

[Home](#)

[About Us](#)

[Places to Go](#)

[How to use DisabledGo](#)

[News and Blog](#)

[Site Map](#)

You Are Here: [Home](#) > [Places to Go](#) > Venue



Holiday Inn Norwich - North - Leisure Facilities



Guide Last Updated: 17/10/2017

Distance: Within 3.0 miles



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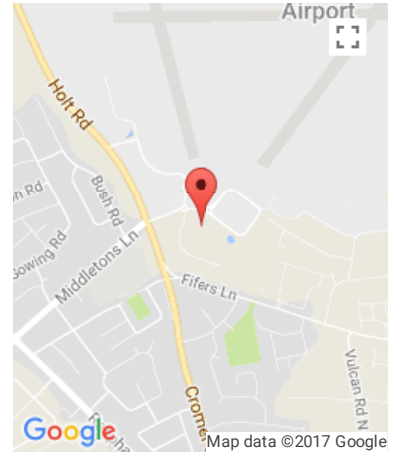
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Cromer Road, Norwich, Norfolk, NR6 6JA

0871 5101372

<https://www.ihg.com/holidayinn/hotels/gb/en/norwich/nwiap/hoteldetail>

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Venue Reviews

Average Rating: ★★★★★

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Access Guide

Leisure Facilities Introduction

Collapse -

Related Access Guide(s)

Collapse -

- [For the Holiday Inn Norwich - North DisabledGo access guide please click here \(new tab\).](#)
- [For the Holiday Inn Norwich - North - Lancaster Suite DisabledGo access guide please click here \(new tab\).](#)

Leisure Facilities Information

Collapse -

- The leisure facilities are located at the rear of the hotel ground floor corridor.

Getting Here

Collapse -

By Road

Collapse -

- This hotel is located close to Norwich Airport terminal building, approximately 3 miles north of the city centre. Turn off the A140 (Holt Road) onto Amsterdam Way. Go right at the next roundabout and the hotel is located on the left.
- This hotel has its own car park.

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By Bus

Collapse -

- There is a bus stop within 150 metres of the hotel.
- The Airport Park and Ride is located on the opposite side of the roundabout, off Amsterdam Way. Norwich Park and Ride 501 bus can be caught there to the city centre and bus station.
- [For more information on the Norwich Park and Ride 501 buses please click here \(opens new tab\).](#)

By Train

Collapse -

- The nearest Railway Station is Norwich.
- Norwich Station is approximately three and a half miles from the hotel. There are several buses that can be caught from outside the station going to Castle Meadow, including Blue Line 25 and 26. Here, Norwich Park and Ride 501 bus can be caught to the Park and Ride bus stop.
- [For more information on National Rail please click here \(opens new tab\).](#)
- [For more information on Greater Anglia please click here \(opens new tab\).](#)

Getting Help and Assistance

Collapse -

- There is a member of staff available for help and assistance.
- Staff do not 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.
- There is not an assistance dog toilet or toileting area at the venue/near by.
- 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 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 have a barrier control system.
- Controls at the barrier are within the range of 100cm to 110cm.
- There is a touchscreen at the barrier.
- The barrier controls/touchscreen can be reached from the car.
- The car park surface is tarmac.
- There is a/are Blue Badge parking bay(s) available.
- The Blue Badge bay(s) is/are signposted and have markings which are faded.
- There is/are 5 designated Blue Badge parking bay(s)

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- The dimensions of the designated Blue Badge parking bay(s) surveyed are 410cm x 457cm (13ft 5in x 14ft 12in).
- There is not a 120cm hatched zone around the Blue Badge parking bay(s).
- 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 parking charges for the car park.
- Parking is not free for visitors of the venue.
- Payment signs are provided.
- Payment signs are clearly presented.
- Payment signs are located throughout the car park.
- Payment term signs do not make it clear if parking charges apply to Blue Badge holders.
- Parking is not free for Blue Badge holders.
- Payment machines are located inside the building.
- There is not a payment machine at a convenient height for wheelchair users.

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 and block paving.
- There is not a road to cross between the car park and the entrance.
- There is no tactile paving on dropped kerbs between the car park and the entrance.
- The nearest designated Blue Badge parking bay is approximately 5m (5yd 1ft) from the hotel entrance.

Drop-off Point(s)

Collapse -

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

Outside Access (Hotel Entrance)

Collapse -

Entrance

Collapse -

- This information is for the entrance located at the front of the hotel.
- The entrance is clearly signed.

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- There is ramped/sloped access at this entrance.
- There is not a canopy or recess which provides weather protection at this entrance.
- There is a dark mat or floor marking at this entrance that might be perceived as a hole.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) automatically (towards you).
- The door(s) is/are double width.
- The width of the door opening is 164cm.
- There is a second set of doors.
- The door(s) open(s) automatically.
- The door(s) is/are double width.
- The width of the door opening is 163cm.
- There is a small lip on the threshold of the entrance, with a height of 2cm or below.

Ramp/Slope

Collapse -

- The ramp/slope is located between the 1st and 2nd set of doors.
- The gradient of the ramp/slope is slight.
- The ramp/slope is permanent.

Comments

Collapse -

- There are similar entrances at both sides of the entrance porch.
- There is a third set of doors.
- The door(s) open(s) automatically.
- The door(s) is / are double.
- The width of the door opening is 145cm (4ft 9in).



Getting Around

Collapse -

Access

Collapse -

- There is step free access throughout the building.



Circulation

Collapse -

- There are doors in corridors/walkways which have to be opened manually.
- The type of flooring in corridors/walkways is carpet, tiles 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.





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<ul style="list-style-type: none"> • There is good colour contrast between the walls and floor in all areas. • The lighting levels are varied. • Access to other floors/levels is via stairs and lift. 		
<p>Signage</p> <p style="text-align: right;">Collapse -</p> <ul style="list-style-type: none"> • Wayfinding signage is provided. • The colour, design and typeface of signs is consistent throughout the building. 		
<p>Audio</p> <p style="text-align: right;">Collapse -</p> <ul style="list-style-type: none"> • This venue does play background music in public areas. • Music is played in the reception, bar and restaurant. • There is not a hearing assistance system in the public areas of the building. 		
<p>Comments</p> <p style="text-align: right;">Collapse -</p> <ul style="list-style-type: none"> • There is a small threshold in the reception area just inside the hotel entrance. 		


Entrance (Leisure Facilities)

Collapse -

<p>Entrance</p> <p style="text-align: right;">Collapse -</p> <ul style="list-style-type: none"> • This information is for the entrance located at the rear of the ground floor, past the Halifax Suite. • The entrance area/door is clearly signed. • There is step free access at this entrance. • The entrance door(s) does not/do not contrast visually with its immediate surroundings. • The main door(s) open(s) towards you (pull). • The door(s) is/are double width. • The door(s) is/are heavy. • The width of the door opening is 156cm. 		
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Reception (Leisure Facilities)

Collapse -

<p>Reception</p> <p style="text-align: right;">Collapse -</p> <ul style="list-style-type: none"> • The reception point is located ahead as you enter the leisure facilities entrance. • The reception point is approximately 9m (9yd 2ft) from the leisure facilities 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. <p>Cookie Policy</p>		
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- 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 not a lowered section of the counter.
- The counter is staffed.
- There is not a hearing assistance system at the reception point.
- The type of flooring in the reception area is tiles.

Reception Waiting Area

Collapse -

- There is not a waiting area close to the reception point.

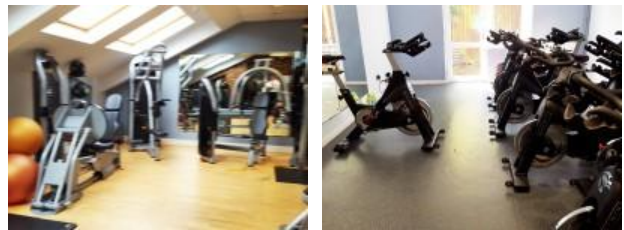
Fitness Suite

Collapse -

Access to Fitness Suite

Collapse -

- The fitness suite is located ahead when entering the leisure facilities entrance, at the top of the stairs.
- There is not level access to the fitness suite.
- There are not doors into the fitness suite.



Fitness Suite (General)

Collapse -

- Staff receive no training in assisting disabled people.
- A portable hearing loop is not available for induction.
- There is clear manoeuvring space between equipment.
- There is not level access to all of the equipment.

Comments

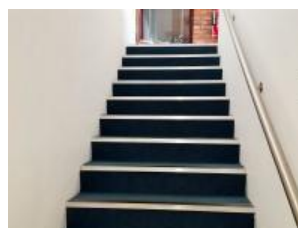
Collapse -

- There is a spinning studio on the ground floor, next to the leisure facilities entrance.

Step(s) (Fitness Suite)

Collapse -

- There is a/are step(s) located ahead as you enter the leisure facilities entrance.
- The step(s) is/are used to access the fitness suite.
- There is/are 14 step(s).
- The step(s) is/are clearly marked.
- The height of the step(s) is/are not between 15cm and 18cm.
- The height of the step(s) is/are 20cm.



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is/are not between 30cm and 45cm.

- There is a/are handrail(s) at the step(s).
- The handrail(s) is/are on the right going up.
- Handrails are at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- The lighting levels at the step(s) are good.

Swimming Pool

Collapse -

- There is level access from the changing area to the swimming pool.
- There is not a ramped entrance into the water.
- There is not a wet side chair available.
- There is a hoist for wheelchair users to access the water.
- The hoist is manual.
- There are steps into the swimming pool.
- There are 5 steps.
- There is not a ladder type entrance into the water.



Comments

Collapse -

- The steps have a handrail on the right hand side leading into the pool.
- There is also a spa pool accessed by steps with a handrail on the right.

Accessible Changing Room

Collapse -

- There is an/are accessible changing room(s) available.
- The accessible changing room is located opposite the steps leading up to fitness suite.
- There is level access to the accessible changing room(s).
- The accessible changing room(s) is/are approximately 4m (4yd 1ft) from the leisure facilities entrance.
- The door opens outwards.
- The width of the door is 84cm (2ft 9in).
- The door is locked by a lever twist.
- The dimensions of the accessible changing room(s) are 204cm x 184cm (6ft 8in x 6ft).
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the right.
- The lateral transfer space is 144cm (4ft 9in).
- There is a dropdown rail on the transfer side.
- There is a flush on the transfer side.
- The fixtures/facilities available in the accessible changing room(s) include; handrails, a drop down rail, a toilet, a wash basin and a wheel in shower.
- Wall mounted rails are available.
- The toilet seat is 48cm (1ft 7in) above floor level.
- There is a sink.



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from seated on the toilet.

- The height of the sink is 74cm (2ft 5in).
- The tap type is lever.
- Other fixtures/facilities available include; a grab rail to the right of the sink.
- There is a mixer tap.
- There is an emergency alarm in the cubicle.
- The alarm was out of reach (higher than 10cm (4") from floor) when surveyed.
- There is a mirror in the accessible changing room.
- The mirror is not placed at a lower level (60cm from the floor) or at an angle for ease of use.
- There is a locker within the accessible changing room.
- The locker is within reach for a wheelchair user.
- There is not a changing bench.
- There is a wheel in shower.
- The facilities available in the accessible changing room are a wheel in shower and handrails.
- The height of the seat is 49cm (1ft 7in).

Comments

Collapse -

- There is a baby change table within the accessible changing room.
- The height of the baby change table when extended and in use is 87cm.

Changing Area (Male)

Collapse -

Changing Area

Collapse -

- There is a/are changing area(s) available.
- The changing area that was surveyed is located on the ground floor, to the left of the main corridor.
- There is step free access to the changing area.
- The facilities available within the changing area include; standard showers and standard toilets.
- This is a male changing area.
- Similar female changing area(s) are available.
- The door(s) is/are single width.
- The door(s) is/are heavy.
- The type of flooring in the changing area is tiles.
- 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.
- 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.

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- There is a deep step leading into the showers.
- 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.
- There are also standard female and male toilets located directly outside the leisure facilities, on the corridor leading to the entrance.

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