

# Whipsiderry Hotel



## access statement



April 2012

We aim to, and confidently ensure, that all our guests have comfortable facilities, maximum assistance possible is given to any person entering the premises. All requests are dealt with efficiently and all guests are made to feel welcome throughout their stay.

- There are two disabled designated car parking spaces next to the front door from the hotel reception.
- There is a drop off point outside the main reception with free off road parking.
- The reception area has seating for guests to wait.
- A member of staff is available to assist guests with luggage.
- The whole of the ground floor of Hotel is accessible to wheelchairs.
- We are one story high & therefore we do not have a lift facility.
- Our patio area is accessible via one step. A hand rail is provided for additional support to access lower patio area.
- Ground floor public toilets are not adapted for wheelchair users.
- Our corridors are well lit & carpeted. There is one step by the first floor toilet. There is an additional public toilet on the ground floor.
- Restaurant & Bar areas are on the ground floor – There are no steps.
- There are 2 lounge areas on the ground floor and waiter service is available.
- We have two ground floor bed rooms one with a double, one with a king size bed both rooms have been occupied by wheelchair users, we do not have adapted bathrooms or grab rails.
- Menus can be provided in large print on request.
- Specific Dietary needs will be catered for.
- Staff are trained to act helpful & in a thoughtful manner for example :- to assist guests requiring full waitress service, assist hard of hearing persons order food & drink, writing pads are available if necessary & staff will read out menus.
- Assistance dogs are welcome at the Hotel.
- Swimming Pool has fitted steps with a rail in shallow end for easy access
- In our Restaurant & Bar areas there is movable seating throughout. There are chairs with & without arms
- Our surfacing throughout the Hotel is Carpet. All bed en-suites have vinyl flooring
- Our Main Car park is a mixture of gravel & grass. Our Hotel entrance is tarmac.

Although we have tried to be as accurate and include as much detail as we can in our Access Statement, we are always willing to give information on any aspect of the hotel if this statement does not answer your particular query.

Lisa & Andy Burbidge