



## **Alveston House Hotel - Access Statement**

### **Prior to Arrival**

- Bookings and enquiries can be made online, by post, by telephone and by fax.
- We have 60 spaces in our car park, several of which are less than 10 metres from the main entrance or Carriages Restaurant. It is also possible to drop-off right outside either entrance. The car park is on a slope and completely tarmaced.
- We are approximately 20 metres from the nearest bus stop, which has a good service to and from Bristol.
- It is 20 minutes by car to Bristol Parkway, the nearest railway station.
- There are 4 steps, with a handrail, to the main entrance and 2 steps to the Carriages Restaurant entrance.
- We allow dogs, including assistance dogs.

### **Registration**

- There is seating in the Lounge, adjacent to Reception where guests can wait or check in if necessary.
- A registration form will be provided, which must be completed in full. You will be asked if you would like a table in the Restaurant for dinner and if you would like a newspaper for the morning.
- If assistance is required with emergency evacuation, e.g. you have limited mobility or may not hear the alarm, please tell the member of staff that registers you. Provision will be made to ensure your safety.
- Guests are always shown to their rooms and assistance given with luggage if required. You will be shown where the Restaurant is and told the times of breakfast and dinner.

### **Guest rooms**

- We have one twin guest room on the ground floor. There are 6 steps down from this floor to a further 4 rooms (2 doubles and 2 singles). From this level, there are 3 steps down to another double room and then 10 steps up to a further 2 double rooms. From Reception, there are 2 sets of stairs. One flight is 12 steps up, leading to 8 double rooms. At the top of a further 6 steps are 2 double rooms and a twin room. 2 steps down from here lead to a double room. The other flight of stairs from Reception is 15 steps up, which leads to 5 double rooms and 4 single rooms.
- All guest rooms have fitted carpets.
- All guest rooms have en suite bath/shower rooms which are either carpeted or have lino on the floor.
- All televisions have remote controls.

- All guest rooms have telephones which can be used to call internally and externally.
- All rooms have lighting above the desk and the bed(s). Lighting can be controlled from the bed.
- All rooms have at least one chair with arms, some have two.
- Room service is available from 7am – 10pm.
- A deaf aid alarm pack is available on request.
- The Welcome Letter and other guest information items are available in large print on request.

### **Restaurant, Bar and Lounge**

- The Restaurant and Bar are accessed via 4 steps down. The Lounge is adjacent to Reception.
- Waiter service for drinks is available in the Lounge.
- Restaurant furniture is free standing and can be moved around as necessary.
- All menus are available in large print on request.

### **Meeting Rooms**

- The Garden Suite is accessed via 6 steps and the Cottage Suite by a further 3 steps.
- Furniture in both rooms is free standing and can be moved around as necessary.
- Both rooms have step access to the Garden.

### **The Garden**

- The Garden is wheelchair accessible via a side gate and has plenty of seating.
- Waiter service is available for drinks and light meals.

### **Other Public Areas**

- All corridors and public areas are well lit.
- All corridors are wide enough for wheelchairs and zimmer frames.
- Public toilets are located on the ground floor adjacent to Reception and on the lower ground floor near to the Garden Suite. The Ladies' toilets are carpeted and the Mens' have lino flooring.

### **Additional Information**

- We accept all dogs, including assistance dogs.
- We accept children.
- The Hotel is completely non-smoking.
- Mobile phone reception is generally good, although this cannot be guaranteed.
- Please ask at Reception for local information.
- Reception is staffed between 6:30am and Midnight Monday to Friday, 7:30am to Midnight on Saturday and between 7:30am and 11:00pm on Sunday. Outside of these times, a member of staff is always on duty within the building, contactable by telephone.

**We are always willing to answer any further questions you may have about the accessibility of Alveston House Hotel.**