

## **Access Statement For Quality - Hedley House Hotel**

### **Introduction**

We aim to cater for the needs of all visitors in our 28 bedroom hotel.

The following statement is a summary of our provision. If you have any specific questions, please, feel free to call us and we will endeavour to help.

### **Pre-Arrival**

- The train and bus station is 5 minutes away by car or 10 minutes by foot.
- There are local taxi services that have accessible taxis. If required, we can make a booking for you.
- Brochures and menus can be sent or emailed by prior arrangement or provided once requested at the customer service desk.
- We have our website “[www.hedleyhouse.com](http://www.hedleyhouse.com)”.
- You can contact us via phone, fax or email (details below).

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

- At the rear of the hotel there are marked parking bays. There is ample room for all cars.
- The surface is level and flat. The car parking territory as well as the footpath is made of concrete.
- We can assist guests with luggage.
- The city centre is an 8 minutes walk from Hedley House Hotel.

### **Main Entrance & Reception**

- Entrance gates have got one step, which is 8 cm high. The front door has three steps 16 cm high.
- The front door is always locked but we do have an entry bell/ buzzer system located to the left of the door frame which is 126cm from the floor.
- The door is 75 cm wide with a metal handle to the left.
- On entry into the reception there is a hallway and a lounge.
- There is seating provided in the lounge, where the guests can relax, watch TV, use wireless internet connection, use the games’ machine, read books borrowed from the lounge bookcase or order drinks from the lounge bar.
- There is fitted carpet flooring throughout the hotel.
  
- Back entrance of the main building has got three steps, of which the first is 7 cm high, the second 19 cm high and the third is 15 cm high.
- The back door is 84 cm wide.
- The back door can be opened with the same key as the front door.
- Once in the rear hallway there are four steps to the ground floor, which are 15 cm high each.

### **Gates Hotel- Hotel annex**

- Entrance gates has got one step, which is 13 cm high. The front door has five steps. They are 16 cm high each.
- All guests are asked to check in at Hedley House Hotel, where they will be given their key.
- The door is 118 cm wide with a metal handle to the left.
- On entry into the hotel annex there is a hallway.
- No seating area is provided in hotel annex public areas.
- There is fitted carpet flooring throughout the hotel annex.

- Back entrance of the annex has got four steps, of which are 18 cm high
- The back door is 81 cm wide.
- The back door is always locked, guests are provided with keys, they can let themselves in and out whenever they please.
- Once in the rear hallway of the annex there are five steps (15 cm high each) to the ground floor.

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

- Our corridors on the ground floor in the main building are 131cm wide.
- Corridors have a good colour contrast and are well lit.
- There is fitted carpet flooring throughout the hotel.
- The lounge, reception area, breakfast room, dining room and kitchen are on the ground floor.
- There are 10 stairs to a landing followed by a further 9 stairs to the first floor bedrooms.
- The stairs are 16 cm high, 26 cm deep and 89 cm wide.
- There are 20 more stairs to the second floor bedrooms.
- The stairs are 16 cm high, 26 cm deep and 88 cm wide.
- There are 16 stairs to the top/ third floor bedrooms.
- The stairs are 16 cm high, 26 cm deep and 74 cm wide.

### **Public Areas - WC**

- All bedrooms are en suite. In addition to this, there is a public WC available on the ground floor, at the rear of the hotel and the annex.

### **Restaurant / Dining Room Bar & Lounges, Take Away & Cafe**

- Breakfast is served in the dining room on the ground floor between 8.00- 9.30 a.m. (Pre 8am or post 9.30am by arrangement)
- Evening meals are served in hotel bar between 6- 8 p.m.
- Furniture is flexible and can be moved on request.
- Tables have leg space of 70cm high by 70/ 120 cm wide and height of 73cm. There are chairs which can be moved to accommodate.
- Menus are provided in print and change daily.
- We do not play background music in any area of the hotel.

### **Laundry**

- We have an in- house laundry service available which costs £8 per load washed and dried.

### **Shop**

- There is a last minute gift corner. “H2K” products are available to purchase from reception. Flowers, chocolates and champagne can be ordered from reception and or by phone for pre arrival.
- The nearest shops for most requirements are within a 3 minute walk.

### **Leisure Facilities**

- A DVD player and DVDs can be borrowed from the customer service desk.  
Some TVs have freeview
- Coin operated Games Machine is in the hotel lounge. It contains over 50 old school arcade games.
- To the rear of the hotel annex there is a 6 person outdoor Jacuzzi.

## **Outdoor Facilities**

- To the rear of the hotel annex there is a 6 person outdoor Jacuzzi.
- In the hotel gardens there is a BBQ area.

## **Conference & Meeting Rooms, Banqueting, Clubs, Entertainment**

- We can offer the use of conference/ meeting rooms for up to 14 delegates with a range of equipment available to hire.

## **Bedrooms**

### **First floor bedroom (standard double room)**

- There are 10 stairs to a landing followed by a further 9 stairs to the first floor bedrooms.
- The stairs are 16 cm high, 26 cm deep and 89 cm wide.
- Door widths: main 90 cm and bathroom 85 cm wide.
- At least 50 cm routes are within the bedroom e.g. to the side of beds, between beds and dressing table.
- The bed is 56 cm high.
- The room is en-suite (shower and bath).
- There is a flat screen television with remote control and teletext. It has got 5 regular terrestrial channels plus 5 extra digital channels for viewing pleasure: BBC 1, BBC 2, ITV, Channel 4, Five, Channel 4, Five, Film Four, ITV 2 CBBC/ BBC 3 (from 7 p.m.), BBC News 24 and the Vault.
- One upright chair (no arms) is provided in the room.
- Fitted carpet on the floor.
- Good contrast in décor.

### **First floor bedroom (large double room)**

- There are 10 stairs to a landing followed by a further 9 stairs to the first floor bedrooms.
- The stairs are 16 cm high, 26 cm deep and 89 cm wide.
- Door width: bedroom door 90 cm and bathroom door 85 cm wide.
- Double bedded room (can be converted into a twin room).
- The bed is 56 cm high.
- Two armchairs and one upright chair (no arms) are provided in the room.
- There is approximately 1m 50 cm between the wall and each side of the bed.
- There is 1.5 metres free space at the end of the bed with a width of 5.50 metres.
- The room is en-suite (shower and bath).
- There is a flat screen TV (with remote control and teletext) with the 5 regular terrestrial channels plus 5 extra digital channels for viewing pleasure: BBC 1, BBC 2, ITV, Channel 4, Five, Channel 4, Five, Film Four, ITV 2 CBBC/ BBC 3 (from 7 p.m.), BBC News 24 and the Vault.
- Fitted carpet on the floor.
- Good contrast in décor.

## **Gates hotel- hotel annex**

In Gates hotel we have a room accessible for disabled people, with special bathroom equipment.

## **Bathroom, Shower-room & WC [Ensuite or Shared]**

### **First floor bedroom en-suites**

- Door width 85 cm, inward opening.
- Free floor space vary from 150cm x 100cm to 220 cm x 150cm.
- The bath tub is 50 cm high.
- The bath has a shower attachment.
- Non slip bath mats are available.
- The basin has clear space underneath. It is 100 cm high.
- The toilet is 55cm high.
- Good colour contrast of floors, walls, fittings and fixtures.

## **Grounds and Gardens**

- We have a big enclosed garden (flower border and lawn) for residents, which is available to sit in: benches and tables are provided, deck area, garden spa available and BBQ area.
- There is a local park 500 metres walk from the hotel where guests can get more exercise. This park leads onto a forest area which is open to the public hotel also.

## **Additional Information**

- No dogs are allowed.
- Mobile phone reception is good for all networks.
- We are able to use the front and back doors in the need of evacuation; the alarm rings continuously if evacuation is needed. If you require more assistance for evacuating please notify us on arrival or press 0 on the phone in your room to contact us. We will ensure you are evacuated safely.
- We are happy to take delivery of hired equipment (please let us know if ordered-telephone number below for hirers)
- We are a no smoking hotel (smoking is allowed in the hotel gardens where ashtrays are provided)
- Guests are welcome to put medication/food (if necessary) in our main fridge on request (not available 24hours).

## **Contact Information**

- Address: Hedley House Hotel, 3 Bootham Terrace, York, Yorkshire, YO30 7DH
- Telephone: (01904) 637404
- Fax: (01904) 639774
- Email: greg@hedleyhouse.com, louise@hedleyhouse.com, mandy@hedleyhouse.com, lina@hedleyhouse.com.
- Website: www.hedleyhouse.com
- Hours of operation: customer service desk is open daily 8.00a.m. - 10 p.m. In the case of an emergency, there is always a member of the management team on site.
- Local carers and local equipment hire companies: Economy Mobility Products (supplies Electric Scooters, Mobility Aids, Mobility Products, Power chairs, Electric Mobility Scooter, Mobility Equipment. Assessment by qualified and sensitive staff in your own home). Telephone 01904 784950
- Local public transport numbers: Bus 01904 883000 Train 0845 722 5225
- Local accessible taxi numbers: Station taxi – 01904 623332; Local taxi- 01904 641341.

**We welcome your feedback to help us continuously improve if you have any comments please phone 01904 637404 or email greg@hedleyhouse.com**