



## ACCESS STATEMENT

Please find below information we hope will ensure you enjoy your visit to the Fowey Hotel, regardless of whether your life is affected in some way by a medical condition, disability, impairment or specific learning difficulty.

### Prior to your arrival

- Enquiries and reservations may be made by phone or email
- Bookings may be made by phone, email or on-line through our website.
- Should you require a taxi to the hotel from Par or St Austell railway station, we use a reliable company on a regular basis and we would be delighted to book them on your behalf, however settlement of any fares must be done directly between our guests and the taxi company concerned.
- Hire of motorised or push wheelchairs can be arranged through the Mobility Centre, 68 Victoria Road, Mount Charles, St Austell PL25 4QD – Tele: 01726 624060.
- The Fowey Hotel is located on Daglands Road, Fowey. PL23 1HX
- Directions to the hotel can be found on our website.
- **Parking:** Please note that we have limited parking next to the hotel and do make a charge per 24 hour period, which we discount during the winter months. Should you require a parking space, reserving one at the time of making your booking is strongly advised, particularly during the summer months. Alternative parking is located on Hanson Drive or Ready Money cove.

### On arrival at the hotel

- We have 2 designated disabled parking spaces available.
- Entrance into the hotel is on a level from the car park.
- We are more than happy to help with your luggage and will collect it from your car and deliver it to your room. Our porter is available between the hours of 10am and 6pm to escort any guests to and from the public car park, using the hotel's courtesy vehicle. Outside of these hours our Duty Manager will be available (whenever possible) to drive you to the car park or bring you to the hotel from the car park. Please enquire at reception.

### Reception area

- Floor surface is tiled and suitable for wheelchairs.
- Reception will assist with check in.
- The Reception area is all on one level.

## **Public areas**

- Our corridors are well lit and carpeted.
- The Restaurant, Bar and Lounge are on one level and are accessible from the front entrance of the hotel.
- Doors to any public rooms are left open unless 'private hire' is taking place.

## **Toilets**

- Our disabled toilet is situated on the ground floor in the reception area and is easily accessible from the restaurant, bar and lounge.
- Baby changing facilities are currently not available in the ladies toilets, however please ask at reception and a private area can be arranged.

## **Fire alarm**

- The fire alarm system is a loud ringing siren and does not have flashing lights. Assistance will be given if evacuation is necessary. Please notify reception, on arrival, if assistance would be required.

## **Restaurant and Bar**

- There is ample movable seating in both areas and we do have chairs without arms.
- Background music is played throughout the day in all public areas.
- Full waiter service is given throughout Breakfast, Lunch and Dinner.
- Restaurant tables are laid with white table linen.
- The Restaurant and Bar areas are lit for atmosphere, please ask a member of staff if you would prefer a well lit area.
- Menus are printed on white paper.

## **Accommodation**

- There are no bedrooms located on the ground floor of the hotel.
- We do not have adapted bathrooms and grab rails are not in the bedrooms as standard however, if required, and with prior notice, raised toilet seats and grab rails can be made available.

## **Additional information**

- Well-behaved dogs are welcomed at the Fowey Hotel.
- Fridges within the kitchen are available for the storage of medication and baby food.

We endeavour to be as accurate as possible and have included as much detail as we can in our Access Statement. We welcome feedback to continuously improve on the information we provide. If you have any queries, please contact us on **01726 832551**.