

ACCESSIBILITY REPORT



تو سیزنز
TWO SEASONS
فندق ومنتقم فندقية
HOTEL & APARTMENTS

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A. GENERAL INFORMATION

a. Company Information

Name	Two Seasons Hotel
Opening Date	9th September 2009
Renovation	2022-2023
Number of rooms	1010
Number of floors	41
Address	Two Seasons Hotel, Dubai Sheikh Zayed Road, Dubai Internet City, P.O.Box 502222 Dubai, United Arab Emirates
Phone	+971 4 399 6666
Fax	+971 4 399 6000
Distance to Local Attractions	Dubai Marina, 5km (9 minutes) Jumeirah Beach Residences, 10.5km (16 minutes) Palm Jumeirah, 9km (16minutes) Miracle Garden, 15.5km (15 minutes) Global Village, 20.5km (20 minutes) Dubai International Airport, 30km (27 minutes) Dubai World Trade Centre, 20km (19 minutes) Mall of the Emirates, 5km (8 minutes) Dubai Mall, 18km (20 minutes) Dubai Marina Mall, 5km (10 minutes)

b. Airport Proximity

Dubai International Airport (DXB) is the closest airport to the hotel. The travel time by car to and from the airport can take between 22 and 28 minutes depending on traffic.

Passengers with reduced mobility are well catered for at all terminals of Dubai International Airport. Airport staff can assist physically challenged passengers with courtesy wheelchairs and personal assistance, and airport buggies are available for passengers with limited mobility (including families with young children, pregnant women and elderly passengers). Passengers who are visually impaired can request meet and greet services to guide them through the airport. To request any of these special services, inform your airline or travel agent when making your travel booking. Other services are available for VIP passengers or those that require assistance with baggage collection and immigration at the airport.

c. Transportation

The hotel staff provides transportation and assistance from and to the airport on a chargeable basis, however there are no equipped cars for guests with reduced mobility.

Wheelchair accessible taxis can be arranged at the airport upon request on a chargeable basis, but waiting time can be up to 1 hour.



B. PUBLIC AREA

a. Hotel Entrance

Guests can access the hotel lobby directly from the hotel driveway area in front of the hotel.



b. Lobby

The hotel lobby has a flat floor and is obstruction free.

The reception and guest relations desks are situated on the right side upon entrance while on the left side are the Le Grand Cafe and Sushi Cafe. The prayer rooms, business center are also located on the ground floor.

Six guest elevators in the lobby provide easy access to all the floors.



B. PUBLIC AREA

c. Food & Beverage Outlets

c1. La Terrasse Restaurant

La Terrasse is the all-day dining restaurant located on the 8th floor and is easily accessible from the elevator. The tables in the restaurant are conveniently placed to allow easy wheelchair access.



c2. La Terrasse Lounge

La Terrasse Lounge is the extension of La Terrasse Restaurant with the fantastic view of Burj Al Arab. It has a newly installed motorized roof that provides al fresco dining for the guests during winter. It is located on 8th floor and is easily accessible by wheelchair.



c3. Pool Bar

The Pool Bar is situated on the 8th floor and is easily accessible by wheelchair.



B. PUBLIC AREA

c. Food & Beverage Outlets

c4. Le Grand Cafe

Le Grand Cafe is easily accessible from the left side of the main lobby.



c5. Sushi Cafe

Sushi Cafe is right next to Le Grand Cafe on the left side of the main lobby.



B. PUBLIC AREA

c. Food & Beverage Outlets

c6. House of Noodles

House of Noodles is located on the ground floor and is easily accessible from the elevator and inner lobby. The tables in the restaurant are conveniently placed to allow easy wheelchair access.



c7. Social Lounge & Cafe

Located at the ground floor, Social Lounge & Cafe is easily accessible from the left side of the inner lobby. It has a billiard table and TV screens where guests can watch live broadcast of football matches while having shisha.



B. PUBLIC AREA

d. Recreational Facilities

d1. Swimming Pool

The 25m swimming pool is situated on the 8th floor along with kids pool next to the Pool bar and are easily accessible by wheelchair. There's also a designated changing room for the physically challenged in the male changing room. However, the female changing room does not have the same facility even though it is accessible by wheelchair. There is a toilet for the physically challenged for male and female combined near the fitness studio.



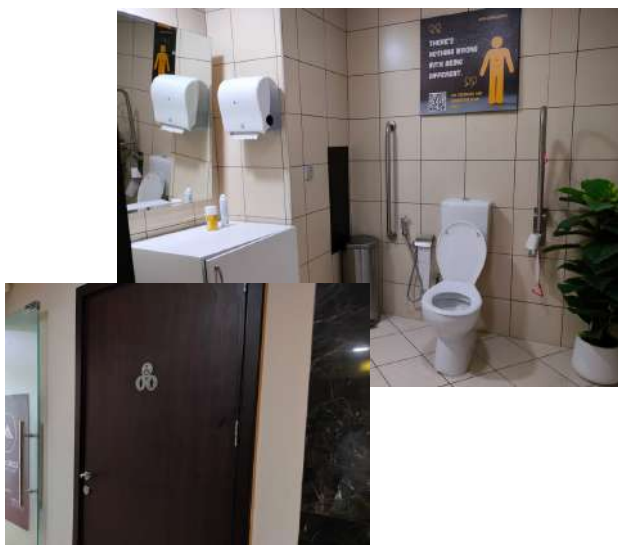
Pool Bar Entrance



Pool Bar Lounge Chairs



Changing room for the physically challenged at the ladies toilet near the pool area



Toilet for the physically challenged on the 8th floor (male and female combined)

B. PUBLIC AREA

d. Recreational Facilities

d2. Fitness Center, Kids Club, & other Sports Facilities

The gym and kids club are located on the 8th floor and is easily accessible from the elevator. The squash court, mini volleyball court and mini football court are all accessible by wheelchair on the 41st floor.



B. PUBLIC AREA

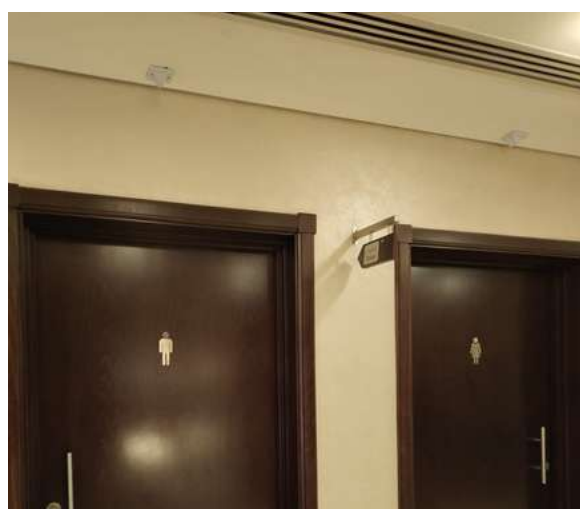
e. Meeting Rooms

There are more than 25 meeting rooms spread across 4 levels, all of which are easily accessible by wheelchair.



f. Toilets in Common Areas

The hotel has toilets for the physically challenged that are available on the ground floor next to the lobby, on the 4th floor and 8th floor.



Ceiling-mounted Pull cord panic alarm, walk-in shower and grab bars installed

Alarm installed at the top of the toilet doors which will light up when the pull cord is activated

C. GUEST ROOMS

We have 16 rooms for the physically challenged with both sea view and city view from the 9th floor to the 17th floor that are easily accessible from the elevators. All are equipped with walk-in shower, grab bars closest to the side wall of the toilet and pull cord panic alarm. There is enough space in these rooms for easy wheelchair movement and access.



Pull cord panic alarm on the bedside



Ceiling-mounted Pull cord panic alarm, walk-in shower and grab bars installed