



## Accessibility Guide for Ardencote

[hotel@ardencote.com](mailto:hotel@ardencote.com) , 01926 843 111 , [www.ardencote.com](http://www.ardencote.com)



### Welcome

Ardencote is owned and managed by a local family and truly is an independent family-run hotel. Ardencote has been tastefully transformed over the past 20 years and now proudly boasts 110 four-star bedrooms, 10 conference and banqueting suites and two stunning restaurants. The Leisure Club facilities have been recently updated along with the Ardencote Spa and the 18-hole golf course.

We are a family-friendly hotel catering for a variety of diets. Assistance dogs are welcome and water bowl can be provided.

Watch the video: [Ardencote | Experience Ardencote](#)

## At a Glance

### Level Access

- There are two steps to access the main entrance / reception. A member of staff will install the ramp on your arrival. Once inside, level access to:
  - The Brasserie Restaurant
  - Accessible Toilet
  - Lift to upper floors
  - Destination Spa

### Hearing

- The fire alarm has flashing lights.
- We have a hearing loop in the restaurant area and at reception .
- Some staff have disability awareness training.

### Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- The bar and restaurant menu is available in large print.

### General

- There is at least 1 public toilet for disabled visitors.
- Some staff have disability awareness training.

## Getting here

Ardencote, The Cumsey,  
Lye Green Rd,  
Warwick  
CV35 8LT

### Travel by public transport

- You can get to Ardencote by train and then taxi.
- The nearest train station is Claverdon, a 10 minute walk from the hotel.

### Travel by taxi

- You can get a taxi with Lapworth Cars by calling 07841 841855. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Warwick Taxis by calling 01926 499966 . The taxi company has a wheelchair accessible vehicle.

## Parking

- There are over 200 parking spaces at Ardencote. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance.
- From the car park to the entrance, there are two steps. There is a ramp. The route is very wide.



parking for disabled-badge-holders

## Arrival

### Main entrance

- The main entrance 2 steps. A member of staff will put out the ramp for wheelchair users.
- The door is 1000mm wide.
- The main door inside is a pull but usually left open.



Restaurant

## Getting around inside

### Visual Impairment - General Information

- We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.



### Lift

- All floors are accessible from the lift.

### Lifts to all floors

- The lift door is 850mm wide.
- The lift is 1200mm wide. The lift is 1000mm deep.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.

### Public toilet

#### Accessible Toilet

- There is a public toilet for disabled visitors in the leisure center.
- From the main entrance to the public toilet, there is level access. The route is 900mm wide, or more.
- The toilet door is 880mm wide.
- There is 600mm at the side of the toilet. There is 600mm in front of the toilet. The toilet seat is 485mm high. The toilets have handrails.



### Place to eat and drink

- From the main entrance to the dining area, there is level access. To get to a table, there are no steps.
- The menu is offered in large print.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for vegetarian, vegan and other specific diets.



dinning area of the restaurant



lift buttons with braille

## Getting around outside

### The Terrace

- From the main entrance to the terrace, there is level access.

## Customer care support

### Accessibility equipment

- We have a hearing loop in the restaurant area and at reception.
- We can provide water bowls for assistance dogs on request.

### **Emergency evacuation procedures**

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

### **Customer care support**

- Some staff have disability awareness training.
- We have information in large print.
- We have other services for people with accessibility requirements.
- Baby changing facilities and highchairs are available.

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Guide last updated: 30<sup>th</sup> July 2021