

Accessibility Report

Arrival and Car Parking

On arriving at the hotel, visiting guests should use the car park located directly in front of the hotel building. Or alternatively, guests can use the additional parking, which is at the bottom of a moderate slope leading from the main car park. This car park can also be directly accessed from the main drive. Both of these car parks have gravelled surfaces.

There are 2 parking spaces, one at the far end of the main car park and the other outside the hotel side entrance in the bottom car park, both of which have disabled parking signs and can be reserved for disabled visitors.

There are a series of 11 steps leading down to the main hotel entrance from the main car park. These steps have handrails on the left and right of the steps. Alternatively there are two gravelled paths which run round the front side of the building, one with a moderate slope leading from the main car park and the other at ground level leading from the bottom car park

There is 1 step with a doorframe leading into the main entrance and the reception area. Wheelchair access is via the ramped side entrance directly from the bottom car park, which in turn leads to reception through the ground floor of the hotel. The main entrance has one set of double doors, which creates a portal 5ft 2" wide when the doors are fully extended. Hotel staff offers assistance with luggage or equipment from 8am until midnight.

Main Entrance and Reception

The reception desk is straight ahead on entering the front doors. It is usually staffed but has an electronic buzzer on the wall for requesting service. The reception desk is 3ft 4" high.

A check-in card will be presented which can be completed on the reception desk, or with the aid of staff. This is available in large print and contrasting colours.

The reception area and two adjoining lounges have small coffee tables, comfortable chairs and sofas. Furniture can be re-arranged on request. All these areas are carpeted throughout.

Wireless Internet is available throughout the ground floor of the hotel. There are no steps to any of the lounges, bars or dining rooms.



The dining rooms, bars and lounges are all located on the ground floor and some have excellent views of Lake Windermere.

Toilets

There are two sets of toilets on the ground floor, one set on either side of the hotel. There is an additional set of toilets on the first floor nearest the staircase on the older side of the hotel.

Bar

Both bars are accessed on the ground floor, one close to reception and the other in the other side of the hotel. Service can be requested by using an electric bell located on the front woodwork of the bars when staff are not present.

Table service is available and wine and price lists can be requested in large print or contrasting colours. The bars are both 3ft 8" high and drinks tables are 1ft 4" high with comfortable chairs in both rooms.

Lounges

There are two lounges adjacent to the reception desk with a further two lounges in the other side of the hotel. There is the bottom part of a double doorframe restricting wheelchair access from reception to the two lounges. All of the lounges have Wi-Fi available and some house fireplaces.

Dining Room

There are no steps en-route to the dining room from the reception area but a short incline in a corridor leading to the dining room in the other side of the hotel. Menus are available in large print and contrasting colours. The dining tables are 2ft 5" high.

Dietary requirements can be catered for but we recommend prior notice or as soon as possible on arrival.

Natural light is used where possible. Evening lighting is dimmed where possible and candles are placed on the tables. Lighting can be increased or dimmed where required.



Function Room

The main hall and lounge are on the opposite side of reception. It seats 48 people in one room and 78 people in two rooms for a seated meal. Chandeliers throughout the rooms, as well as natural sunlight through large windows provide lighting.

There is a bar adjacent to these rooms, which is 3ft 8" high with tables that are 1ft 4" high. Function menus are available in large print or in contrasting colours with prior notice. Dietary requirements can be catered for with prior notice.

The function room has access to a set of toilets. One of these toilets is very small and has narrow access. There are two other sets of toilets, one upstairs on the first floor the other on the opposite side of the hotel near reception.

The function room has access to fire exits. There is an emergency exit in the function room with two sets of double doors and a set of steps, which lead onto the patio area. The nearest fire exit is through one of the toilets and down a step to reach the fire assembly point.

Equipment such as large screens and projectors are available on request. A microphone is not necessary due to the room's acoustic design.

Outside Areas

The front terrace is immediately outside of the older part of the hotel. It has outdoor furniture. The front terrace can be accessed from a set of steps leading down from the function room. There are handrails here on the left and right of the steps, or by steps from the bottom car park, or by a sloping path and steps from the main car park at the other side of the hotel.

First Floor

Visitors can reach the entire first floor and bedrooms 11-20 via a staircase of 15 steps located close to the reception desk and main entrance and bedrooms 1-10 via a staircase of 16 steps in the older side of the hotel.

There are four ground floor bedrooms 21-24 also close to the reception desk, one of which has been adapted for disabled access use.

Rooms 1-5 can be accessed by an additional three steps and following the landing round, which has a fire door that is 2ft 7" wide. Room 6 also has three steps to the door.



