

# Crown Spa Hotel Access Statement

## **Introduction**

The hotel is situated on the top of a cliff with beautiful views overlooking the North Sea; we have 116 rooms, all en-suite; offering double, twin and family rooms.

We aim to provide the highest standards of service to all our guests and encourage this through our company ethos and dedication to maintaining and progressing staffing standards. We look forward to welcoming you to the Crown Spa Hotel and making your stay and experience at the Crown an enjoyable one.

We offer the following services and facilities:

## **Pre- Arrival**

For assistance prior to arrival please contact the reservations team on 01723 357400.

The centre of town is a 5- 10 minute walk, some parts are quite hilly. The Train Station is located in the centre of town.

A bus service is available throughout town (all buses are accessible).

There is a 3-5 minute walk from the nearest bus stop to the hotel, (some routes may be quite steep).

There is a company who specialise in accessible taxi service please see 'contact information' below.

Our website has been developed to accessible guidelines including WC3 and PAS 78.

You can contact the hotel by phone, text, email, fax or in person. We are open 24 hours although response, e.g. to emails, may be reduced from 11pm to 6am.

We have a list of local equipment hirers that are available on request.

## **Arrival & Car Parking Facilities**

All guests should use the main entrance of the hotel located on Esplanade. There are two steps and a ramp leading to the entrance, the ground is paved. There is a crescent shaped drop off point directly outside the main entrance, exclusively used for dropping off and picking up only, cars must not be left unattended. There is no lowered kerb at present, but a portable ramp is available on request.

The main entrance has a set of double doors which can be locked open if required.

You can park your car in the hotel car park at the back of the hotel. The hotel car park has limited spaces. Alternatively parking is available on the roads' surrounding the hotel. At reception free parking discs are available for your entire stay to park on the road surrounding the hotel.

If you need assistance with luggage, equipment or guidance, our team of porters are on duty 24 hours.

### **Main Entrance & Reception**

The main entrance has two steps and a ramp option, the lobby area has no steps in the main lobby area.

The reception area is to the right of the main entrance; the front desk is directly right from the main entrance.

There are a number of sitting areas in reception which doubles up as a lounge area for the bar.

The reception desk is 109cm high. Registration can be completed whilst sitting in the reception area, which also has tables.

A receptionist will offer assistance on filling in your registration card, if required.

On check in reception staff are required to note down the information and room number of any disabled persons' with the detail if that person would require assistance if case of evacuation.

Directly in front of the main entrance are two lifts to all floors for bedrooms and leisure club.

The main bar and restaurant are located to the left of the main entrance. The bar and Taste Restaurant are on the ground floor. To access the upper part of the restaurant there are 5 steps.

The floor covering throughout the reception is carpeted. The floor running throughout the bar and restaurants are wood which is shiny. Please ask for assistance at reception if required.

A familiarisation tour can be given where required, ask at reception.

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

There are two public telephones located along the corridor to the right of the reception. Each phone is at a different height. If assistance is required please ask at reception.

All lifts have audible enunciation and tactile buttons at a standard height.

There is one mirror in each lift at the back. The other sides are chrome.

The lift doors are automatic. The lifts access all public floors.

In the event of an emergency, we have emergency procedures in place to get people out of the lift. There is an emergency call button in the lift, which calls the Duty Manager's phone.

There is one conference room available with an induction loop. Reception can use this room for check in, if required.

There is bright natural light in the public areas. The hotel lights are on dimmer switches.

There is signage around the hotel, much of it uses words and diagrams.

The hotel staircase is carpeted and there is a hand rail all the way up the stairs. Each floor has a landing, so there are three landing. At the top of each landing are double doors leading on to the bedroom corridor. The doors are fire doors, and have safety glass in.

## **Public Areas- WC**

There are 2 sets of public toilets. The first set are right from reception, along corridor and then left into the toilets.

There are separate ladies, gents and disabled toilets available here.

The gents toilets are non slip tiled.

The ladies toilets are carpeted

There is one disabled access toilet near the reception area which provides:

- o Emergency Alarm pull cord.
- o 150x160cm free space free of obstacles and doors.
- o Floor is non slip tiled.
- o There are vertical rails either side of the basins and toilets.
- o There is a horizontal rail on the side opposite transfer from the toilet.
- o There are lever taps on sinks.
- o There is colour contrast with critical surfaces, tiles are coloured and sanitary ware is white.

The corridor to the toilets is carpeted.

There is a baby changing facility in the disabled access toilet.

The other toilets available are down 6 steps into the Imperial bar area. A chair lift is available. There are only ladies toilets available on this level.

The floor is non slip tiled in these ladies toilets.

## **Restaurant/ Dining Room, Bar & Lounges**

Nearest toilets to the bar and restaurant are directly straight along the corridor, past reception and to the left- for further details see Public Areas WC section.

There is a bar/lounge area situated on the ground floor to the left of reception. It has level entry and is open plan with the option to close off the bar area.

The bar area is on the right.

Table service is offered in the bar.

There is a selection of tables and chairs available of varying height.

Lighting is mainly natural day light (from large windows overlooking the cliff top) the bar has low level and high level lighting at night time.

The restaurant, Taste, is located on the ground floor, accessible from the lounge and bar. One part of the restaurant, Taste 3, is on a higher level with a set of stairs leading to it.

There is a host desk on entry through the main part of the restaurant where staff will greet and seat you at a table.

The restaurant is table service; breakfast is self service, with the option for table service.

Menus are available in large print and staff will take you through the menu and choices for the meal.

Lighting is mainly natural day light, with the option of low and high level lighting. Lighting can be increased at tables if required.

We are able to cater for varying dietary needs, please advise staff on booking.

We have tried to colour contrast crockery where possible.

The flooring in the restaurant is a shiny wooden floor, non slip.

There is plenty of room to move around the restaurant.

The restaurant tables are 76 cm high.

Some tables in Taste 3 are booths, so accessibility is limited; but the rest of the tables and chairs in the restaurant can be easily moved for accessibility. In Taste 4, the chairs are leather bucket chairs. This part of the restaurant is on the ground floor level.

### **Laundry**

If you require a laundry service, please speak to reception; we can arrange for a local laundry to collect and deliver guest laundry.

### **Shop**

We do not have a shop in the hotel, but we can assist if you want to order something special in before you arrive.

The Crown Spa on the lower ground floor sell spa treatments and products. The lower ground floor is accessible by a stair case or either lift.

### **Leisure Facilities**

On the lower ground floor, there is the Crown Spa Health Club with: a 40ft Swimming Pool, Jacuzzi, Swedish Sauna, Turkish Steam Room, Aromatherapy Room, Retreat Suite, Solarium and fully equipped gymnasium. The facilities are open from 7am-9.30pm every day.

Changing areas are provided. Near the pool and retreat suites, is a communal shower area and a private shower. On the corridor between the pool and the gym are separate ladies and gents changing rooms, both with private showers and cubicles. Lockers are in the changing rooms.

A baby changing unit is provided in the ladies changing room.

A toilet cubical is in each changing room.

To access the lower ground floor, take the lift to -1 or use the stair case going down from the lounge.

The reception area is non slip tiles. The corridor from the reception to the gym is carpeted. The gym floor is laminate flooring. The corridor between the gym and the pool, around the pool and in the retreat suite, is all non slip tiles.

The reception desk is 115cm high.

From the changing room to the pool, there are 9 steps down, along the corridor. There is a hand rail. From the communal shower area to the pool, there are 3 steps up.

The pool access is via graduated steps which has a hand rail to assist entry into the pool.

The Jacuzzi is to the side of the pool and has a fairly steep stepped access up to the Jacuzzi, also with graduated steps leading down to a seated position.

There is a rail both leading up to the Jacuzzi and leading into the Jacuzzi.

Equipment in the gym includes: cycling machines, rowing machine, running machines, cross trainers, arch trainers, a separate lower body weight section and upper body weight section, also included are mats, gym balls and free weights. If you have specific queries about the suitability of equipment please speak to our trained staff in the Crown Spa Health Club.

The sauna, steam room and aromatherapy room are accessed from the communal shower area.

A stair walker is available if stairs are a difficulty for our guests.

### **Treatment Rooms**

There is a Spa with: 3 treatment rooms and 1 double treatment room, Baleno bath, 1 Double Mud Rasul Room, 1 single Mud Rasul room: Tepidarium, Ice Room, Sauna, Steam Room.

From the Crown Spa Health Club reception, turn right along the corridor and the spa reception is there.

The treatment rooms are all on one level, coming off the spa reception; the Mud Rasul Rooms, Tepidarium, Ice Room, Sauna and Steam Room are all up 4 steps. Access is gained from the spa reception.

### **Outdoor Facilities**

At the front of the hotel is a patio area. To the left of the building, this area has some steps to access it, going down. The area to the right is level.

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

There are 4 conference/function rooms.

- 1) Consort Suite: From reception turn right down the corridor and it's the first function room on the left. There are 6 carpeted steps up to the consort suite. There are two hand rails. A stair walker is available if stairs are a difficulty for our guests. At the top of the steps there is 105 cm of landing, then double doors to enter the room. The consort suite is a large carpeted room, all on one level. The room benefits from natural sunlight and spot lights are positioned in the ceiling. There are flashing disco lights.
- 2) Imperial 3: From reception turn right down the corridor and it's the first function room on the right; opposite the entrance to the Consort Suite. There are double doors to enter this function room. The room benefits from natural sunlight and spot lights are positioned in the ceiling. This room has an induction loop installed.
- 3) Imperial 1: carry on along the corridor from the previous function rooms. At the end of the corridor are double doors. There is then 150cm of landing, followed by 6 steps down to the Imperial area. There is a chair lift available. Here is a seating area, with tables, 73 cm high and a bar of 113 cm high. The Imperial 1 function room is to the left of the bar. To access room, there are double doors. The room is carpet and benefits from natural light and spot lights.
- 4) Imperial 2: To the right of the Imperial bar, is 3 steps down. Here is a lounge area with low settees. Through a double door and then a single door, (74 cm wide). This is the Imperial 2 conference room. This is a small conference room and is only suitable for up to 10 people. The room is carpet and benefits from natural light and spot lights.

## **Bedrooms**

There are 86 bedrooms, spread over 3 floors. The lifts go to all 3 floors. Due to the hotel being built on a steep hill, there are steps in the middle of some corridors. If you inform us that you require access to your room from the lift, without any steps, we can easily accommodate your request.

The following equipment is available upon request for disabled guests:

- Grab Rails
- Bath/Shower Seats
- Toilet Risers
- Toilet Frames

We have 3 rooms, specifically designed with features suitable to our disabled guests. For example a wet room, low sink and sockets, all to the legal requirements.

Room 202, the door width measures 79cm and the bathroom floor space measures 230cm by 183 cm to the edge of the bath. There is ample floor space in the bedroom.

Room 217, the door width measures 75cm and the bathroom door width is 82cm. The bathroom floor space is 303cm by 193cm. There is ample floor space in the bedroom.

Room 219, the door width measures 80cm and the bathroom door width is 83cm. The bathroom floor space is 246cm by 224cm. There is ample floor space in the bedroom.

The Emergency procedures are clearly written on the back of all the doors. The rooms are all non smoking

## **Additional Information**

If you require any assistance during your stay please contact reception, the Duty Manager can also be contacted via reception.

We have a set evacuation procedure; please do not use lifts when the fire alarms are going off; a member of staff will come to your room and assist with your evacuation either out of the building or to a safe refuge.

All hotel staff have regular emergency training which includes disability awareness training.

All 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 and bedrooms, all networks work.

List of equipment hire companies available on request.

## **Contact Information**

- Address: The Crown Spa Hotel, Esplanade, Scarborough, North Yorkshire, YO11 2AG.
- Telephone: 01723 357400
- Fax: 01723 357404

- Email: [info@crownspahotel.com](mailto:info@crownspahotel.com)
- Website: [www.crownspahotel.com](http://www.crownspahotel.com)
- Hours of operation: 24
- Local equipment hire companies: Scarborough Mobility, 48 Westborough, Scarborough, YO11 1UN, Telephone: 01723 377515
- Local accessible taxi numbers: ABC 01723 377771 / Bee Line 01723 366666

### **Future Plans**

- We are currently refurbishing bedrooms and bathrooms. This is an ongoing project.

**We welcome your feedback to help us continuously improve if you have any comments please phone 01723 357400 or email [info@crownspahotel.com](mailto:info@crownspahotel.com).**