

Access Statement For The Claremont

Introduction

Our property is set in a busy town centre road and offers ten guest rooms. The property is over one hundred years old and whilst we aim to meet the needs of all our guests there are some features which might make access difficult for people with limited mobility. There are steps into the property and most doors are narrow and may not be suitable for wheelchair users.

Pre-Arrival

- We are situated at the top of a steep hill leading from the town centre, beach and train/bus station.
- There is a frequent bus service with a bus stop situated 200 metres away. The road is flat and there is a pedestrian crossing.
- There are plentiful taxi services and we can make a booking for you if necessary. The largest is United Taxis which have extensive facilities for customers with special needs.
- Brochures and menus can be provided in large print if required. We regret we do not have facilities to prepare documents in Braille.
- Our website www.claremonthotelbournemouth.co.uk provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, e-mail or fax. Please see the Contact Information section of this document for full details.

Arrival & Car Parking Facilities

- We have ample parking leading straight from the road but some spaces are narrow. Please let us know in advance if you need a wide space. The surface is tarmac and slightly sloped.
- To ensure your accommodation is ready we ask that guests do not normally arrive before 2.00pm. Earlier arrival is usually possible by arrangement.
- We can offer assistance with your luggage if required. Our contact telephone number is clearly displayed outside.
- We accept dogs in certain rooms by prior arrangement.

Main Entrance & Reception

- The front door is always locked. Please ring the bell for assistance on arrival. The door is double width and can be fully opened if required. There is a raised doorframe to step over. The doormat is fixed and level.
- Upon check-in, guests have their own Yale style lock to gain access.
- There are six steps from the entrance to reception, 15 cm high with a handrail on one side.
- There is seating provided in the hallway.
- Registration is done standing or seated if required.

Public Areas - General (Internal)

- Hallways are carpeted and are 100cm wide on the ground floor and 90 cm wide on upper floors.
- We have three floors reached by carpeted stairs. There is no lift. There are manually opening glass panel fire doors. Lighting is by energy saving bulbs.
- Guest rooms have one Yale style lock.
- We no longer have a public telephone as most of our customers now use mobiles but we allow use of our telephone if required.

Restaurant / Dining Room, Bar & Lounges

- Guests may use the bar/lounge/dining room during the daytime and early evenings. The doors are 80cm wide. There is a mixture of soft sofa and harder backed seating. The floor is carpeted. Lighting is by energy saving bulbs.
- Breakfast is generally served in the dining room but may be served in bedrooms with prior arrangement.
- Most dietary requirements can be catered for. Please ask us at the time of booking.
- Tables are movable, some having a central support column and some with regular legs. Chairs do not have arms.
- Breakfast is waiter/ess service and help is available with ordering from the menu.

Bedrooms

- There are two ground floor bedrooms. All rooms are carpeted with tiled flooring to the en-suite bathrooms.
- The beds are divans and of a standard height of 66cm from the ground.
- Our bedrooms are not currently suitable for wheelchair users.
- A cordless kettle is provided with water level indicator and plug in at waist height.
- Televisions have remote controls.
- Doors are 76cm wide and have no steps.
- Lighting is by energy saving bulbs.
- The fire alarm sounds with a loud bell. Please let us know if you need assistance in the event of the alarm sounding or if you may not be able to hear the bell.
- Please ask us at the time of booking if you need a bedroom with extra space.

Bathroom, Shower-room & WC

- All en-suite facilities have showers. They are tiled and painted in white and have dark tiled flooring.
- All showers are raised 26cm from the floor. Some shower cubicles are larger at 80cm wide.
- Some en-suite bathrooms have sliding doors. Most showers have hinged doors, some are the folding type. Some en-suites have larger basins with central twist/turn mixer taps.
- Please ask us at the time of booking if you need an en-suite with extra space.
- Our bathrooms are not currently suitable for wheelchair users.

Contact Information

- Address: 89 St Michaels Road
Bournemouth
BH2 5DR
- Telephone: 01202 290875
- Fax: 01202 316668
- Email: info@claremonthotelbournemouth.co.uk

- Website: www.claremonthotelbournemouth.co.uk
- Emergency number: 01202 290875
- Local accessible taxi numbers: 01202 556677

Future Plans

- Review date 31/12/2010

We welcome your feedback to help us continuously improve if you have any comments please phone 01202 290875 or email info@claremonthotelbournemouth.co.uk