

## **Access Statement**

The National Piping Centre and The Pipers' Tryst Hotel are located in a restored church building in Cowcaddens, originally built in 1882.

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

## **Introduction**

The National Piping Centre and The Pipers' Tryst Hotel is situated in the heart of Glasgow's Theatreland within a short distance of Glasgow Royal Concert Hall, The Theatre Royal and Glasgow School of Art.

The Pipers' Tryst Hotel offers amenities for work and relaxation within its 8 bedrooms, restaurant, event space and piping school. We are also very close the world-class shopping district of Buchanan Street and Princes Square.

We offer guided museum tours, self-guided tours with audio guide, and 'Come and Try' sessions in The Museum of Piping, and have beautiful events spaces for 10-150 guests. You can also dine at The Pipers' Tryst restaurant and sample our large selection of malt whiskies.

If you have any queries or require any assistance in advance of your visit please phone 0141 353 5551 or email [hotel@thepipingcentre.co.uk](mailto:hotel@thepipingcentre.co.uk).

We look forward to welcoming you very soon!

### **Pre-Arrival**

- Full details of how to reach us can be found on our website.
- If arriving by train, both Central Station and Glasgow Queen St Station are 10-15 minute walk from our building. A local taxi will cost around £5 for this journey.
- If arriving into Glasgow International Airport, we recommend the Glasgow Airport Express bus which will bring you to Buchanan Bus Station. The bus station is short walk along Cowcaddens Road.

- The 6 and 6A buses stop one block away from The National Piping Centre.

#### External

- There are 2 main entrances to the building. The National Piping Centre entrance (middle) is for events, bagpiping lessons, museum visits and general enquiries. The Pipers' Tryst Hotel entrance is for restaurant, bar and hotel guests.
- There are 4 accessible parking spaces to the left of our building, on Maitland Street. These are owned and operated by Glasgow City Council. They are taken on a first come first served basis.
- McPhater Street is closed to motor vehicles between Maitland Street and Larbert Street however drop off points are available on either street beside the building.
- Luggage assistance is available to all guests.
- The accessible entrance is located on the side of the building on Maitland Street. A service lift can bring guests into the building from street level and to any floor within The National Piping Centre. To access the lift, please call ahead to arrange to be met by a staff member.
- If you choose to enter by the front of the building, both main entrances have steps and there are handrails on the main doors (these don't extend to street level) and stair rails leading up a short flight of stairs to The Pipers' Tryst.

#### Reception

- Seating areas are provided in the main reception area and within The Pipers' Tryst restaurant.
- Meetings and registration can take place seated in either of these areas.
- On checking in to the hotel, the Manager will explain the layout of the building and how to use your keys.
- There is a side entrance to the hotel once guests have checked in, for privacy and ease of access.
- The National Piping Centre has a marble floor and is well lit.
- The Pipers' Tryst has a wooden floor and carpeting and is well lit.
- There is carpeting throughout the rest of the building.
- Free WIFI available throughout the premises.

#### Bedrooms

- The Pipers' Tryst bedrooms are not wheelchair accessible.

- Guests can be allocated to the first floor if they prefer.
- All rooms have a comfortable chair and stool for the dressing table. These items of furniture can be removed if you require more space.
- All rooms have an en-suite bathroom, with WC, sink, bath and shower. Heater or heated towel rail and safe for personal belongings.
- All rooms offer complimentary WIFI.
- Vibrating pillow alarms are available upon request.

#### Public areas

- There are two accessible unisex toilets within the building, one on the ground floor and one on the 1<sup>st</sup> floor.
- A lift can be accessed by speaking to a staff member. A staff member will escort guests to the preferred level.
- All doors, entrances and corridors are wide enough for wheelchairs, walking frames and pushchairs.
- All corridors are well lit and level throughout.
- All main meeting rooms have portable seating arrangements.

#### Restaurant, Bar and Lounge

- The restaurant, bar and reception areas are all located on the ground floor and are level throughout. There is an access ramp (inside) which links the main building with the restaurant and hotel.
- Chefs are able to accommodate any special dietary requirements.
- Menus are available in large print format or alternatively staff can talk through the choice of dishes on offer.
- All areas are spacious with a variety of seating arrangements.

#### Emergency Evacuation Procedures

- There are two exits located on the ground floor, one in the piping school (basement level) and one exit located on the first floor in the auditorium. Evacuation access from the auditorium is also available from one of the ground floor exits.
- In case of evacuation from the first floor, there is an Evac Chair available and staff are fully trained to use this.
- Assistance will be available in the unlikely instance of an evacuation.

## **Contact Information**

Address (Inc postcode): The National Piping Centre & The Pipers' Tryst Hotel

Telephone: 0141 353 5551

Email: [hotel@thepipingcentre.co.uk](mailto:hotel@thepipingcentre.co.uk)

Website: [www.thepipingcentre.co.uk](http://www.thepipingcentre.co.uk)

Hours Of Operation: 0800 - 2200 hrs

Local Carers: Please contact us for further information

Local Accessible Taxi: Glasgow Taxis: 0141 429 7070