comments

Collapse -

- There is a baby seat in the accessible toilet.
- The height of the baby seat when extended is 82cm.