

ACCESSIBILITY STATEMENT

Introduction

The hotel is situated on a level site ¼ mile from the centre of Ambleside and ¼ mile in the opposite direction to the head of Windermere Lake with good, level pathways to both the town and the lake, with lowered curbs that allow easy wheelchair access.

We have 16 rooms and 3 suites offering single, double, twin or family accommodation
We pride ourselves on delivering a high standard of service to all our guests, and encourage this through detailed staff training.

Pre-Arrival

For any assistance you may require prior to arrival, please contact us on 015394 33605

The centre of town is a 5 – 10 minute walk away

Windermere station is 5 miles away. Buses and taxis are available there.

We have a list of taxi companies who offer accessible taxis

We have a list of local equipment hirers that is available on request

Arrival & Car Parking Facilities

There is one dedicated Disabled Parking space at the front of the hotel for Blue Badge holders

There is a designated Disabled Entrance at the side of the hotel which has level access to the ground floor of the hotel

The main entrance to the hotel has 1 small step and there is a portable ramp in the porch if preferred
If you need assistance with luggage etc. please let us know.

Main Entrance & Reception

There is 1 small step at the main entrance into the lobby. Please take care on entering, especially if the door is already open.

The Reception desk is straight in front of you at the end of the hallway

The reception desk is 105cm high. Registration can be completed whilst sitting in the lounge(s) and we have clipboards available

The registration card can be enlarged if required

To the left of reception is the entrance to the wheelchair accessible Ground Floor Room

Opposite reception are 2 short flights of easy tread stairs leading to most of the other bedrooms. (We do not have a lift)

To the right of reception with completely level access are the lounges and bar, with the dining room leading off. The floor surface once inside the main entrance door is carpeted, apart from the lobby leading to the toilets. The lobby and ladies toilet floors are wood, while the men's are slate tiles. Please ask if you require assistance.

Restaurant / Dining Room, Bar & Lounges

There are 2 lounges, one either side of the main hallway. Both have level entry and are carpeted and have plenty of space for a wheelchair

Both have coffee tables of varying shapes and sizes, and a choice of sofas and tub chairs. Higher, more upright chairs are available on request

There is a bar situated in the lounge to the left of reception

Table service is offered in the bar

Lighting is mainly natural daylight (from large windows overlooking the garden) augmented by wall and ceiling lights.

The restaurant is table service only

Menus are available in large print and staff will automatically take you through the menu and choices for the meal. Lighting is mainly natural daylight whilst for the evening meal lighting is low level with candles on the table. Lighting can be increased at certain tables if required.

We are able to cater for varying dietary needs, please advise staff on booking

Staff are happy to help with selecting from the breakfast buffet

Tables are reserved near to the restaurant entrance for guests with mobility issues

Public Areas – WC

There are public toilets in the lobby down the hallway from reception, one of which is a unisex accessible toilet

This toilet offers:

150x130cm free space free of obstacles and doors

70cm of transfer space to the right of the toilet

Floor is smooth slate tiles

There is a vertical rail on the left hand side of the toilet

There are horizontal rails on both sides opposite of the toilet

There are lever taps on the sink

The room is brightly lit with colour contrast between toilet fittings and walls

There is a unisex toilet in the corridor to the right of the Brathay Room

Bedrooms

There are 2 accessible bedrooms (one on the ground floor in the hotel, and one 2-bedroomed suite in the grounds), which provide specific facilities for guests with disability these include:

Wide but light easy to open entry doors

Separate seating area

Plenty of free space for wheelchairs to manoeuvre in both the bedroom and bathroom

Level entry showers

Grab rails around shower (vertical and horizontal)

Self-propelled shower wheelchair available on request

Grab rails either side of the toilet – horizontal and vertical

Seat raiser for toilets where required

Storage and wardrobe hanging adjustable to needs

Transfer space and turning of at least 90cm either side of beds

Twin or double bed combinations available

Emergency procedures clearly written and in large print

Television with remote control and video player

Flooring in bedrooms is short pile carpet

Flooring in bathroom is non slip laminate

Lighting levels are controllable and reading lamps are provided

A mini fridge is supplied in the suite

Bedding can be all non-feather on request

Bowls can be provided for assistance dogs food and water

All rooms are non-smoking

The furniture is flexible in the room and items can be moved or removed on request.

Conference & Meeting Rooms

We have 1 conference / meeting room (the Brathay Room) on the ground floor which has level access from all areas of the hotel.

The room is accessed through a single door 80cm wide

There is natural daylight in the room from French windows leading out onto a terraced area (over a small step) augmented by wall and ceiling lights. Lighting is even

Please notify conference organisers in advance if any additional services are required for conferences e.g. interpreters, specific seating or staging, as we do try to accommodate everyone's needs where possible.

There are toilets available as listed above.

Laundry

Laundry service is offered. Bags are available in bedrooms and if given to reception by 9am, can be returned by 5pm that day. Bags can be collected from bedrooms on request.

Items for Sale

There is a cabinet in the corridor leading down to the toilets that contains jewellery and other items for sale. These can be purchased from reception.

Reception also keeps a small stock of toothbrushes, toothpaste etc. Please ask if you have forgotten anything.

Grounds and Gardens

The car park is laid to gravel.

The gardens are mainly lawned with well-established flowerbeds and trees.

There is a path leading all the way around the garden that is suitable for wheelchair users

Leisure Facilities

The hotel has no leisure facilities

Additional Information

If you require any assistance during your stay please contact reception. The Duty Manager can also be contacted via reception.

Room service is available free-of-charge for breakfast and dinner

We have a set evacuation procedure for basic information - Alarm bells are a continuous alarm. Someone will come to your room and assist with evacuation either out of the building or to a refuge.

All front house staff has regular training which includes disability awareness training

The hotel has 2 wheelchairs that can be borrowed if required

The National Trust 'Access for All' guidebook is available free-of-charge to our guests

There is good network coverage for mobile phones within the hotel and bedrooms. As far as we are aware, all networks work.

List of equipment hire companies available on request

List of carer's in the local area available on request