

Access Statement For Fairway Hotel

Introduction

The hotel is on a gentle slope with beautiful country views. We have 35 rooms offering double, twin or family rooms.

We aim to provide the highest standards of service to all our guests and encourage this through staff training. We look forward to welcoming you to the Fairway Hotel and making your stay an enjoyable one.

We offer the following facilities:

Pre-Arrival

- For assistance prior to arrival please contact the reservations team on 01229 461200
- The centre of town is a 30 minute walk or 10 minute car journey
- The train station is a 10 minute car journey
- There is a company who specialises an accessible taxi service please see 'contact information' below
- We have a basic website please see information below
- Our tariffs and menus are available in larger font, please just ask reception
- You can contact the hotel by phone, email, fax or in person. We are open 24 hours but response to emails or faxes may be reduced from 5pm until 7am
- We have a list of local hirers available upon request

Arrival and Car Parking Facilities

- All guests should use the main entrance upon arrival, the ground is level and tarmac and there are no steps.
- The main entrance has double doors, both of which can be opened
- Accessible parking is available directly in front of the hotel, please contact reception before arrival if you would like to reserve a space.
- If you require assistance with luggage or equipment please contact our reception team

Main Entrance and Reception

- There are no steps in the main reception area
- The front desk is immediately in front of you when entering the main entrance
- The reception desk is 105cm high. Registration can be completed whilst sitting, we have clipboards available upon request
- Guidance through registration is available.
- To the right of reception is the lift to the first floor.
- The main restaurant and bar is located to the right of reception, to the left of the lift. There are no steps or slopes on route or at the entrance to the bar. There is one step to access the higher level the restaurant
- The floor surface throughout the reception lobby and to the corridors is short pile carpet. Please ask if assistance is needed
- Familiarisation tours can be given where required

Public Areas – General (Internal)

- The public telephone is located to the right of reception. The phone is sited 122cm high and a seat can be brought to the phone if required
- The lift is an easy accessible lift with hand rail on one side which is 92cm high and the door entrance is 92cm wide
- Anybody requiring assistance with the lift should contact reception

Public Areas – W/C

- There are one set of public toilets located down the corridor from reception. There is also a unisex accessible toilet to the right of reception
- The disabled toilet provides:
 - 155cmx133cm space free of obstacles and doors
 - The floor is non slip vinyl
 - There are horizontal rails either side of the toilet
 - There is a horizontal rail next to the sink
 - There is a horizontal rail on the back of the door
 - There is a colour contrast with critical surfaces, tiles are coloured and sanitary ware is white

Restaurant/Bar/Snug & Conservatory

- There is a bar situated on the ground floor to the right of reception
- It has level entry and is open plan with short pile carpet
- The bar is on the right and has bar stools in front of it
- The bar has low level lighting with some natural light coming from the large windows in the restaurant

There is a snug area in front of the bar

- It has bench seating with some low stools which are 50cm high
- There are round tables which are 74cm high with central cast iron legs

The conservatory is to the right of the bar/snug area

- The tables are 71cm high
- The chairs are 46cm high with wooden low backs and arm rests
- The space between each table leg is 82cm and the legs are attached with a bar which runs down the middle of the table
- The lighting is natural during the day and low lighting in the evening

The restaurant area is to the left of the bar which is split level

- The step to the higher level is 20cm high
- The restaurant offers table service
- Menus can be offered in large print please ask before arrival to the hotel
- Lighting is mainly natural through the day whilst it is low level through the evening
- We can cater for varying dietary needs, please advise staff on booking

Bedrooms

- There are 13 bedrooms located on the ground floor, two of which are accessible bedrooms
- The accessible rooms have wide open entry doors
- All rooms have:
 - Emergency evacuation door tags in case of emergency
 - Televisions with remote control and teletext
 - Flooring in bedrooms is short pile carpet
 - Flooring in bathrooms is non slip vinyl
 - Room service is available
 - Non smoking rooms/smoking rooms are available

Outdoor facilities

We have a small beer garden which is located to the right of the main entrance. It has crushed slate flooring and bench style seating. Smoking is permitted in this area and smoking bins are located to the right of the main entrance.

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. A member of staff will come to your room and assist with evacuation out of the building
- All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms
- There is a good network coverage for mobile phones within the hotel and average coverage from hotel bedrooms
- List of equipment hire companies available on request
- List of carers in the local area available on request

Contact Information

- Address: Fairway Hotel, Hawthwaite Lane, Barrow-In-Furness, LA14 4QH
- Telephone: 01229 461200
- Fax: 01229 461209
- Email: enquiries@fairway-hotel.co.uk
- Website: www.fairway-hotel.co.uk
- Hours of operation: Reception 24hours
- Local carers: Cumbria Care 01229835314
- Local equipment hire companies: Barrow & District Disability Association 01229 432599
- Local public transport numbers: Bus - Stagecoach 01229 433333
Train – National Rail Enquiries 0871 2004950
- Local accessible taxi numbers: Carefree Travel 01229 829217

We welcome your feedback if you have any comments please phone 01229 461200 or email enquiries@fairway-hotel.co.uk