

## Access Statement For Esplanade Hotel

### Introduction

- For assistance prior to arrival please contact the reservations team on 01637 873333
- The centre of the town is a 15 minute walk, (3 minute drive).
- A bus service is available from the road just outside the hotel. Details can be found at the following website: [firstkernow.co.uk](http://firstkernow.co.uk)
- There is a company who specialises in accessible taxi service please see 'contact information' below.
- Our brochures, sample menus and tariffs are available in larger font on request.
- You can contact the hotel by 'phone (switchboard accept typetalk calls), text, email, fax or in person. We are open between 8.00am and 10.30pm.
- We have a list of local equipment hirers that is available on request.

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- We have a list of local equipment hirers that is available on request.
- All guests should use the main entrance of the hotel located on Esplanade Road. There are steps to the main doors, but a side door is available with no steps.
- The main entrance has automatic front doors and manual inner swing double doors. There is a handrail on both sides of the entrance steps.
- There is an in entrance and an out entrance for the cars, turning is rarely necessary

- Once you have entered the hotel there is a lift in reception to the main floors, however there are various steps and level changes throughout the hotel, please ask reception for details.
- The car park entrance has approx 15 spaces, one for disabled drivers and 10 others reserved for private parking.
- If you need assistance with luggage, equipment or guidance, our reception team will be pleased to help.
- If the side door is locked please press the bell for assistance.

### **Arrival & Car Parking Facilities**

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### **Main Entrance & Reception**

- Apart from the entrance there are no steps in the main lobby area.
- The front desk is immediately in front of you when entering the main entrance.
- There are a number of sitting areas in reception/lobby.
- The reception desk is 120cm high. Registration can be completed whilst sitting in the reception area and we have clipboards available.
- The registration card can be enlarged if required and we have a guidance tool to help guide you through the registration card if required.
- To the right of the main reception are the lifts to all floors for bedrooms, and the restaurant, there are 4 steps and a ramp to the restaurant.
- The bar and swimming pool are located to the left of reception; there are no steps, but some slight slopes on route or at the entrance to pool area.

- The floor surface throughout the reception lobby is a mix of carpet and other hard materials. which can be quite reflective and shiny. Please ask the reception for assistance if required.
- Familiarization tours can be given where required

### **Public Areas - General (Internal)**

- Our lift has tactile buttons at standard height.
- There is a ballroom area next to the restaurant down one step of approx 4 inches in height.
- The exit to the bar patio is up one step, the bar patio is made of uneven natural stone materials.
- WE have a portable ramp if required

### **Public Areas – WC**

\_There are public toilets, in the reception and games room area.

The designated unisex accessible toilet is between reception and the games area. This toilet provides:

- Emergency Alarm pull cord
- Flashing light when fire alarm sounds
- 150x160cm free space free of obstacles and doors
- min 98cm transfer space
- Floor is non slip tiles.
- There are vertical rails either side of basins and toilets
- There is a horizontal rail on the side opposite transfer from the toilet
- There are lever taps on sinks
- There is colour contrast with critical surfaces, tiles are coloured and sanitary ware is white.

### **Restaurant and Ballroom**

- The Restaurant has steps at its entrance and one step next to the ballroom, it has a carpeted floor.
- The Ballroom has a carpet surrounding a polished wooden floor.

- Some tables have a central column and some have with legs on all four corners of varying heights.
- Seating is mixed mostly upright chairs without arms
- Table service is offered
- Lighting is mainly natural day light as there are large windows overlooking the beach. Evenly distributed lights are on when required. And steps have additional lights.
- We are able to cater for varying dietary needs, please advise staff on booking
- Menus are available in large print and staff will automatically take you through the menu and choices for the meal.
- Lighting can be increased at certain tables if required.
- There is a functions bar situated in the ballroom.
- WE have a portable ramp if required

### **Bar and Lounge**

- The main bar is called "Pebbles Bar"
- Table service is available by request in the bar and the lounge.
- There is a selection of tables and chairs available of varying heights
- Lighting is mainly natural day light in the lounge whilst parts of the bar have low level lighting at light, there are areas which are well lit also.
- There is a decking and smoking area to the rear of the 'Pebbles Bar', up two steps.
- Lighting can be increased at certain tables if required.
- We have tried to colour contrast crockery where possible.
- WE have a portable ramp if required

### **Laundry**

Laundry service and dry cleaning is offered. Please contact reception either before arrival or during your stay.

### **Surf Shop**

There is surf shop on site, access to this is up some wooden steps on the corner of the building. Access to

the surf changing rooms is down some brick steps next to the main entrance.

## Leisure Facilities

- There is a swimming pool, sauna, and whirl pool available for guests staying at the hotel 7am until 10.30pm.
- All facilities have changing areas, or alternatively guests can change in their rooms and walk down to the pool in their robes.
- The pool access is down a ladder. There are rails at one side of the pool to assist entry. The pool is shallow around the perimeter getting deeper in the middle.
- The whirl pool is to the side of the swimming pool and has fairly steep large stepped access down to a seated position. There are rails situated around the whirl pool to aid balance into the whirlpool.
- The sauna has a door width of 85cm and has a small step on entry. Seating is provided. An emergency alarm is located on the pillar in the middle of the pool hall.

## Bedrooms

There is 1 accessible bedroom which provides specific facilities for guests with disability these include:

- Wide but light easy to open entry doors
- Grab rails around shower and bath.
- Grab rails either side of the toilet – horizontal and vertical
- Transfer space and turning of at least at end of bed
- Twin or double bed combinations available
- Emergency procedures clearly written and in large print
- Television with Teletext and remote control
- Flooring in bedrooms is short pile carpet
- Flooring in bathroom is short pile carpet.
- Room folders available in large print and Braille
- Lighting levels are controllable and reading lamps are provided
- All rooms are Non-smoking rooms
- The furniture is flexible in the room and items can be moved or removed on request

## Additional Information

- If you require any assistance during your stay please contact reception. The Duty Manager can also be contacted via reception.
- We have a set evacuation procedure for basic information - Alarm bells are a continuous alarm. If we have been made aware of your special access needs someone will come to your room and assist with evacuation either out of the building or to a refuge.
- All front house staff have regular training which includes disability awareness training.
- All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms.
- There is good network coverage for some mobile phones within the hotel and average coverage from hotel bedrooms, some networks do not work.
- List of carers in the local area available on request.

## Contact Information

**Address:** Esplanade Hotel, Esplanade Road, Newquay TR71PS

**Telephone:** 01637 873333

**Fax:** 01637 851413

**Email:** [info@esplanadehotelnewquay.co.uk](mailto:info@esplanadehotelnewquay.co.uk)

**Website:** [esplanadehotelnewquay.co.uk](http://esplanadehotelnewquay.co.uk)

**Hours of operation:** Reception 8.00 am -10.30 pm

**Local carers:** Newquay Hospital 01637 893600, Treliske, Truro 01872 274242, Narrowcliffe Health Centre 01637 873363

**Local equipment hire companies:** Red Cross Truro 01872 267953, Red Cross Main 08453313331 (mon-fri 9.30-10.30)

**Local public transport numbers:** **First Kernow** Bus 01872305950, Trains 08457484950, Newquay Airport 01637 860600

**Local accessible taxi numbers:** Pete's Cabs 07525661662 Carminow Cabs 01637 850000 / 01637 876644

**Newquay Tourist Information:** 01637 854020

We welcome your feedback to help us continuously improve if you have any comments please phone 01637 873333 or email [info@esplanadehotelnewquay.co.uk](mailto:info@esplanadehotelnewquay.co.uk)

All info correct at time of print but occasionally subject to variation / updates.