

Abbey Hotel

BATH

Access Statement

Please find outlined below information we hope will ensure you enjoy your visit to the Abbey Hotel, Bath, regardless of whether your life is affected in some way by a medical condition, disability, impairment or specific difficulty.

Prior to your arrival

- Enquiries and reservations may be made by telephone, online or email.
- Should you require a taxi to the hotel from an airport or train station, there are several reliable companies in Bath. They do have vehicles suitable for a wheelchair and three additional passengers if required if you. Book in advance and inform them of this request.
- Directions to the hotel can be found on our website under the location section or we can post, fax or email them.

Abbey Hotel

On arrival at the hotel

- Arrivals drive to Bog Island, where there is a wide pavement in front of the hotel. We do not have designated disabled parking spaces at the front of the hotel, but yellow lines prevent this space from being obstructed.
- Entrance to the hotel is on the same level as the pavement, through a single (swingable both ways) door.
- If you need assistance with your luggage please alert a member of the reception team who will endeavour to assist you, time and other guest constraints on reception staff permitting.
- Luggage can be delivered to your room upon request, time and other guest constraints on reception staff permitting.

Reception area

- Flooring by reception is carpeted.
- The reception desk is approximately 4 feet high, it has space for a wheel chair to be adjacent or in front of it.
- Flooring in the ground floor restaurant is laminate wood, this is directly off the reception area via double swing doors.
- The bar is through an arch way from the reception.

Public areas

- Our corridors are well lit and carpeted.
- Our bar is where afternoon tea can be served and is accessed directly from the reception through the archway.
- There is a disabled toilet on the ground floor via a short corridor to the right of the reception area.

- There are a number of fire doors in the public areas. They are all closed but can be opened by a large handle or are swing doors.

Accommodation

- There are three rooms located on the ground floor of Abbey Hotel.
- The bedrooms have space to move a wheelchair around, it can be twin or double bedded, the TV is wall mounted, and the wardrobe has been fitted at an appropriate height for wheelchair users.
- The bathrooms do not have walk in showers; the showers are mounted over the bath.
- A small fridge would be available on request for any medication.
- Service dogs (only) are welcome.

Allium Restaurant

- There is ample movable seating and there are chairs available with or without arms. We offer assistance if a guest wishes to transfer from a wheelchair to a restaurant chair.
- All areas are well lit. Additionally at night candles are on all tables when the overhead lights are dimmer.
- Full waiter service is provided at breakfast, lunch and dinner.
- The menu is printed on white paper and can be verbally presented if required.

Additional safety points

- The lift has raised buttons, but no brail facility.
- The fire alarm system is a continuous bell and does not have flashing lights. Assistance is given if evacuation is necessary.
- In the event of evacuation the alarm will ring continuously. If you require assistance for evacuating please notify us on arrival.
- Guests with hearing difficulties need to advise us on arrival. In the event of evacuation a member of staff will go directly to their room to raise the alarm and assist as required.

We have tried to be as accurate as possible and have included as much detail as we can in our Access Statement however, we welcome your feedback to continuously improve on the information we provide.

We look forward to welcoming you to the Abbey Hotel.