



THE VICTORY (SERVICES) ASSOCIATION LTD
(CONTROLLING THE VICTORY SERVICES CLUB)
63/79 SEYMOUR STREET, LONDON W2 2HF

Administration
Tel 020 7616 8314 Fax 020 7724 1134
www.vsc.co.uk e-mail: atkinss@vsc.co.uk

VSC DISABILITY INFORMATION SHEET

Notification

Wherever possible, the Club strongly recommends that accommodation bookings for people with Special needs are notified to the Club at the earliest possible time to ensure that appropriate rooms can be allocated and the Club can make any other necessary arrangements to ensure that your stay is as pleasant and stress-free as possible. We will always endeavour to ensure that the accommodation we allocate to you meets with your needs, dependant on the information, which we are provided with and the facilities then available.

Building Access

Disabled access to the VSC is through the main entrance located in Seymour Street. Whilst there are 2 steps at the main entrance, a wheelchair/disabled access ramp is available at the main entrance from the Porter's Desk. Wheelchair/disabled access to the building may also be arranged through the Carisbrooke entrance, but only following arrangement with the Front of House Department or during planned events.

Lift Access

There is one set of lifts that are specially designed for wheelchair access with low level operation panel and wide door access. These lifts go from the lower ground floor to the 5th floor and are located in the main Reception area at the front of the building to the right of the main entrance as you enter the Club. The Club does not have accommodation above the 4th floor that it would recommend to guests with special needs. **For Bed/Bath lift – see below.**

Toilet Facilities (Public and Conference Room Areas)

The main disabled toilet is located in the basement just in front of the new lifts. Access from the ground floor is via the lift located to the right of Reception upon entering the building.

A disabled toilet is also available on the ground floor between the Carisbrooke entrance and the El Alamein room in the lift vestibule at basement level in the Carisbrooke Hall. There is restricted access to these areas as they are in the function and events part of the Club, but access may be gained on request to the Reception and Porter's desks.

Bedroom Availability

The Club has 9 double ensuite bedrooms, which are specially designed for those with disabilities or who need wheelchair access or an accompanying carer. See below for details.

The Club has 2 other En-suite rooms situated in the Memorial Wing of the building, which *may* accommodate persons who only need wider access to the bedroom/bathroom. These are Room 357, twin en suite; and Room 360, double en suite. It is recommended that anyone with mobility difficulties request a room in the Centenary Wing, as there are no steps to manage along that corridor. Please note that access along the 2nd and 5th floor corridors to the Memorial Wing is restricted by small steps at the end of the corridors.

Assistance

Where possible staff will always be happy to assist those guests with special needs, but we regret that assistance cannot be guaranteed at all times. It is recommended that a carer accompany any person with severe mobility difficulties.

Lounge Bar

The Club's main Bar is located on the ground floor and is accessible from Reception through the Naval Lounge.

Reading Room and Library

Guests with special needs do have access to the Reading Room, which is located just outside and to the right of the main lifts in the basement.

TV ROOM FOR SPECIAL OCCASIONS

The Club will occasionally position a television in the Grill Room for screening major events such as state occasions, trooping the colour, major sporting events etc. Please ask at Front of House for details of when the venue is open. The room is accessible for disabled people but does not have a hearing loop.

Restaurants

Guests with special needs have access to both the Club Restaurant on the ground floor beside Reception and the Grill Room (when open) in the basement, accessible via the main lifts at Reception.

Induction Loops/Vibrating Pager. Induction Loops are installed at Reception (left hand Desk) and in the Membership Office. Hearing aid users should move their device to the "T" position. A vibrating pager, linked to the Fire Alarm system and designed for the use of the hearing impaired, is available on request from Reception,

Rooms For Disabled Members/Guests – all En Suite

Centenary Wing Rooms

204/304/404/206/306/406 (Shower Wet Room)

222/322/422 (Bathroom)

All the above rooms have telephones and panic/assistance alarms connected to the Front of House/Reception, which is manned 24 hours a day. They are fitted with fire detection and sound/light alarms. Vibrating pillow alarms for the deaf and blind are available on request at reception. **A mobile bed/bath lift is also available on request at Reception or Housekeeping. See below for more details.**

Memorial Wing Rooms with wider access

| Room Number | Main Door Dimensions | Shower Door | Adjoining Door |
|---------------------------|-------------------------|-------------|----------------|
| 357 | 700mm | 560mm | 610mm |
| 360 | 690mm | 565mm | 710mm |
| Memorial Wing Lift | 645mm | | |

Public Telephone Booth. There is a Disabled Friendly, low mounted, telephone booth in the ground floor cloak room.

Bedroom Window Restraints. All bedrooms in the Memorial Wing have window restraints fitted to prevent accidental falls from the windows. All bedrooms in the Centenary Wing with Air-conditioning have their windows permanently locked shut. Should guests require a window that opens they should request a room in the Memorial Wing, the 5th floor Old Club House or the following Centenary Wing **rooms which do not have Air-conditioning, rooms....** Windows on the 5th floor Old Club House are shortly to be fitted with window restraints, until they are for the safety of guests children under 18 are not permitted to use any Old Club House bedroom. Frail, elderly and vulnerable people are strongly advised not to use these rooms but to request a room in the Memorial or Centenary Wing.

Concession for Carers Staying with Members. The Club will offer a 50% discount on room accommodation charges for a registered carer staying with a member or guest with a disability(s). To avail your self of this concession, members are first to register their requirement for a carer with the Membership Secretary who will annotate the member's profile with this information. The 50% concession will only be available to those who have first registered with the Membership Office.

Oxygen Canister Replacement. Boots at Piccadilly Circus provide an oxygen canister replacement service on prescription. Tel 0207 734 6126.

Bed/Bath Lift. The Club has a bed/bath lift available on request. It is a Liko Light Lift, in common use throughout the UK. The lift can only be used in the Club by a competent carer, but trained staff will be available to assist in setting the machine up and ensuring it is in working order prior to use. Users should use their own slings, but these can be supplied by the Club on request. Please allow 7 days notice where possible for the club to ensure we have the right sling for your weight. The use of this lift should be booked in advance at Reception and if a sling is required please inform the receptionist your weight, so that the correct sling can be provided.