



ACCESS STATEMENT

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@DRAYTONMANOR

DRAYTONMANORHOTEL.CO.UK



This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

INTRODUCTION

The 4-star Drayton Manor Hotel is set in a unique location amongst 280 acres of lakes and parkland that was once the home of Sir Robert Peel. It is also a moment away from Drayton Manor Park, home of Thomas Land and Drayton Manor Zoo. Every bit of the luxurious Drayton Manor Hotel caters to the modern family and business traveller.

Our facilities include:

- 150 well-appointed contemporary guest rooms, including 15 Thomas & Friends themed bedrooms and 8 accessible bedrooms. (1 accessible Thomas and Friends bedroom)
- Free wireless Internet Access
- Air conditioning
- Parklands Restaurant and Bar
- Parklands Brasserie
- Carousel Bar
- Parkview conference and banqueting suite
- 3 modern meeting rooms for up to 12 delegates
- Free car parking
- Stunning Wedding venue

We look forward to welcoming you. If you have any queries or require assistance please **telephone: 01827 285 551**, or **email: info@draytonmanorhotel.co.uk**.

PRE-ARRIVAL

- For full details and maps of how to reach us, please see the directions section on our website. Alternatively, you can plan your journey by car or public transport using www.theaa.com/route-planner/index.jsp; simply enter your postcode and ours, which is B78 3TW to get directions.
- The nearest railway station is Tamworth, located 2.0 miles away. Taxis are available at the station, which include accessible vehicles. If you are planning to use public transport, then we would recommend a taxi, as the main drive to the hotel is about a 1/4 mile long. Buses are available from the main town of Tamworth. The following link will provide times and routes. www.arrivabus.co.uk.
- Vehicles can drop off directly outside the main hotel reception, with access to the hotel on a level surface through double automatic front doors.
- Equipment hire is available; please contact the hotel for further information and to discuss your specific requirements.
- This access statement and other print is available in large print, please contact the hotel should you require a copy sent to you.

CAR PARKING AND ARRIVAL

- Parking is available onsite, free of charge to guests using the hotel facilities. Accessible parking is situated at the front of the main building for blue badge holders (4 spaces).
- The car park is mono block to the front, with tarmac on the main car park.
- The drop off point is directly outside the main reception area, on a flat surface leading directly into the main hotel reception area via two sets of double automatic doors (1600mm wide).
- Assistance is available via our main reception desk, should you have any specific access requirements please contact the hotel in advance and we will make all the necessary arrangements prior to your arrival.

MAIN ENTRANCE / RECEPTION / WELCOME AREA

- The main hotel has a spacious reception area set on one level, which is well-lit with natural light.
- Portable induction loops are available from the reception desk, along with vibrating pillow alarms.
- Entrance doors are automatic, a minimum of 1600mm wide.
- A lower level desk area is available for wheelchair users to the side of the reception desk.
- Access to the bedrooms is via two lifts located in reception, one of which gives access to the upper ground level bedrooms. There are four steps to upper ground.
- Ample seating is available around the reception area, with a musical carousel in the centre. Guests can be checked in away from the desk if required.
- Refuge points are located in each stairwell, with an intercom system linked to the main front desk. Staff are trained in the use of Evac chairs in the event of an emergency.
- Wheelchairs can be booked via reception for access to the main Drayton Manor Theme Park.

BEDROOMS

- There are 8 accessible bedrooms, portable induction loops and vibrating pillow alarms are available on request. (1 themed Thomas and Friends room). Two bedrooms are located on each of the four floors.
- Refuge areas are located in each stairwell, with a two way intercom system linked to the main hotel reception for guest communication.
- Two Evac chairs are positioned at ground level, with staff trained in the use of these in the unlikely event of an emergency.
- Each room is fitted with pull cord alarms at the headboard and within the bathrooms.
- Each bedroom has a low level wardrobe for easy reach. Ample desk space with good clearance underneath for wheelchair users.
- Two spy holes are located on the main bedroom door, one at low level. Security chains fitted to all bedrooms, along with in room safe.

- All bedrooms have evacuation plans fitted to the back of each bedroom door.
- Entrance door is 850mm wide.
- In each room there is a transfer space of at least 1200mm on one side of the twin beds.
- The height of the beds from the floor to the top of the mattress is 590mm.

BATHROOMS, SHOWER-ROOMS AND TOILETS (ENSUITE OR SHARED)

- Bathrooms are spacious, with a wet room shower facility, grab rails (Vertical and Horizontal) and seat. The bathroom floor is a non-slip vinyl level surface throughout.
- Scald protection is fitted to the lever operated sinks in order to prevent injury.
- Emergency pull cord located in the bathroom.
- Bathroom doors 840mm wide, easy open.
- The toilet height is 450mm.
- The wash hand basin height is 740mm, with clear space underneath

PUBLIC AREAS - HALLS, STAIRS, LANDINGS, CORRIDORS

- The public areas are at ground floor level. Access to the main hotel Parklands Bar, Parklands Restaurant and Brasserie are via a level corridor past the public and accessible toilets. Within the accessible toilet, baby changing facilities are available. A cash machine and games room are also located within the link corridor.
- All doors within the public areas are double doors, minimum of 1600mm wide.
- All bedroom corridors are accessed via either the two public lifts, or three stairwells. Security key access controls the lifts and ground level access to the stairwells.
- Bedroom corridors are finished with short pile carpets and on a level surface. Lighting is provided via overhead down lighters. Each bedroom door has a down lighter fitted above the door for ease of door identification.
- Directional signage is located at the entrance of each corridor, along with fire evacuation plans fixed mid-way along each corridor for guest information.

PUBLIC AREAS - LOUNGES, LOBBIES

- All lift lobby areas have sofas located opposite the lifts.
- Lounge place is available for public seating in the main Parklands Bar located on the ground level, along with the Carousel Bar which is at lower level and can be accessed via either a staircase or lift. Three televisions are fitted to the walls of the Carousel bar, with subtitle facilities available on request.
- The main Parklands Bar has a short pile carpet, with the Carousel half carpet, half wooden laminate.

RESTAURANT/DINING ROOM, BAR & BAR AREA

- The main dining and bar areas are located on the ground floor. These are accessed via reception through double doors. (1600mm wide)
- Both restaurants and bar are well spaced, with clear height from the floor and a mixture of upright chairs with and without arms.
- The bar area has four sofas.
- Table service is available from both the bar and food areas.
- Lighting is provided by large glass windows to the front and rear of the main dining area, with additional overhead lighting provided.
- The flooring is a mixture of tile, wood and short pile carpet.
- Should you have any dietary requirements, please contact us in advance where possible.
- Buffet style breakfast is provided, with either buffet dinner or a la carte menus available.
- Large print menus are available on request.
- The nearest toilets are in the bar area, between the two restaurants.

PUBLIC TOILETS

- The hotel has three sets of public toilets. Reception has a single accessible toilet, with handrails, baby changing and emergency pull cord. A separate set of single cubical ladies and gent's facilities are also located in the reception area.
- Within the main Parklands Restaurant and Bar, are a set of ladies and gents toilets.
- The basement Carousel Bar has a full set of accessible, ladies and gents toilets. Within the accessible toilet are located handrails, baby changing and emergency pull cord.
- All accessible toilets are unisex.
- Flooring is a hard tile surface.
- Lever taps and scald protection fitted.
- Well-lit with fluorescent overhead lighting.

GROUND AND GARDENS

- The hotel is situated within the main grounds of Drayton Manor Theme Park. A wooden decking area is available to gets, accessed via two sets of double glass automatic doors within the main reception area. Access is also available, weather permitting, via the full length folding glass doors within the main Parklands Restaurant.
- The basement Carousel bar has an outside seating area; access is via a double push bar glass door. Note the Carousel is accessed from the ground floor via either a staircase or lift.
- Designated smoking areas are either at the main entrance of the hotel, or outside the Carousel Bar.

CONFERENCE AND MEETING ROOMS

- The hotel has three small meeting rooms set for boardroom style. These are located within the lift lobby areas of the 1st, 2nd and 3rd floor. The main Parkview Suite is located on the ground floor of the hotel. This is accessed via two sets of double doors. (Minimum of 1600mm wide)
- All rooms have natural daylight.
- A mobile hearing loop system is available on request.
- Upright chairs with or without arms are available. Tables have a clear space of 600mm from the floor.
- The flooring in all rooms is short pile carpet.
- Accessible and public toilets are on the ground floor. Note, no facilities available for the syndicate rooms on upper floors, however, this could be provided with prior notice with the allocation of a bedroom.

HOURS OF OPERATION:

24 hours, 365 days per year

LOCAL CARERS:

www.carersinformation.org.uk

LOCAL EQUIPMENT HIRE:

Please contact the hotel reception to discuss your specific requirements.

LOCAL ACCESSIBLE TAXI:

Acorn Taxis: 01827 63333.

LOCAL PUBLIC TRANSPORT:

Taxis are available at the station, which include accessible vehicles. If you are planning to use public transport, then we would recommend a taxi, as the main drive to the hotel is about a 1/4 mile long. Buses are available from the main town of Tamworth. The following link will provide times and routes for public buses. www.arrivabus.co.uk