

Access Statement for Grants Hotel, Harrogate

Introduction

Grants Hotel is a 42 Bedroom Hotel, on 4 floors with access to all via a passenger lift. The reception area is on one level in which both the bar, lounge, toilets and conference facilities is situated. The restaurant is on the lower ground floor and this is accessed by the lift. The hotel has a combination of room types including Singles with walk in shower rooms or shower over bath. Doubles and twins spread over the lower ground floor, ground floor, first and second floor.

The hotel has a disabled toilet on the ground floor and has an accessible bedroom on the first floor with grab handles, lower beds and wider doors. The room can either be made up as a twin or a double room.

The car park is situated at the rear of the hotel and can hold 25 cars, however this is down a slope with access to reception via the driveway. However the hotel has permits to park on the street directly in front of the hotel in the clearly white marked bays. If a guest holds a blue badge then they are able to park even closer to the hotel.

We have 24 hour reception cover therefore the hotel is safe and secure at all times. Any Guests staying with visible difficulties with walking, sleeping, breathing or visual impairment or any other medical issue that is reported to reception is relayed to the Night team to pay extra attention in case of an emergency.

Pre-Arrival

- The hotel provides confirmation in the forms of letters, emails, faxes asks the guests for their preference method at the booking stage.
- The font used is Tahoma size 12 which is a clear true font and is large set writing that does not blur when magnified.
- Menus are printed on A4 white paper, which sit in an A3 menu holder so that the menu is spread over 4 papers allowing a larger font for those with visual impairment.
- We also have a magnifying sheet at reception to assist guests further.
- The access statement is available in a word document format that can be enlarged on the website as an attachment but a copy is also at reception
- All confirmation letters give directions to the hotel, no matter what format and a like to

our website so a site map can be obtained.

- Harrogate town centre is 5 - 10 minutes walk from the hotel on a downwards slope, car parking is available all over Harrogate on a flat level and is clearly sign posted.
- On the outskirts there are two shops that provide equipment to hire while a guest is staying at the hotel. Further information can be given for these services or we can book them for you.
- The website font can be enlarged

Arrival & Car Parking Facilities

- There are 25 spaces to the rear of the hotel which is situated on a slope downwards. Due to the size of the car park spaces can not be reserved but we can assist with parking at check in.
- The hotel also has the facility to provide permits for parking on the road outside the hotel in the white marked bays, these are free to guests. If the guest has a blue badge then they are allowed to park on the yellow lines outside the entrance to the hotel. This allows the guest to be dropped off here with only a 5 metre walk in to the hotel. There is not a dropped curve at this point.
- We can assist guests with luggage to and from their cars.
- The car park has a tarmac surface and is fairly level with the front entrance to the hotel being paved with no steps. It is lit at night and is approx. 20 metres to the reception area.

Main Entrance, Reception & Ticketing Area

- We have a fire exit entrance based in the car park however a guest would require assistance to navigate the corridor to the lift to the reception area
- There are no steps in the reception area for the guest to deal with all public areas are on one level otherwise there is a lift to go to the bedroom floors and restaurant.
- Assistance is always offered by the reception on check in
- Music can be turned down on request in the public areas
- Writing apparatus is available at reception if you require it
- Lighting varies within reception with floor lighters, high lighters and lamps
- Reception will offer additional keys on request
- Seating is available in the reception area and at the reception desk for guests to check in whilst sitting down at the desk
- Reception familiarise guests to the facilities on offer, offer assistance with luggage and also take guests to their rooms.

- Reception entrance is two large glass front doors that can open inwards or outwards, lit by outside lamps, flood lights and a ceiling light. The signage is in colour, large print and in contrasting surround.
- The flooring of the reception area is a dirt matted carpet at the entrance with a flat dark carpet surrounded by white skirting boards
- Reception is manned 24 hours and the doors are only locked when the night porter is on his security rounds, there is a sign put up to explain that a bell is in use at this time. Guests are informed of this on check in.
- Reception desk is low, black in colour contrasting with red chairs and the dark blue carpet. The flooring remains level throughout.
- The reception area is approx. 4 metres by 6 metres with doors which are always open to the bar and lounge
- A large floor to ceiling mirror is behind the reception area.
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Public Areas - Hall, Stairs, Landing, Corridors etc

- The lift is a 6 passenger lift placed in the reception area it is an automatic closing lift with indented and Braille markings. There is an emergency procedure in place and the lift is inspected monthly by an external company. All areas are reached by lift. The flooring is a rubber tiled surfaced with raised spots in a dark colour compared to the silver and pale gray of the lift walls. It is lit by spotlights and has a full width mirror on the back wall.
- All public areas and corridors are carpeted in a dark carpet with white skirting boards and dado rails with pale coloured walls. The lighting is varied with table lamps, ceiling lights and tube lighting on the corridor which ensure there are no dark spots. The corridors are wide enough to take a wheelchair and are approx. 1 metre wide.
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Public Areas - Sitting room, lounges, lobbies etc

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Public WCs

- The accessible toilet is on the ground floor about 15 metres from the main reception on the same level corridor, which is carpeted and clearly lit. The facilities are unisex with no facilities for adult changing. The flooring is wall to wall poly flooring and the size of the cubicle is 3 metres by 2 metres - approximately.
- The door opens outwards with a single paneled door with a handle lock.
- There is a hand rail on wall which is white in colour in contrast to the marbled effect wall.
- There is space on left hand for a wheelchair to pull along side the toilet to allow the guest to use the facilities unattended
- There are handle taps which are separates.
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Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- Lighting is provided in the bar with ceiling lights that hang down to head high the restaurant lights are ceiling down lighters and natural light in the day time.
- The restaurant has carpeted floor with non slip flooring in the area near the lift.
- There are clear aisles between the tables with the table being no fixed and light enough to be moved around. The chairs are made of a white wood and the tables are black with a central column. No chairs have arms but are stable
- Menus are in a large font but a magnifying sheet is also available, menus have a large variety of food items with a chef on call to assist with made to measure menus.
- The restaurant is all on one level but has 12 steps to get to the lower ground floor or a lift is available. It is dark in carpet colour with pale walls and skirting boards.
- The restaurant is waitress served with assistance offered if the guest can not get up to

assist themselves at breakfast

- There are no toilets on this floor but directions are given to the nearest one.

Leisure Facilities

- There are no leisure facilities on site that belong to the Hotel. The hotel is affiliated to a local Health Club and their Health and Safety Policy can be given to the guests on request.

Bedrooms & Sleeping Areas

- There is one room suitable for wheelchair users - information is passed on to each shift if there are any access issues with guests so in the event of an incident the guest will be contacted directly to their room and the fire brigade/police immediately notified.
- Telephones have a flashing light,
- Bedrooms have the following:
 - Armchairs, fully carpeted bedroom, natural lighting, low beds, bed side lamps low drawers and storage at low level.
 - The Bed combination is a zip and link and can be made in a twin or double. There is space at either side of the bed so the guest can enter the bed from a wheel chair.
 - The Bedroom is on the first floor opposite the lift and has a dark carpet with pale coloured walls.
 - The flooring is level from the lift
 - The kettle in the room is cordless with a measure on the side to say if the kettle is full or empty
 - Room service is available all day with a full menu from 7am to 10pm and a light menu available from 10pm until 7am
 - Reception can assist with any dietary requirement or allergies if informed by the guest. We have a chef on call to assist with menus.
 - We have a selection of foam pillows to substitute to feathered ones as standard.
 - We accept dogs on to the premises with prior notice

Bathroom, Shower-room & WC [En-suite or Shared]

- All bedrooms have en-suite facilities - some have walk in shower rooms the others shower over baths
- The have Grab handles, lower sides, non slip flooring, shower curtains.
- Poly safety flooring which is a darker colour than the bathroom suite.

- Approx. Size 2 metres by 3 metres
- The door is a single wooden panel with a slide over handle that locks
- The shower is adjustable to a standing person and one in a sitting position which runs off mixer taps that are with flat handles.

- The basin is white in colour lower level with separate taps with colour indicators.
- The toilet is lower with space to one side for the guest to hoist themselves on to it.
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Additional Information

- The staff are all trained on the evacuation procedures these are also on the back of each bedroom door and in the guest information folder.
- If a guest is staying and needs assistance the staff are made aware and will deal with this guest until the emergency services arrive.
- The staff are aware that there are local shops that can provide equipment and they can assist in the organising of these prior to the arrival of the guest.
- The hotel accepts dogs with prior notice and operated a non smoking policy throughout the hotel.
- There are large telephones in each bedroom but all mobile networks work in the hotel.
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Website: www.grantshotel-harrogate.com

Hours of operation: 24 hours of operation

Emergency number: 999

Future Plans

- The hotel is looking to refurbish another 10 rooms on the first floor in March 2010. This will include more accessible rooms, loop systems and Braille printed menus

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01423560666 or email enquiries@grantshotel-harrogate.com