

St Mary's Hall Hotel undertakes to offer the best possible service to disabled visitors at all times. Although the main part of the building i.e. the main building was built in 1937 we have tried wherever possible to be accommodating to special needs.

The following points define our Access Statement

Set in a quiet location on near a tarmaced road with pavements. The front door has three steps leading up to the front door.

The entrance path is tarmac.

Staff are trained in providing assistance to disabled people when entering the building.

There are ladies and gents toilets downstairs but neither have very wide access doors due to the old nature of the building.

A wide flight of stairs leads up to the two floors of accommodation. Staff are always on hand to assist guests with special needs to the bedrooms and to help with directions and luggage.

There are hand rails on all stairs but due to the restrictions in space and age and design of the building we are unable to install a stair lift or lift to assist disabled guests. This renders the bedrooms unsuitable for wheelchair users and Zimmer Frame users.

We offer to carry guest's luggage up to the bedrooms.

Corridors outside the bedrooms are well lit.

Bedrooms are well lit.

Count Leon rooms and the suites have large spaces around the beds and large bathrooms which are easy to move around in, but not suitable for wheelchairs.

We do not offer 24hr room service but designated staff are on duty 24hrs in case of emergency.

There are Fire doors on each floor which offer 30 mins safety in the event of a fire or emergency evacuation.

All staff are fully trained in how to react in an emergency and fire evacuation and fire wardens are trained to assist guests in evacuating the building.

The restaurant and bar are situated on the ground floor.

There is a comfortable lounge and restaurant for guests to relax in on the ground floor.

There are comfortable chairs available which offer firm support and are not too low off the ground to assist elderly or infirm guests.

There is one small and easily negotiated step into the restaurant via the terrace doors. The terrace door is a double door with wide access.

Staff are always on hand to assist all guests including disabled guests into the restaurant and whilst guests are dining.

There is a large font menu available on request.

Dishes are described in detail as they are set in front of guests and this assists visually impaired people.

We deal with a number of highly reputable and reliable taxi companies and can put guests in touch with them for transport requirements.

The mobile reception in our area is limited but we do offer free use of the telephone to guests for local and emergency calls.

The local doctor's surgery telephone number is displayed in our guest information pack.

Guide dogs are welcome.