

Disability Policy



We aim to ensure that all guests and others who use, or assist in, the provision of our services - whether they have a mobility difficulty, a visual impairment, are deaf or hard of hearing, are deaf-blind, have a speech impairment or difficulty, have a learning or mental health disability, use a wheelchair, cane, walking frame or crutches, or have any other disability - are treated equally and according to their needs.

All disabled guests are to use the main entrance in to the hotel. The main entrance gives access to Guest Apartments, Public Facilities of the Hotel. There is disabled toilet located in the Lobby which has good access, grab rails and an emergency pull cord in case of difficulty.

In order to ensure all hotels meet our guests' needs, anyone requiring special facilities should highlight their requirement at the time of booking with our reservations department or the hotel Duty Manager directly.

Policy Principles

Nojoom Hotel Apartments has adopted the following principles:

- To incorporate Disability Access requirements and maintenance of both the interior and exterior of the premises.
- Structurally to ensure that the building is DA compliant, such as ample disabled rooms with the required features, step-free access to the hotel apartment and the restaurant in the hotel and lift to all guest bedroom floors.
- To ensure staff receive the appropriate training on the Disability Access requirements and are able to make reasonable adjustments if required to look after disabled guests.
- Low level reception desk provided in the reception area.
- To ensure only disabled guests park in the parking area designated disabled parking
- To ensure our disabled toilet is fully accessible at all times
- We will continue to complete access assessments of our premises annually. We will incorporate requirements into either the short or long term plan.
- Ensure all hazards are removed once brought to our attention, or highlighted as a hazard.
- Hotel staff are available to assist any persons that may require assistance with any aspect of their stay such as, check-in, Porterage, Help with Menu's.