

# Disabled Access Guide

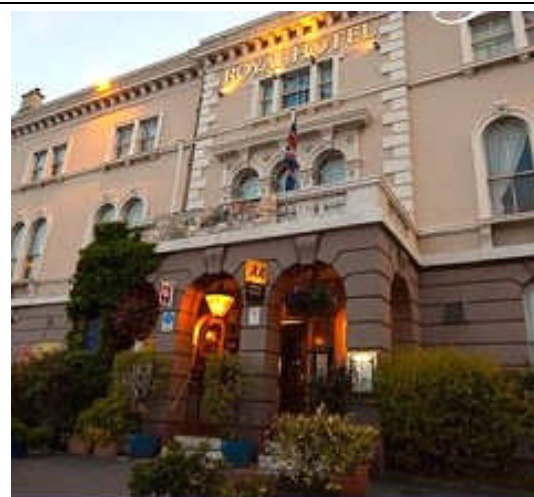
**The Royal Hotel**  
**South Parade**  
**Weston-Super-Mare**  
**Somerset**  
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## Location

The Hotel is situated in a very convenient situation within the Town Centre. It is next door to the Winter Gardens, adjacent to the Sovereign Shopping Centre and less than 100yards from the Promenade and Beach.

## Parking

The Hotel has a large car park which accommodates in excess of 100 vehicles.

The car park is immediately adjacent to the Front, Rear and Side of the Hotel.

The car park does not have a height restriction barrier.

There are 2 clearly designated Disabled Parking Spaces adjacent to the ramp leading to the front door.

The Car Park has a tarmac surface which is flat for the majority of the area with a slight sloping gradient in places.

There is a pay and display scheme in operation in the car park for non residents – Residents are exempt and will be given a window display pass at reception when booking in.

## **Outside Access**

Access from the car park is by a concrete Ramp to the Front Entrance – the ramp is approx 5.5metres in length x 1.2metres wide and has a medium gradient.

There is a “call for assistance” bell push situated at the base of the ramp to contact Reception.

The main entrance has two sets of double doors which operate in both directions (2 way) and are approx 1.3metres each in size.

## **Reception**

The Reception desk is 3.5metres approx from the main entrance doors.

There is a split level Reception desk with level access.

The Reception area is well lit

A hearing loop assistance system is available

## **Inside Access**

The entire Ground floor is on a single level which means that there are no access problems to the Feathers Bar / AP Bar / Regency Restaurant / Birnbeck Function Suite / Disabled Toilet.

The lift is approached by a short ramp with a gentle gradient.

All Corridors on the ground floor of the Hotel are at least 1.4metres wide and are equipped with one way double doors of similar measurement.

The Hotel corridors and public areas are well lit.

## **Other Floors**

The floors which are accessible by Stairs/lift are G-1-2

There are 23+ steps between floors which are approx 1.4metres wide with a 14cm rise.

There are handrails to both sides of the staircase.

The limiting factor for access on floors 1 & 2 are the Internal Fire Doors situated on the staircase landings, which have an aperture of approx 76cm



## **Restaurant / Bars**

Food and /or drinks can be brought to the table.

There is ample room for a wheelchair user to manoeuvre

No Tables or Chairs are permanently fixed

There are 66cm between the floor and the lowest of the dining tables

Menus are not available in Braille

Menus are available in large print

## **Rooms**

There are **37** letting rooms in total situated on floors 1 & 2 of the Hotel

The Fire escape is no further than 30metres from any of the rooms.

Thirty four of the thirty seven letting rooms are accessible to wheelchair users.

**Room 108** has been equipped to a Disabled Friendly standard including a “wet room” bathroom suitable for use with wheelchairs.

## **Smoking**

The Hotel operates a Non-Smoking policy throughout the entire building, in accordance with current legislation.

There is a designated open air smoking area immediately outside of the external entrance to Feathers Bar

## **Conference facilities**

Birnbeck Suite – Main Conference facility is readily accessible through one way double doors

Knightstone / Regency 1 /Regency 2 – small conference/meeting rooms are not accessible by wheelchair users.

## **Additional Information**

The Hotel has for many years been popular with wheelchair users due to the spacious rooms, wide corridors and doors and ease of access to the restaurant, bars and function suite

The Hotel operates a No Pets policy with the exception of Registered Assistance Dogs which are welcome on the Ground Floor only.

Plastic cups and cutlery are available

Drinking straws are available on request

Staff do receive disability awareness training.

Documents are not available in Braille or Large Print