

Holiday Inn Norwich - Leisure Facilities



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Ipswich Road, Norwich, Norfolk NR4 6EP

0871 942 9060

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

Guide Last Updated: 13/02/2018

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



Google

(<https://maps.google.com/maps?ll=52.60174,1.278698&z=14&t=m&hl=en-US&gl=US&mapclient=apiv3>)

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Access Guide



[Explain these icons \(/our-icons\)](#)

[Expand all](#) [Collapse all](#)

Leisure Facilities Introduction

[Collapse -](#)

Related Access Guide(s)

[Collapse -](#)

- [For the Holiday Inn Norwich DisabledGo access guide please click here \(new tab\) \(https://www.disabledgo.com/access-guide/holiday-inn/holiday-inn-norwich\)](https://www.disabledgo.com/access-guide/holiday-inn/holiday-inn-norwich).

Leisure Facilities Information

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- The leisure facilities are located on the first floor of the hotel.
- The leisure facilities can only be accessed by the hotel stairs.

Getting Here

[Collapse -](#)

By Road

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- This hotel is located on the outskirts of Norwich, just off the A47. The hotel is located on the A140, Ipswich Road.
- This hotel has its own car park which is free for all users.

By Bus

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- There is a bus stop within 150 metres of the hotel.
- The nearest bus stop is located outside the hotel on Ipswich Road.
- [For more information on buses in the South East and Anglia please click here \(opens new tab\) \(http://www.travelinesoutheast.org.uk\)](http://www.travelinesoutheast.org.uk).

By Train

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- The nearest Railway Station is Norwich.
- Norwich Station is situated in the centre of Norwich, located approximately 3 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 \(opens new tab\) \(http://www.nationalrail.co.uk/stations/nrw/details.html\)](http://www.nationalrail.co.uk/stations/nrw/details.html).

Getting Help and Assistance

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- 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 in front of the hotel.
- Water bowls for assistance dogs are available.
- There are mobility aids available.
- The mobility aids available include wheelchairs.

Parking

Collapse -

Parking

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- The hotel does have its own parking facilities.
- The car park is located at the 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 clearly marked and signposted.
- There is/are 6 designated Blue Badge parking bay(s) within the car park.
- The dimensions of the designated Blue Badge parking bay(s) surveyed are 246cm x 697cm (8ft 1in x 22ft 10in).
- 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

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- 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 dropped kerbs.
- The entrance is clearly visible from the car park.
- The surface on the approach to the entrance is tarmac.
- 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 8m (8yd 2ft) from the hotel entrance.

Drop-off Point(s)

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



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Opening Times

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- 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 - 21:00.
- Sunday 07:00 - 21:00.

Outside Access (Hotel Entrance)

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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 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 not in a suitable position to allow wheelchair users to gain access.

- The height of the bell/buzzer is 140cm (4ft 7in).
- The main door(s) open(s) automatically (towards you).
- The door(s) is/are double width.
- The width of the door opening is 141cm.
- There is a small lip on the threshold of the entrance, with a height of 2cm or below.
- There is a second set of doors.
- The door(s) open(s) automatically.
- The door(s) is/are double width.
- The width of the door opening is 162cm.
- There is a member of staff available for assistance at this entrance.

Comments

Collapse -

- This entrance gives direct access to the second floor.
- The main doors are locked between 01:00 and 05:00.
- There is a telephone on the wall to the left of the entrance (shown in photograph 4).
- The height of the telephone is 141cm.
- This telephone is used to obtain assistance from the reception desk and to gain entry to the hotel when the doors are locked.



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Reception (Main Reception)

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Reception

Collapse -

- The reception point is located ahead as you enter the hotel.
- The reception point is approximately 5m (5yd 1ft) from the hotel 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 fixed loop.

- The hearing assistance system is not 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 provided in the reception area.
- The type of flooring in the reception area is carpet.

Reception Waiting Area

Collapse -

- There is a waiting area close to the reception point.
- Access to the waiting area is unobstructed.
- The seats do not have armrests.
- There is sufficient space for a wheelchair user to use the waiting area.



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Reception (Customer Relations Manager's Desk)

Collapse -

Reception

Collapse -

- The reception point is located to the right as you enter via the main hotel entrance.
- The reception point is approximately 5m (5yd 1ft) from the hotel 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 low (76cm or lower).
- There is sufficient space to write or sign documents on the counter.
- There is not a clear knee recess beneath the lowered section of the counter.
- The counter is staffed.
- Clipboards can be provided to anyone who is unable to use the desk.
- There is not a hearing assistance system at the reception point.
- Signs and universally accepted symbols or pictograms, indicating lifts, stairs, WCs, circulation routes and other parts of the building are provided in the reception area.
- The type of flooring in the reception area is carpet.

Comments

Collapse -

- The Customer Relations Manager's desk is used for any guest related issues.
- The desk shares the same seating area as the main reception desk.



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Getting Around

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Access

Collapse -

- There is step-free access throughout the second floor.
- There is a slight slope, with no handrails, for access to the accessible and standard toilets.
- This slope is on the second floor, in the corridor to the left of the main reception desk. This slope is shown in photographs 1 and 2.

Circulation

Collapse -

- There are doors in corridors/walkways which have to be opened manually.
- The type of flooring in corridors/walkways is carpet 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.
- There is a mixture of seating with and without armrests at regular intervals.
- The lighting levels are varied.
- Access to other floors/levels is via stairs.

Signage

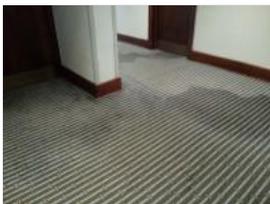
Collapse -

- 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 the reception and restaurant/bar areas.
- There is a hearing assistance system in the public areas of the building.
- The system is a fixed loop.
- The hearing assistance loop is located at the main reception desk and at the bar. There is also a fixed hearing loop in the Yeoman A and B meeting rooms.



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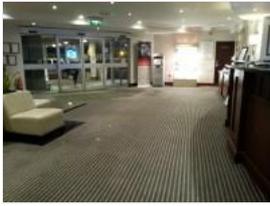
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Other Floors

Collapse -

Stairs

Collapse -

- Stairs can be used to access other floors.
- The stairs are for public use.
- The stairs are located in the corridor to the left of the main reception desk.
- The stairs are approximately 21m from the hotel entrance.
- Signs indicating the location of the stairs are not available from the entrance.
- There are manual, heavy, double doors to enter and exit the stairwell on all floors.
- The floors which are accessible by stairs are 1, 2 and 3.
- There are 15+ steps between floors.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are not between the recommended 30cm and 45cm.
- The steps are clearly marked.
- There is a/are handrail(s) at the step(s).
- The steps have a handrail 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 not extend horizontally beyond the first and last steps.
- There is a landing.
- Clear signs indicating the facilities on each floor are provided on landings.
- The lighting levels at the steps are varied.

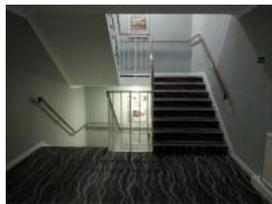
Other Information

Collapse -

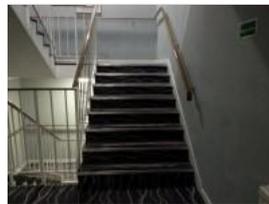
- The area(s) on the floors which are not accessible is/are Rooms 101 to 141, the fitness suite and the Harford Suite on the first floor and Rooms 301 to 341 on the third floor.



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Entrance (Leisure Facilities First Floor Internal Entrance)

Collapse -

Entrance

Collapse -

- This information is for the entrance located on the first floor of the hotel.
- The entrance area/door is not clearly signed.

- There is stepped access at this entrance.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) away from you (push).
- The door(s) is/are double width.
- The door(s) is/are permanently held open.
- The width of the door opening is 111cm.
- There is a second set of doors.
- The door(s) open(s) towards you (pull).
- The door(s) is/are single width.
- The door(s) is/are heavy.
- The width of the door opening is 90cm.
- There is a small lip on the threshold of the entrance, with a height of 2cm or below.
- There is a member of staff available for assistance at this entrance.

Step(s)

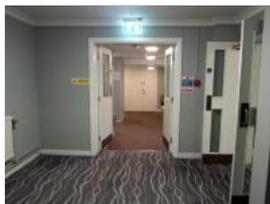
Collapse -

- The step(s) is/are located between the first and second set of doors.
- There is/are 4 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 not between 30cm and 45cm.
- There is not a/are not handrail(s) at the step(s).
- The lighting levels at the step(s) are good.

Comments

Collapse -

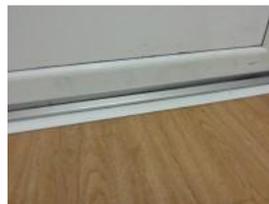
- There is a third door.
- The third door opens towards you (pull).
- The third door is heavy.
- The width of the third door is 91cm.



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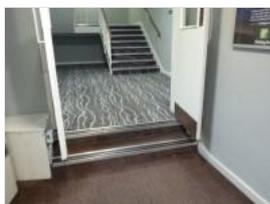
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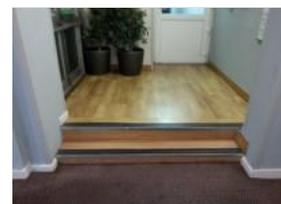
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Level Change (Corridor Leading to the Fitness Suite)

Collapse -

Ramp / Slope

Collapse -

- There is a ramp/slope located in the corridor on the right as you enter.
- The ramp/slope is used to access the fitness suite and the leisure facilities reception desk.
- The gradient of the ramp/slope is slight.

- The ramp/slope is permanent.
- There is not a level landing at the top of the ramp/slope.
- There is not a/are not handrail(s) at the ramp.
- The width of the ramp/slope is 126cm (4ft 2in).
- The lighting levels at the ramp/slope are good.

Comments

Collapse -

- This level change has to be used to access all of the leisure facilities services.
- Although there are no handrails there is seating without armrests running the length of the ramp on the right (going up).



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Reception (Leisure Facilities)

Collapse -

Reception

Collapse -

- The reception point is located at the end of the corridor as you enter the leisure facilities first floor internal entrance.
- The reception point is approximately 24m (26yd 9in) from the leisure facilities first floor internal entrance.
- Clear signage for the reception area/desk is not visible from the lift.
- There is ramped/sloped 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 not a hearing assistance system at the reception point.
- 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 stone.

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 on the first floor of the hotel.
- The fitness suite is 18m (19yd 2ft) from the leisure facilities first floor internal entrance.
- There is not level access to the fitness suite.
- There are doors into the fitness suite.
- The doors open towards you (pull).
- The doors are single.
- The doors are heavy.
- The opening is 88cm (2ft 11in) wide.

Fitness Suite (General)

Collapse -

- Staff receive some training in assisting disabled people.
- Training provided is by the hotel.
- Equipment suitable for mobility or sensory impaired users includes free weights and rowing machines.
- A portable hearing loop is not available for induction.
- There is not clear manoeuvring space between equipment.
- There is not level access to all of the equipment.



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Level Change (Fitness Suite)

Collapse -

Ramp / Slope

Collapse -

- There is a ramp/slope located ahead as you enter the fitness suite.
- The ramp/slope is used to access the majority of the fitness suite equipment.
- The gradient of the ramp/slope is steep.
- The ramp/slope is permanent.
- There is a level landing at the top of the ramp/slope.
- There is a/are handrail(s) at the ramp.
- The handrail(s) is/are on the right going up.
- The width of the ramp/slope is 126cm (4ft 2in).
- The lighting levels at the ramp/slope are good.
- The ramp/slope does not bypass the step(s).

Step(s)

Collapse -

- There is a/are step(s) located to the right as you enter the fitness suite.
- The step(s) is/are used to access the majority of the fitness suite equipment.
- There is/are 3 step(s).
- The step(s) is/are clearly marked.
- The height of the step(s) is/are not between 15cm and 18cm.
- The height of the step(s) is/are 14cm.
- The going of the step(s) is/are not between the recommended 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 not extend horizontally beyond the first and last steps.
- The lighting levels at the step(s) are good.



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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 a wet side chair available.
- There is not a hoist for wheelchair users to access the water.
- There are not steps into the swimming pool.
- 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 (Male)

Collapse -

Changing Area

Collapse -

- There is a/are changing area(s) available.
- The changing area that was surveyed is located at the rear of the fitness suite.
- The changing area is approximately 28m from the leisure facilities first floor internal entrance.
- The changing area is approximately 4m from reception.
- The changing area is approximately 6m from the swimming pool.
- There is stepped access to the changing area.

- The facilities available within the changing area include; standard showers, standard toilets and baby change facilities.
- This is a male changing area.
- Similar female 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 76cm.
- 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.
- There is a medium height step (14cm) to access the swimming pool from the female and male changing areas (shown in photographs 9 and 10).

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 187cm.
- The shower control type(s) is/are twist/turn.
- There is no seat for the shower(s).
- There is a/are wall-mounted grab rail(s) available for the shower(s).
- There are 3 standard showers. The shower to the right and the middle shower have a handrail on the left. The shower to the left has no handrails. There is a trough leading to the showers from the changing room (shown in photograph 6).

Toilet Facilities

Collapse -

- Toilet facilities are available.
- There is step free access to the toilet(s).
- An ambulant toilet with wall-mounted grab rails is not available.
- The wash basin(s) tap type is twist/turn.
- The lighting levels in the toilet(s) are good.

Baby Changing Facilities

Collapse -

- Baby changing facilities are available.
- Baby changing facilities are located in the changing area.
- The baby change table is not set against the wall, permanently fixed at 75cm from the floor.
- The baby change table is not height adjustable.
- The height of the baby change table once extended is 90cm.



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