



**Doubletree
by Hilton Hotel**
Marble Arch, London

NicheTM
Lifts

Low-rise platform Lift

CASE STUDY

DOUBLETREE BY HILTON HOTEL

LOW-RISE PLATFORM LIFT

We are very happy with the lift, it is exactly what we wanted.

– Sardia Kabore, Front Office Manager



Marble Arch and premium shopping for visitors in Oxford Street are both only a few steps away from the 4 star Doubletree by Hilton London Marble Arch hotel. Being so close to these landmark attractions means the hotel is a popular choice for those visiting the capital looking for somewhere to stay.

With this large variety of visitors staying in London, it's essential that appropriate measures are put into place to cater for a wide range of access needs. Great accessibility is always important for hoteliers and of particular importance for a hotel such as the Doubletree by Hilton London Marble Arch, which is dedicated to ensuring its guests have an enjoyable, highly memorable and stress-free stay.

Therefore, back in 2012, CJN Concept Ltd, the interior fit out specialists who were undertaking the hotel's refurbishment, were asked to incorporate an easy-to-use, reliable disabled access lift for guests in wheelchairs or with limited mobility. Apart from the clear objective of customer satisfaction, the hotel had the need to maintain its star premium rating. To help with this, additional disabled access was required away from the steep steps located at the front entrance of the hotel.

The Project Management at CJN Concept Ltd spoke with Niche Lifts' specialists about options and discussed what would be most suitable for the

hotel's requirements. Because of where the entrance to the hotel was located, the means of access could not obstruct the narrow and busy pavements adjacent to the front or side of the building. This ruled out the option of a stairlift, as it would overlap onto the pavement below. Subsequently, Niche proposed a design for the installation of a low rise platform lift, situated side-on to the hotel's secondary entrance.

To ensure the low-rise platform lift would be a visual enhancement to the hotel and not something that appeared to be an afterthought to the exterior of this prominent building, Niche Lifts, in consultation with the refurbishment team, proposed that the lift underwent a high quality powder coating process supported by a 5 year anti-corrosion warranty, to ensure the lift continuously matched the standards of the elegant hotel.

Today, three years on, the low-rise platform lift has continued to reliably provide easy access for disabled visitors to the hotel. Although in a very busy and exposed pedestrian area, the lift has remained in excellent aesthetic shape with its high quality, powder coated exterior still sleek and polished without any loss or fade of colour. Doubletree by Hilton London Marble Arch remain very happy with the lift's performance 3 years on, and are looking forward to its continued future years.



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