



Access Statement

Built as it was in 1810, the hotel, a grade II listed building, has some beautiful architectural features, however as a consequence, the structure of the building presents some physical barriers to accessibility.

Whilst we are able to accommodate guests with limited mobility, we do not have facilities suitable for those guests who are confined to a wheelchair.

If you do have any special needs please do not hesitate to contact us before making a reservation so that we can endeavour to meet your requirements.

Pre-arrival

We welcome correspondence by phone, fax, letter or email.

This document, the hotel brochure and tariff can be provided in a larger font.

Taxis can be arranged to collect you from your home, local train or bus station.

A printed route can be provided on request.

Details of a local firm who hire equipment such as scooters can be provided on request.

Arrival

The main front entrance to the hotel is on the Esplanade. There are two steps leading to the front porch with grab-rails and a further two steps to the revolving door leading into the main lobby. You may park briefly on the double yellow lines immediately outside, to drop off and unload luggage via the main entrance. Beyond the main entrance towards the eastern end of the building is a second door to the hotel which has ramped access.

Car Park

Continue past the hotel (on your left) and take the first left and immediate left again to reach the hotel's car park at the rear of the building. The tarmac finished car park is level and arranged in bays. The area is covered by CCTV and night sensor lights are in operation. There is no rear entrance to the hotel but guests can follow the rear of the building to the side entrance which has 9 steps with a handrail on the right hand side, leading to Reception.

Reception

Reception is located on the ground floor in the main lobby and has level access once through the revolving door. If approaching from the ramped entrance there are 2 steps on the ground floor leading to Reception. The Reception counter is at a height of 105cm. There are 2 chairs located close to the counter and a bell to summon attention should Reception be unattended. The Reception area is well lit. Assistance with luggage is available. There is an induction loop available at Reception.

Ground Floor

The York Restaurant is adjacent and level to the main lobby. Two steps lead from the York Restaurant to the Faulkner Restaurant. The restaurant is table service only and large print menus are available on request. Most diets can be catered for by prior arrangement. The restaurant is well lit although we have occasional candle-lit dinners, additional lighting can be provided on request in such circumstances. The restaurant furniture is freestanding and the chairs are without arms but carver style seating can be provided on request.

The York Lounge is adjacent and level to the main lobby. There are two further lounges, the Reading Room & Writing Room that are at the rear of the lobby and approached by 4 steps with a hand rail on the right hand side. The furniture is freestanding with chairs with arms available.

The York Lift is located in the main lobby and has automatic doors.

Toilets are situated at the rear of the main lobby approached by 4 steps with a hand rail on the right hand side.

The Faulkner Lounge Bar is situated beyond the restaurants and has a mixture of freestanding and static furniture. There is one step leading to the bar counter and the rear of the room. Table service is available if required. The bar height is 105cm.

There is a both a ladies & gents toilet approached on the level from the Faulkner Lounge Bar

The Faulkner Lift, which has a manual door and inner gate, is located beyond the Faulkner Bar.

There is a dispense bar situated behind Reception for anyone wishing to take a drink in any of the lounges. Table / Lounge service is available on request.

Lower Ground Floor

The lower ground floor is served by the Lift.

Both the Snooker Room & Blinis Café-Bar are served by the York Lift and one single step. The Café-Bar, where table service is employed, is split-level with two steps leading to the upper area of the room and toilets. There is also a stepped entrance from the street to Blinis and a ramp is available on request.

Aspara, the hotel's spa, is located on the Lower Ground Floor and is serviced by the Faulkner Lift. The Hydra-Spa and treatment rooms are on the level from the lift. There are several steps leading into the Hydrotherapy Pool and for safety reasons, guests that use walking aids must be accompanied in the Hydra-Spa at all times.

Aspara can also be accessed from the street at the rear of the hotel and one step descends into the Reception area.

Bedrooms

The hotel has 70 bedrooms located on the ground, first, second and third floor. They offer twin, double, family and single accommodation.

Many of the bedrooms are served directly by the lift and have level access. There are however some single steps and small stairs on the hotel corridors. Please be sure to request level access from the lift if required.

All rooms have en-suite bath or shower & toilet (2 rooms have private non-communicating facilities). The majority of en-suites have basins but a small number of rooms are equipped with vanity units. Non-slip bath or shower mats and grab rails are provided. Bath seats and raised toilet seats are available on request.

All rooms are carpeted and well lit. Bedroom chairs vary in style but upright carver style chairs with arms can be provided. Beds are standard height but can be raised on request. Bed boards are also available. Linen sheets, blankets and a mix of foam or feather pillows are standard. Non-feather pillows and duvets can be requested. Rooms vary in size and style. Please advise us before booking if you have any special requirements.

All rooms are equipped with remote controlled colour television and direct dial telephone. A mobile hearing loop is available on request, although the television sets are not equipped with Teletext. A hearing aid compatible telephone and large button phone is available on request as is a vibrating alarm clock and speaking clock. Mobile coverage varies depending on your network and your location in the hotel.

All bedrooms are equipped with fire detection and alarm.

Wyndham Court

The York & Faulkner Suites are located in Wyndham Court, a building adjacent but one to the hotel and 30 meters from the nearest hotel entrance. The suites are on the first floor and are not served by a lift. There are three steps to the main entrance hall and a half landing staircase with banister rising eighteen steps to the first floor. There is also a rear metal staircase to York Street and the hotel car park. The suites are furnished and equipped as per the hotel bedrooms.

General

Reception is manned from 8.00 a.m. until 11.00 p.m. Outside of these hours, emergency assistance can be gained by telephoning Night Duty staff.

Guests requiring assistance in the event of an emergency evacuation must log details with Reception on arrival.

The hotel accepts dogs by prior arrangement, a charge is made and a meal provided. Please note that dogs are not permitted in the public rooms (excepting service dogs).

Contact Details

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