

Access statement December 2013

Introduction

The Royal Inn welcomes people with disabilities and has developed this Access statement to address some of the more common issues that disabled people face.

Pre-Arrival

- We are a 15 bedroom inn with a licensed bar and restaurant.
- The inn is located in Par just adjacent to Par railway station and one minutes walk to the bus stops for Fowey, St Austell and Mevagissey.
- There is a local taxi company with accessible vehicles which we can arrange for you if required.
- We can be contacted via phone, fax or email (details below).

Car Parking

- We have a free on site car park on one level with 17 spaces. The top half of the car park is on a slight slope with the bottom half relatively flat, with marked bays and a tarmac surface.
- We have 1 dedicated disabled car parking space.
- Car parks are well lit at night.

Main entrance – accommodation reception

- There are no steps to the main accommodation reception.
- Door to entrance has a 'Yale' type lock and is kept shut; keys for this door are presented to guests on arrival. Guests are asked to use main bar entrance to gain access to the inn or to make prior arrangements by telephone to ensure the accommodation reception door is open on arrival.
- A slight slope leads from main accommodation entrance up to the reception desk.
- Access to conservatory and restaurant from this point also.
- No induction loop system.
- There is a lowered desk for registration.
- Reception desk is not permanently staffed; assistance can be called by pressing bell on desk.
- Staff available to assist with luggage.
- Disabled WC is located in the reception area.

Main entrance – bar

- From the car park, lowered pavement for wheelchairs and 1 step into porch through main door (ramp available on request) followed by a further door, both have large pull bars and self closing systems but can be pinned open.
- Floor surface of slate flagstones and wood.
- There are public toilets located in the bar area up 4 steps with hand rails for first 2 steps.
- Raised seating area in the bar up 2 steps with handrails, rest of bar area on one level.
- Access to the restaurant is via 3 steps with hand rails. This access is only 31 inches in width.

Ground floor bedrooms

- There are 4 ground floor bedrooms available including 1 adapted wheelchair accessible room.
- Door width to non adapted rooms 28 inches.
- Door width to adapted room 32 inches.
- Doors have lever action handles.
- Locks are standard key operated and not key cards.
- The adapted room has a king-size bed and large wet room.
- Cordless kettles in every room.
- Remote controls for TV (with teletext), DVD and CD/clock radio.
- Telephones in all rooms.
- All non adapted rooms have bath tub with over head shower.
- Height and temperature adjustable showers.
- Audible and visual fire alarms in adapted room.

First floor bedrooms

- There are 15 steps to rooms 5 – 8.
- There are 16 steps to rooms 9 -12.
- There are 13 steps to rooms 14 – 16.
- We do not have a lift

Public areas – bar and restaurant

- No steps to gain access to restaurant and conservatory from accommodation reception entrance.
- Carpeted and wooden flooring in dining area.
- 3 steps with handrail down to public bar.
- Range of seating available including chairs with arms.
- Menus available in large print if required or staff can assist.
- Waiter/waitress service available in the restaurant and conservatory.
- Special dietary requirements catered for with advance notification.

Outside areas

- Small grassed area with 4 benches to the front of the inn, access via car park up over 1 step.
- Heated and partially covered terraced patio area with 6 benches. Direct access from car park.

General

- Staff available to assist wherever possible if and when required – please ask.
- All mobile networks have good coverage throughout the building.
- Free Wi-Fi available in all bedrooms and public areas.
- Guide dogs are welcome.

If there are any further details you wish to discuss after reading our access statement then please do not hesitate to contact us where we will be happy to answer any queries.

The Royal Inn welcomes any comments and suggestions that you may have to help us improve accessibility and your stay.

Please contact us on

Tel: 01726 815601

Fax: 01726 816415

Email: info@royal-inn.co.uk