

The Ashbourne HOTEL

Accessibility Guide for Ashbourne Hotel

reception@ashbournehotel.co.uk, 01469541010, www.ashbournehotel.co.uk

Contact for accessibility enquiries: Andrew Smith



Welcome

We are a 36 bedroom hotel in North Killingholme, North Lincolnshire. We offer a Restaurant called the Fork & Spoon which is open to Residents & Non Residents. We cater for all manner of Functions, Conferences, Birthdays, Weddings, Seasonal events,

Wakes etc. Each of these services is offered in an accessible area. We have fully accessible bedrooms.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Reception
 - Bedroom: 401
 - Dining Table
 - Lounge Bar
 - Disabled Toilets
 - Oak Room
 - Courtyard
 - Courtyard

Bedrooms

- We have non-allergic bedding.

Level access bedrooms

- From the main entrance to the bedroom, there is level access.
- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.
- The bathroom has a level access shower.

Hearing

- The (bedroom) TVs have subtitles.
- Some staff have Next Generation Text and disability awareness training.

Visual

- Glass doors have contrast markings.
- Some parts of the venue have low lighting.

General

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

Getting here

Ashbourne Hotel
Vicarage Lane
North Killingholme

DN40 3JL



Travel by public transport

- You can get to Ashbourne Hotel by bus and train.
- The Bus stops directly outside of the hotel. The bus stop is 0.1 miles / 0.2 km from Ashbourne Hotel.
- The nearest train station is Habrough Station. The train station is 2 miles / 3.2 km from Ashbourne Hotel.
- We are a short Taxi ride from the station.



Travel by taxi

- You can get a taxi with The Minibus Taxi Co. by calling 07739689774.
- You can get a taxi with CT Taxis by calling 01472 801222.
- You can get a taxi with Cable Taxis by calling 01652 802055.



Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
- From the car park to the entrance, there is level access. The route is 1000mm wide, or more.

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.



Main entrance

- The main entrance has level access.
- The door is 1500mm wide.
- The main door is side hung and manual.

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all glass doors.
- Some parts of the venue have low lighting.



Lift

- We have 1 lift.
- You can get a lift to some floors.

Lift to Bedrooms

- The lift door is 900mm wide.
- The lift is 950mm wide. The lift is 950mm deep.

- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.

Reception

- From the main entrance to reception, there is level access. You can sit down at reception.

Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, floor standing lights, bedside lamps, desk or table lamps, spot lights and natural daylight.
- Lights are halogen, LED and energy saving. TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- From the main entrance to this area, there is level access.

Accessible bedrooms

Accessible bedroom 401

- The route to the bedroom is 900mm wide, or more. The bedroom door is 900mm wide. There is 1000mm at the side of the bed. The bed is 700mm high. There is 0mm under the bed.
- The bedroom is double. The bathroom is ensuite. The bathroom door is 900mm wide.
- The bathroom has a separate shower. The shower has a seat. The shower has a handrail.
- The bathroom has a level access shower. The level access shower has a seat. There is a shower chair available. The level access shower has handrails.
- The toilets have handrails. The direction of transfer onto the toilet is to the left. There is 1200mm at the side of the toilet.
- There is 1000mm in front of the toilet. The toilet seat is 500mm high.
- The basin is 850mm high. The taps are lever operated. There is space under the basin, with no pedestal or boxing.
- The bathroom has an emergency call system.
- The walls and the bathroom fittings have high colour contrast.

Lounge

Lounge Bar

- From the main entrance to the lounge, there is level access. The route is 2000mm wide, or more.

Public toilet

Disabled Toilets

- There is a public toilet for disabled visitors.

- From the main entrance to the public toilet, there is level access. The route is 800mm wide, or more.
- The toilet door is 900mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 900mm at the side of the toilet. There is 1000mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.

Place to eat and drink

Fork & Spoon Bistro

- From the main entrance to the dining area, there is level access. The route is 1050mm wide, or more. To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat, low potassium, low sodium, no gastric content, high fibre, vegan, kosher and halal specific diets.
- Some diets such as kosher, halal may need advance notice.

Oak Room

- From the main entrance to this area, there is level access. The route is 930mm wide, or more.
- The door is 930mm wide.

Getting around outside

Courtyard

- From the main entrance to the gardens, there is level access.

Smoking

Courtyard

- From the main entrance to the smoking area, there is level access. The route is 1500mm wide, or more.
- The entrance is 1500mm wide.
- The smoking area has a shelter.

Customer care support

Accessibility equipment

- We have an area to charge mobility scooters and battery powered wheelchairs.
- There are plenty of areas to charge these as long as they can use a normal 240v socket or the user has an appropriate adaptor.
- You can hire mobility equipment from J & S Mobility Equipment by calling 01469 572649.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- Some staff have disability awareness training.
- Some staff have Next Generation Text training.
- Staff are available 24 hours a day.

Guide last updated: 5 April 2024