

Holiday Inn Lancaster - Leisure Facilities



[View the Access Guide](#)

Waterside Park, Caton Road, Lancaster, Lancashire LA1 3RA

0871 942 9047

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

Guide Last Updated: 13/02/2018

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



Google

(<https://maps.google.com/maps?ll=54.070936,-2.777883&z=14&t=m&hl=en-US&q=US&mapclient=apiV3>)

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Access Guide



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

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November 2017	Collapse -
<ul style="list-style-type: none"> At the time of the survey (November 2017) the leisure facilities was undergoing a refurbishment. 	
Leisure Facilities Introduction	Collapse -
<div style="border: 1px solid #ccc; padding: 5px;"> <p>Related Access Guide(s) Collapse -</p> <ul style="list-style-type: none"> For the Holiday Inn Lancaster DisabledGo access guide please click here (new tab) (http://www.disabledgo.com/access-guide/kew-green/holiday-inn-lancaster). </div>	
<div style="border: 1px solid #ccc; padding: 5px;"> <p>Leisure Facilities Information Collapse -</p> <ul style="list-style-type: none"> The leisure facilities are located on the ground floor of the hotel, to the left as you enter the hotel entrance. </div>	

Getting Here

Collapse -

By Road

Collapse -

- The Holiday Inn Lancaster is located just off the M6 at junction 34 on Caton Road. The postcode for sat-nav to this location is LA1 3RA.
- The hotel has its own car park which is free for guests. Guests must register their cars at the main reception to get free parking.

By Bus

Collapse -

- There is a bus stop within 150 metres of the hotel.
- There is a bus stop outside the car park entrance on Caton Road. The Services which stop here are 80/81/81A and 477.
- [For more information on buses in Lancaster please click here \(opens new tab\) \(http://www.localtransit.net/?title=Search+Lancaster+Bus+Routes&subtitle=Bus%252C+Train+or+Subway+Schedules&utm_source=adcenter&utm_medium=cpc&utm_term=lancaster\)](http://www.localtransit.net/?title=Search+Lancaster+Bus+Routes&subtitle=Bus%252C+Train+or+Subway+Schedules&utm_source=adcenter&utm_medium=cpc&utm_term=lancaster)

By Train

Collapse -

- The nearest Railway Station is Lancaster.
- Lancaster Train Station is in the centre of Lancaster and is approximately 2.6 miles from the hotel. There are several bus routes and taxi's available from the station.
- [For more information on National Rail please click here \(opens new tab\) \(http://www.nationalrail.co.uk/stations_destinations/LAN.aspx\)](http://www.nationalrail.co.uk/stations_destinations/LAN.aspx).

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 and different languages 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 grassed areas around 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 reception.

Parking

Collapse -

Parking

Collapse -

- The hotel does have its own parking facilities.
- The car park is located at the front and side 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 360cm x 730cm (11ft 10in x 23ft 11in).

- There is a 120cm hatched zone around the Blue Badge parking bay(s).
- The dimensions of other designated Blue Badge parking bay(s) vary in size.
- 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 dropped kerbs.
- The entrance is clearly visible from the car park.
- The surface on the approach to the entrance is tarmac, concrete tiles and block paving.
- There is not a road to cross between the car park and the entrance.
- There is some tactile paving on dropped kerbs between the car park and the entrance.
- The nearest designated Blue Badge parking bay is approximately 12m (13yd 4in) from the hotel entrance.

Drop-off Point(s)

Collapse -

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

Comments

Collapse -

- Parking is free to guest's only. Please be sure to register your car at reception to get free parking.



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Opening Times (Leisure Facilities)

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

Outside Access (Hotel 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 ramped/sloped 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 129cm (4ft 3in).
- The main door(s) open(s) automatically.
- The door(s) is/are double width.
- The width of the door opening is 106cm.
- 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 door(s) is/are permanently held open.
- The width of the door opening is 138cm.
- 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.

Ramp/Slope

Collapse -

- The ramp/slope is located in front of the entrance.
- The gradient of the ramp/slope is slight.



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Reception

Collapse -

Reception

Collapse -

- The reception point is located to the left as you enter the hotel entrance.
- The reception point is approximately 9m (9yd 2ft) 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 a lowered section of the counter.

- The lowered section of the counter is at the recommended height of 76cm.
- There is sufficient space to write or sign documents on the lowered section of the counter.
- There is a clear knee recess beneath the lowered section of the counter.
- The clear knee recess does not have the recommended dimensions of 70cm (height) x 50cm (depth).
- 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.
- The touch screen is not at a suitable height for a wheelchair user.
- 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 carpet and vinyl.

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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Getting Around

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Access

Collapse -

- There is step-free access throughout the majority of the building.
- There is/are 3 clearly marked step(s), with no handrails, for access to the stairs and some of the conference suites.
- 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.
- There is an enclosed platform lift which overcomes the steps.
- The level change 1 steps are shown in photographs 1 and 2.
- There is/are 6 clearly marked step(s), with handrails on both sides, for access to the Halton Suite.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are between the recommended 30cm and 45cm.
- Level change 2 is shown in photographs 3 and 4.
- There is a slight ramp, with no handrails, for access to the Cafe/Bar and the Restaurant areas.
- The width of the ramp/slope is 122cm (4ft).
- The ramp/slope does bypass the step(s).
- There is/are 3 clearly marked step(s), with no handrails, for access to the Cafe/Bar and the Restaurant areas.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are between the recommended 30cm and 45cm.
- Level change 3 is shown in photographs 5, 6 and 7.

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.
- The lighting levels are varied.
- 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 the reception, cafe/bar and restaurant areas.
- There is a hearing assistance system in the public areas of the building.
- The system is a portable loop.
- The hearing assistance system is available only on request.



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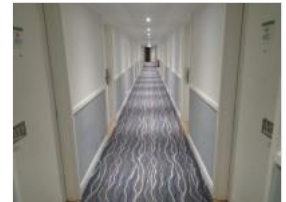
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Entrance (Leisure Facilities Internal Entrance)

Collapse -

Entrance

Collapse -

- This information is for the entrance located on the ground floor, to the left as you enter the hotel entrance.
- The entrance area/door is clearly signed.
- There is stepped access at this entrance.
- The entrance door(s) does/do 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 heavy.

- The width of the door opening is 142cm.

Step(s)

Collapse -

- The step(s) is/are located immediately beyond the entrance.
- There is/are 3 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 not 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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Reception

Collapse -

Reception

Collapse -

- The reception point is located to the right as you enter the leisure facilities entrance.
- The reception point is approximately 7m (7yd 1ft) from the leisure facilities entrance.
- The reception area/desk is clearly visible from the entrance.
- There is stepped 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 a lowered section of the counter.
- The lowered section of the counter is not at the recommended height of 76cm.
- There is sufficient space to write or sign documents on the lowered section of 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 a hearing assistance system at the reception point.
- The type of system is a fixed loop.
- 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 provided in the reception area.
- The type of flooring in the reception area is vinyl.

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 sufficient space for a wheelchair user to use the waiting area.



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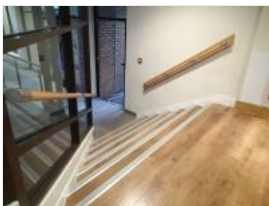
Level Change (Access from Leisure Facility Reception to Changing Areas)

Collapse -

Step(s)

Collapse -

- There is a/are step(s) located between reception and the changing area.
- The step(s) is/are used to access the changing area, fitness suite and swimming pool.
- There is/are 6 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 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 not 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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Changing Area

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 leisure facility, to the right as you enter the leisure facilities entrance.
- The changing area is approximately 30m from the leisure facilities entrance.
- The changing area is approximately 23m from reception.
- The changing area is approximately 4m 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 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 77cm.
- The type of flooring in the changing area is stone.
- 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.
- Adjustable.
- The shower control type(s) is/are twist/turn.
- 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).
- An ambulant toilet with wall-mounted grab rails is not available.
- The wash basin(s) tap type is lever.
- The lighting levels in the toilet(s) are good.

Baby Changing Facilities

Collapse -

- Baby changing facilities are not available.



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Accessible Toilet(s) (Male)

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 changing area.
- This accessible toilet is approximately 24m (26yd 9in) 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 are separate female and male accessible toilets.
- A key is not required for the accessible toilet.
- There is no signage on or near the toilet door.
- The door opens outwards.
- The door is light.
- The door is locked by a locking handle.
- The width of the accessible toilet door is 71cm (2ft 4in).
- The dimensions of the accessible toilet are 134cm x 192cm (4ft 5in x 6ft 4in).
- The accessible toilet does not have an unobstructed minimum turning space of 150cm x 150cm.
- The toilet has 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 77cm (2ft 6in).
- 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 not available in the toilet.
- There is a/are coat hook(s).
- The height of the coat hook is 142cm 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 the right.
- There is not 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 50cm (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 103cm (3ft 5in).
- There is a wash basin.
- The wash basin can be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).
- There are vertical wall-mounted grab rails on both sides of the wash basin.
- The wash basin tap type is lever.
- There is a mixer tap.
- There is not a soap dispenser.
- There is not a towel dispenser.
- There is not a hand dryer.

Colour Contrast and Lighting

Collapse -

- The contrast between the external door and wall is poor.
- The contrast between the internal door and wall is fair.
- The contrast between the dropdown rail(s) and wall is good.
- 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 poor.
- The lighting levels are good.



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