**Welcome to Danubius**

The Danubius has an Inclusive Policy to all our Guests but recognises that certain bookings create their own challenges.

80% of our customers are Lone travellers and 50% of them are Female, we have at least 2 Guests each day with Disabilities, the Safety and Security of all guests is important and the following are standard.

All our Guest rooms have spy-holes and door chains for added security

None of our rooms have Ground floor Access

All Guest Corridors are covered by recorded CCTV

No Guest Corridor has steps

Public areas with steps have stair-lifts available

To each our normal standards (S) apply but the following policies should be adhered to at the appropriate time.

**Travellers with Disabilities**

We recognise our obligations under the Equality Act 2010 and we are constantly working to improve access for our disabled passengers in the Hotel:

For wheelchair users and those with impaired mobility, where possible, we have installed lifts and ramps; these give access to Public areas and Conference Rooms, car-parking spaces, we have made toilets accessible where possible. We have two DDA Rooms on the 2nd floor but if needed can alter rooms to enable better access.

For people with impaired hearing, we have induction loops available and can provide a vibrating pillow.

For people with impaired vision, we are happy to assist by providing information needed and welcoming Guide Dogs.

Whenever we rebuild or refurbish, we always follow guidelines of the Equality Act 2010 and make sure that as far as is practicable and reasonable most areas are accessible for wheelchair users and others with impaired mobility.

**Disability should have been enquired about at time of booking to maximise our offering**

Try to allocate 2nd Floor Disabled rooms.

Try to allocate rooms close to Lifts and Fire Escapes

Assistance Dogs are welcome in all public areas or the Hotel

Do not announce Room numbers or Names during Check-in or give these details to other people. (S)

Do not allocate a room across the bar on the 1st floor.

Do not Allocate a Plaza Room .

Guest should not be booked out if at all possible

Offer escort, luggage assistance and your name as a point of contact to make them feel more comfortable. (S)

**Across the Hotel**

Always ask to see Residents Cards, DO NOT ask for Room Number or name (S)

Always Knock, announce your presence and ask permission to enter the room (S)