

# **Bird in Hand Access Statement**

## **Introduction**

The Hotel is set back from the A4 in the small Village of Knowl Hill, we have rooms offering single, double/twin and family accommodation.

We aim to provide the highest standards of service to our guests and encourage this in our culture and detailed staff training. We look forward to welcoming you to the Bird in Hand and making your stay an enjoyable one.

We offer the following services & facilities:

## **Pre-Arrival**

- For assistance prior to arrival please contact the reservation team on 01628 826622
- The nearest train station is at Twyford 3 miles from the hotel.
- There is a company who specialises in an accessible taxi service on 01189 321919 with an average charge of £7.00 to the hotel for the station.
- Our brochure, sample menus and tariff are available in larger font on line [www.birdinhand.co.uk](http://www.birdinhand.co.uk) or by post on request.
- You can contact the hotel by Phone 01628 826622, fax 01628 826748 or email [sthebirdinhand@aol.com](mailto:sthebirdinhand@aol.com)

## **Arrival & Car Parking Facilities**

- All Guests should use the main entrance of the hotel located centrally under the archway. There are no steps and the ground is concreted over. The entrance has a manual door which pulls out.
- There are 60 spaces of which 8 are designated for disabled guests, located in close proximity to the doorway from where the hotel reception can be accessed.
- If you need assistance with luggage, equipment or guidance one of our team will be available.

## **Main Entrance & Reception**

- There are no steps in the main reception area.
- If you arrive from the Car Park the reception area is on the right.
- The Reception Desk is at a split level for registration so it is possible to check in while seated.
- On check in the staff will brief you of our evacuation policy and will guide you through the registration card if required.
- To the left of the main reception are the stairs to the 1<sup>st</sup> floor bedrooms.
- The main restaurant and bar are located to the left of reception. There are no slopes or steps on route or at the entrance to the bar & restaurant.
- The Floor Surface throughout the reception is carpet.

## **Bar & Restaurant**

- There is a bar situated on the ground floor, it has level entry and is open plan with wooden & carpeted flooring.
- Table service is offered on request.
- There is a selection of tables & chairs available of varying heights
- Lighting is mainly natural day light whilst parts of the bar have low level lighting at night, there are areas which are well lit also.
- The restaurant is table service only.
- Menus are available in large print and the staff will be happy to take you through the menu and choices for the meal
- Lighting is mainly natural day light whilst for the evening meal lighting is low level with candles on the table. Lighting can be increased at certain tables if required.
- We are able to cater for varying dietary needs, please advise staff on booking.

## **Bedrooms**

- There are 15 bedrooms, (9 on the first floor and 6 on the ground floor) one which provides specific facilities for guests with disabilities. These include

Wide but easy to open entry doors

Level entry shower with seat

Grab rails on the side of the Toilet

Vibrating Pillow and flashing wake up emergency alarm

Transfer and turning space either side of Twin beds

Flooring in bedrooms is short pile carpet

Flooring in Bathroom is non slip tiles

Room Folders available in larger print

Lighting levels controllable

Bedding is sheets & blankets with non feather pillows

All Rooms are non smoking

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.
- We have a set evacuation procedure for basic information- Alarm bells are a continuous alarm. Someone will come to your room and assist with evacuation wither out of the building of to a refuge.
- All front of 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 mobile phones within the hotel with Wi Fi Access.