

The Rembrandt Accessibility Guide

Here at The Rembrandt, we understand that every guest has different needs and requirements during their stay. We are committed to ensuring our facilities are accessible for all, and aim to provide as much information about our accessible facilities as possible.

Arrival At The Rembrandt

LOCATION AND TRAVEL

We are located 0.2 miles from South Kensington Underground Station which does not offer step-free access. To find out which local underground stations offer step free access [click here](#) for the TFL step-free tube map.

London's Black Cabs offer wheelchair accessible transfers all over London to pavement level, and you can get a taxi directly to The Rembrandt's entrance. Our Concierge team will be happy to arrange taxis for you during your stay.

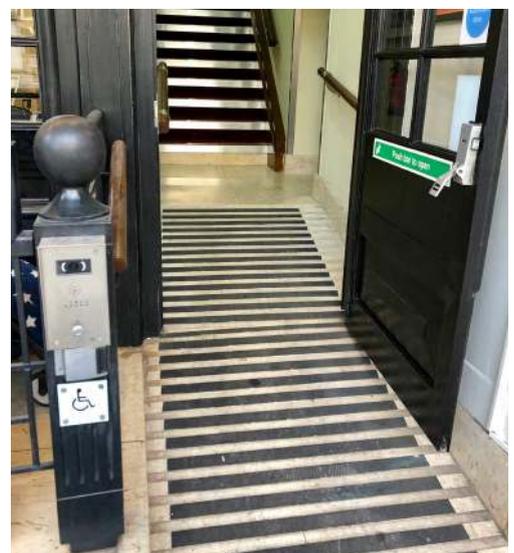
The Rembrandt is 4.8 miles from The M4, 20.5 miles from the M25 and 9 miles from the M1. We do not have a car park at the hotel, but valet parking is available via our Concierge in a nearby car park for £35 for 24 hours. Limited blue badge parking is available in the local area, with the closest being on Exhibition Road. Full details of blue badge parking is available on the [Royal Borough Of Kensington and Chelsea website](#).

ENTRANCE



The main entrance to The Rembrandt has 4 steps from the pavement to an automatic door. This entrance is locked at midnight and can be opened externally with a guest key card for residents out late. For checking in after midnight, there is a doorbell or video entry phone to reception.

There is a wheelchair accessible entrance to the left of the main entrance, next to Aquilla Health Club. This entrance features a ramp for wheelchair access, and can be opened using a guest key card from outside or by an automatic push button from inside. There is also a video entry phone outside where customers can request assistance from our 24 hour Concierge team.



CHECK IN

All guests will check in at The Rembrandt Reception, which is located just inside the main entrance on the ground floor. There is an accessible check in desk available for wheelchair users. Our Reception is also equipped with a hearing loop if required. Upon check in, guests with mobility, hearing, visual or cognitive impairments are asked to complete a Personal Emergency Evacuation Plan. This is required in order for us to ensure your safety during an emergency. If you would like to see a copy of this Personal Emergency Evacuation Plan before arrival, please email rembrandt@sarova.com.



Staying At The Rembrandt

BEDROOM LIFTS



All bedrooms at The Rembrandt are located on floors 1 to 6 and are accessible via the two guest lifts in Reception. Both lifts are wheelchair accessible and fitted with hearing loops. They also have a two way phone to Reception. The bedroom lift lobbies on each floor have an accessible call point to Reception which is supervised 24 hours a day, 365 days a year. All 6 bedroom lift lobbies are designated evacuation refuge points for all guests which require assistance in an emergency evacuation. The hotel has evacuation chairs and trained personnel to execute this task in an emergency situation.

ACCESSIBLE BEDROOMS

The Rembrandt has two fully accessible bedrooms for customers with mobility issues, wheelchair users, or the hard of hearing.

These accessible bedrooms have:

- Wheelchair accessible desk
- Wardrobes
- Assistance pull cords by the bed
- Audio and visual fire alarms
- Wheelchair level spy hole
- Vibrating pillow pads
- Bedroom hearing loop



ACCESSIBLE BATHROOMS

Our two accessible bedrooms both feature bathrooms with wheelchair accessible showers, grab rails, a wall seat and ease of use plumbing fittings for mobility impaired guests. Emergency pull cords are located in the showers and by the toilets. Toilets have a fixed grab rail and an adjustable grab rail. Vanity units are at a lower height for wheelchair access.



Some of our other bedroom categories feature bathrooms with walk-in showers, suitable for guests with mobility concerns. Bathroom aids can also be provided for these rooms, including raised toilet seats, mobile hand rails, and shower stools and chairs.

Dining At The Rembrandt

1606 LOUNGE BAR

1606 Lounge Bar serves snacks, drinks and light meals throughout the day. It is located on the ground floor of The Rembrandt, with three steps from Reception. A platform lift is available in Reception for wheelchair users and the concierge team are happy to assist with access. The bar is carpeted, there is ample space between furniture, and chairs and tables of different heights are available. There is a large amount of natural daylight from the glass ceiling in the conservatory.



PALETTE RESTAURANT

Breakfast is served daily in Palette Restaurant, and the restaurant is also open for dinner most days. Every Sunday a traditional carvery lunch is served. Palette Restaurant is located on the ground floor and is accessed through I606 Lounge Bar. There are three steps from Reception, and a platform lift is available in Reception for wheelchair users and the concierge team are happy to assist with access. The restaurant is carpeted throughout, and various types of seating is available.



ACCESSIBLE TOILETS



The Rembrandt's general public toilets are located on the lower ground floor. These can be accessed via the porters lift in Reception, however they are not suitable for wheelchair users. Public accessible toilets are located within the Meetings & Events Foyer on the ground floor, via I606 Lounge Bar. The accessible toilet features fixed grab rails and an emergency pull cord.

General Information

AQUILLA HEALTH CLUB

Aquilla Health Club is not DDA compliant due to being located on the lower ground floor with no option for lift access. Visitors with limited mobility are able to access the facilities via the stairs, however it is not accessible for wheelchair users. There are stairs down to the treatment rooms and changing areas, and another set of stairs down to the gym facilities and swimming pool.

MEETINGS & EVENTS

The Rembrandt has six meetings and events suites which are used to host events, conferences and parties of all sizes. Five of these suites are located on the ground floor, with access via I606 Lounge Bar. The Boardroom is located on the lower ground floor and can be accessed via the porters lift in Reception. All meeting and events suites are fully carpeted, and those on the ground floor offer natural daylight. There is ample space between all furniture and most suites offer the flexibility to be set up in any layout.

EXTRA DETAILS

The Rembrandt has three manual wheelchairs which are available for guests to use on a request basis.

Assistance dogs are welcome at The Rembrandt, and visually impaired guests can make use of Braille controls and voice notifications in the lifts.

The Rembrandt extends a warm welcome to all guests, and please be assured that assistance is always available from our friendly team. If there is anything we can do to make your visit more comfortable, please let us know.