



# The Inn on the Moor Hotel

## Access Statement

We aim to confidently ensure that all our guests have comfortable facilities, all requests are dealt with efficiently and everyone is made to feel welcome throughout their stay. As far as possible we will accommodate the requirements of all our guests. We will explain our facilities and how they may meet guests' particular requirements.

### Reception

- There are free designated car parking spaces next to the hotel reception.
- There is a drop off point outside the main reception
- There are double doors at the main reception which are suitable for wheelchair access and guests with limited mobility.
- All ground floor doors are open during normal service hours
- There is level access to the main reception
- The reception area has seating for guests to wait
- Staff are available to assist guests with luggage
- When checking-in, reservation and reception staff will note if guests need assistance in the event of an evacuation and this forms part of the night staff brief.

### Public areas in the hotel

- The whole of the ground floor of the Hotel is level and accessible to wheelchairs and guests with limited mobility – as is much of the surrounding gardens
- The hotel bars are on the ground floor – there are no steps
- There is a lounge on the ground floor and waiter service is available
- All corridors and public areas are well lit
- All doors and corridors are wide enough for wheelchairs/walking frames/pushchair access
- There is a disabled toilet on the ground floor that is suitable for wheelchairs and has baby-changing facilities
- All diets can be catered for although advance notice is required.
- With advanced notice our menu can be printed on green paper to assist those with dyslexia
- Larger print menus are also available on request
- Full restaurant service can be provided in the ground floor bar, hydro conservatory or lounge for guests with mobility issues.
- Highchairs are available and may be used in all areas
- The restaurant lighting is even but can be varied if required
- Dogs including service dogs are allowed in the hotel
- Door frames and doors are painted contrasting colours to the walls in the public areas
- Wi-Fi is available Free of Charge throughout the public rooms and all of the bedrooms

## Bedrooms

- Of the bedrooms, there are two ground floor bedrooms which are suitable for those with restricted mobility. These can be single, twin or double-bedded.
- These rooms both have level shower access
- The bedrooms and bathrooms are generously proportioned but some provide more turning and transfer space than others
- We try as far as possible to allocate bedrooms based upon individual guest needs
- Emergency procedures are posted on the door to each bedroom and are explained upon check in for any disabled guests upon request.
- We retain records and brief our staff so as to indicate if guests will need assistance in the event of evacuation
- Every bedroom has digital television with remote control
- There are bedside lights
- All of our bedding is non-allergenic
- All rooms are non-smoking in compliance with current legislation
- Furniture within the rooms can be moved.
- Every bedroom is carpeted and every bathroom is fitting with non – slip flooring
- Bedroom lighting can be switched on at the entrance to the room and also within the room
- All bathrooms have non-slip floor shower mats
- Bathroom lighting is very bright and all sanitary ware is white.

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.

## Further Information

Please contact the Reservation Team on [01947 896296](tel:01947896296) with any further questions, queries, or points of clarity.