

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Best Western Lansdowne Hotel

Introduction

Located on Eastbourne's seafront the Best Western Lansdowne Hotel has 102 bedrooms on 3 floor giving stunning sea views, the bedroom floors are all accessible by passenger lifts.

Eastbourne seafront provides flat easy access to the Carpet Gardens, Pier, Bandstand and Town Centre.

There are 7 steps into the hotel and a chair lift for the access of wheelchairs and guests with walking difficulties.

The hotel has 2 rooms adapted for wheelchair users with flat access to the shower and large area bathrooms.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01323 725174 or email reception@lansdowne-hotel.co.uk.

Pre-Arrival

- Eastbourne train station is 1/2 mile away and has a taxi rank outside the door, the drivers will be able to assist in ordering a wheelchair accessible taxi if needed.
- Buses from the Town Centre go to Compton Street which is located behind the hotel, the number 3 bus operates twice per hour
- The hotel has contact numbers for local mobility hire companies reception will be able to give you their number if you require any special equipment, the hotel unfortunately cannot book these on your behalf

Car Parking and Arrival

- The hotel does not have its own car park, parking is on street and payable at the meters
- Blue badge holders can park in any of the bays, not just disabled bays providing their badge is displayed. There is no time limit in the bays opposite the hotel
- There are 7 steps leading to the front door and the hotel has a chair lift which has to be operated by a trained member of staff, staff are alerted by ringing the bell next to the lift
- Chair lift size is 2'3" x 2'9" and carries a total of 16 stone in weight

Main Entrance / Reception / Welcome Area

- The well lit reception area is on the ground floor of the hotel, all floors are on level access from the lifts
- Reception is carpeted throughout
- There are chairs next to the reception desk and a hearing loop if required
- Staff will do all they can to assist you from familiarization tours of the hotel to helping you to check in while sitting in the lounge area

Bedrooms

- The hotel has no ground floor rooms but bedrooms are accessed via 2 passenger lifts
- The door to our disabled friendly rooms are 2'6" wide
- The main area of the room is 6' x 10'
- The rooms are twin bedded rooms with standard 6'3" x 3' beds
- Pillows are foam but feather can be supplied if preferred
- One bed has 6' clear space beside it for access
- The room has blue carpet and cream walls
- Light switches are at standard height level

Bathrooms, Shower-rooms and Toilets (Ensuite)

- Entrance to the en-suite bathroom is via a 2'8" door with 2'4" access space into the shower
- Toilet seat height is 19 inches with a grab rail on the wall beside the toilet
- There is 2'1" clear space beside the toilet
- Shower size is 2'7" x 5'4" with a seat and grab rails in the shower and level entrance
- Sink height is 2'6" with grab rails on wall and mirror facing

Public Areas - Halls, Stairs, Landings, Corridors

- Corridor width is 2'8" at its narrowest
- Lift doors open to 2'7" with the lift being 3'6" x 3'6"
- All corridors are carpeted and well lit
- Stairs are carpeted with caps on top and bottom stair

Public Areas - Lounges, Lobbies

- Lounges are of a good size with moveable chairs and tables and good lighting
- Entrance doors to lounges are 2'10" wide
- Carpet on all lounge floors with easy chairs and sofas
- Food and drink are served in the lounges between 12.00pm and 9.00pm

Restaurant/Dining Room, Bar & Bar area

- Table height in restaurant and bar is 2'7" with 8 hour conference chairs with arms
- Height of the bar is 3'7" but staff are always willing to assist
- TV in bar has subtitles on request
- Restaurant floor is carpeted with good lighting
- Staff are always willing to assist in reading menus and all tables and chairs can be moved if necessary
- Breakfast is a buffet and staff are always on hand to assist with service

Public Toilets

- Toilets are on the ground floor with ladies, gents and toilets for the disabled available with level access
- The toilets are near reception and lounges

Conference and Meeting Rooms

- Conference rooms are located on the ground and lower ground floor which is accessible via a passenger lift
- Lighting in meeting rooms is good with spotlights in all rooms
- There are no toilets on the lower ground floor and the toilet for the disabled is on the ground floor
- All meeting rooms are carpeted and all furniture is moveable
- Our conference office can be contacted on 01323 725174

Contact Information

Address: Best Western Lansdowne Hotel
King Edwards Parade
Eastbourne BN21 4EE

Telephone: 01323 725174

Email: reception@lansdowne-hotel.co.uk

Website: www.bw-lansdownehotel.co.uk

Hours Of Operation: 24 hour

Local Accessible Taxi: 720 taxis 01323 720720