



# Access Statement

We are pleased to provide you with some information that we hope will make your visit to The Wellington Hotel an enjoyable one, regardless of whether your life is affected in some way by a medical condition, any disability or impairment.

Everyone's needs are different and if you are concerned in any way that a particular aspect you might be concerned with is not covered below then please do not hesitate to contact us.

Please note that The Wellington Hotel is an old building and is Grade II listed. There is therefore no lift within the building. Although there is relatively easy access to the public areas such as the Bar and Restaurant, some of the bedrooms are up narrow and steep staircases.

## 1. Prior to your arrival

- Enquiries and reservations may be made by telephone, e-mail or via the online booking system on the hotel website
- Should you require a taxi from Bodmin Parkway railway station (35 minutes drive) we use a number of local, reliable companies and would be able to book them on your behalf.
- Directions to the hotel can be found on our website or we would be pleased to forward them to you by post.

## 2. On arrival at the hotel

- The hotel car park is directly in front of reception
- If at any point there are no spaces in the car park, we recommend customers park in the centre of the car park and ask at Reception who will assist in finding a bay.
- Porterage is always available and luggage can be fetched from your car and delivered to your room.

## 3. Reception area

- Floor is carpeted.
- Reception area is on two levels separated by two steps defined by a black strip
- Staff available to assist with check in.

## 4. Public areas

- All corridors are well lit and carpeted.
- The Long Bar is over two levels. The main bar is on the ground floor and is easily accessible from the main entrance. The Gallery section of the bar is on the first floor, this can be accessed at ground level from the outside via a small hill with two slate steps or via one flight of stairs from reception. Table service in the gallery can be provided.
- The Residents Lounge is accessed from the reception area via one flight of stairs.
- The Waterloo Restaurant can be accessed from the reception area via one flight of stairs or at ground level from the outside via a small hill with two slate steps. At the

entrance to the restaurant there are 3 carpeted steps defined by a black strip. There are two additional carpeted steps to the restaurant toilets

- In the bedroom corridor towards rooms 3 – 10 there are four carpeted steps marked with black strips. In the bedroom corridor towards rooms 18 – 23 there are two carpeted steps. There is a low ceiling through this doorway and a low ceiling beam at the bottom of the stairs to 23, this is marked in yellow.
- Any doors in these areas are on auto closures.

## **5. Toilets**

- The gents toilets are in the main bar on the ground floor up one step defined by a black strip. The ladies toilets are on the first floor in the Gallery section of the bar accessed via one flight of stairs or from the outside of the hotel via a small hill with two slate steps.
- There are two carpeted steps into the restaurant ladies and gents toilets.

## **6. The Long Bar and Waterloo Restaurant**

- There is ample movable seating and there are chairs with or without arms available.
- There is background music in most areas. This can be adjusted if requested.
- Service is a mixture of table service and self carry drinks. Full waiter service is provided if required.
- Restaurant tables are laid with white table linen.
- There is a mixture of natural and artificial light in all areas.
- The Long Bar is carpeted
- The Waterloo Restaurant is bare floorboards

## **7. Accommodation**

- The 14 bedrooms in the hotel are over two floors starting on the second floor. There are no bedrooms on the ground floor.
- We do not have adapted bathrooms.
- Due to our listed building status there is no lift in the hotel. All flights of stairs have hand rails.
- There are several rooms with a walk in shower, please ask. Rooms with the least number of stairs are single room 11 and the turret double room 14, these can both be accessed by only two flights of stairs and both have walk in showers
- There are telephones in all rooms.
- 24 hour room service is available.

## **8. Equipment available**

Please reserve these when booking or if you require other equipment not listed, please contact us and we will help to arrange hire.

- Cot.
- High Chair.

## **9. Fire alarm**

- The fire alarm is a high pitched siren and does not have flashing lights.
- Red fire assistance cards can be found in each bedroom for those with impaired hearing or those who need assistance in an emergency to hang on the front of their door.
- An evacuation procedure can be agreed with all guests on arrival.

- Emergency evacuation plans are available in each room. Please make yourself familiar with them for your own safety.

## **10. Additional information**

- The hotel allows dogs – contact Reception for more details.
- Medication can be stored in one of the hotel fridges if required.

We have tried to be as accurate as possible in our Access Statement but are always willing to give further information on any aspect of the hotel if you have a particular query. If you require further assistance then please do not hesitate to contact us.