



BridgeStreet
at Liverpool ONE

Access Statement

Introduction

BridgeStreet at Liverpool One is situated in Paradise Street, the main shopping street in Liverpool City Centre. The development offers 77 serviced apartments, comprising of one, two and three bedroom apartments. The property is situated above USC, Urban Outfitters & Waterstones retail outlets. It has two blocks, separated only by an internal walkway through our patio. One block is two stories high, with the other being the main tower, with 10 stories of apartments. All apartments have their own fully fitted kitchen, with seating/lounge areas offering a lot more space than a standard hotel room. We aim to provide the highest standards of service to all our guests and encourage this through our culture and detailed staff training. We look forward to welcoming you to the BridgeStreet at Liverpool One and making your stay an enjoyable one. We offer the following services and facilities:

Pre Arrival

- for assistance prior to arrival please contact the Reception team on 0151 232 2200
- our brochure is available as a PDF, which can be enlarged.
- you can contact BridgeStreet at Liverpool One by telephone, email, and fax or in person.
- we are open 24 hours.
- we have access to information regarding local equipment hirers that is available on request.

Arrival & Car Parking Facilities

- all guests arrive via a pedestrian street – 39 Paradise Street. There are no steps and the ground is paved. Entry is gained via an intercom system, which connects straight to the Reception.

- car parking is located off Manesty Lane, which brings you straight underneath the property. Again access is via an intercom system.
- there are approx 25 spaces of which 2 are designated for disabled drivers.
- if you need assistance with luggage, equipment, or guidance - our Reception team are on duty 24 hours.
- due to our immense flexibility, any further requirements can be dealt with as when requested.

Main Entrance & Reception

- the entrance is on a pedestrian route, 39 Paradise Street.
- access is gained via an Intercom, where further assistance can be obtained. Press 100 (Bell) Symbol.
- the reception desk is situated on the 1st Floor.
- there is a small seating area in the reception area.
- the reception desk is quite high, but we have clipboards available.
- the property is all flat level access with lift access through out.

Public Areas - General (Internal)

- not available

Public Areas - WC

- level 1, near Reception

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- not available on site

Laundry

- laundry service and dry cleaning is offered. Bags are available in apartments and are collected before 9am each day and returned by 5pm (not available on Saturday/Sundays). Bags can be collected from apartments if required.
- all apartments have washer/dryers and instructions are contained in the guest handbook.

Please contact reception if assistance is required.

Shop

- not available on site. However general snacks, emergency toiletries and breakfast trays can be purchased at the Reception

Treatment room/s

- not available on site

Leisure Facilities

- not available on site

Outdoor Facilities

- not available

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- not available on site

Bedrooms/Bathrooms

- low units and easily accessible from a wheelchair
- grab rails around shower/bath
- grab rails either side of toilet Vertical and horizontal
- emergency procedures clearly written
- television and teletext with remote control
- flooring in apartment bedrooms is carpet
- flooring in bathroom is tiled
- non slip mats in all bathrooms
- bedding is all non feather
- lighting levels are controllable and reading lamps provided
- the furniture is flexible in the room and items can be moved or removed on request.

Self-Catering Kitchen / Living Area

- ovens are either full or combination, can be accessed from the side
- sinks varies in high from 85cm
- flooring is wooden.
- evenly lit kitchen with spotlights above work surfaces where required
- good contrast between floor, cupboards and other surfaces
- fridge freezer
- moveable furniture, DVD Player, Ipod Docking Station.

Additional Information

- if you require any assistance during your stay please contact the Reception.
- we have a set evacuation procedure for basic information.
- all front of house staff have regular training which includes disability training.
- there is good mobile network coverage from all network providers.

Contact Information

Address: Poolbridge House, 39 Paradise Street, Liverpool. L1 3ED

Telephone: 0151 232 2200

Fax: 0151 232 2299

Email: liverpoolone@bridgestreet.com

Website: www.bridgestreet.co.uk

Hours of operation: Reception 24 Hours

Equipment hire company: Ross Care Hire: 0151 355 9919

Local public transport numbers:

Bus: Mersey Travel: 0871 200 2233

Train: National Rail: 0845 748 49 50

- Local accessible taxi numbers: Mersey Cabs 0151 298 2222

We welcome your feedback to help us continuously improve if you have any comments please phone 0151 232 2200 or email liverpool@bridgestreet.com

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