

Access Statement For Victoria Hotel

Introduction

The Victoria Hotel is part of TLH Leisure Resort and is located near Torquay Seafront. We have 80 bedrooms offering single, double, twin and family rooms. We also have 19 self-catering apartments to cater from 2 - 7 people – some of these are located on the ground floor, with level access.

We provide extensive Leisure facilities on site including a Gym, swimming pool and Spa.

We aim to continually improve our organisation and its people for the benefit of our guests.

The main entrance to the hotel has 2 steps with a ramp and once inside the hotel, the lift can be used to access all floors.

Pre-Arrival

- Advice can be given from our reservation team - Being a complex of 4 hotels on one site you can discuss your areas of interest within the complex and access advice will be given on 01803 400500
- The town centre is a 10 minute walk, but quite hilly in places.
- The sea front and harbour is a 10 minute walk and fairly flat.
- There is a regular bus service from the sea front to Paignton, Brixham, Dartmouth and most of the tourist attractions.
- The train station is a 5 minute walk and there are services to most towns and cities.
- The local taxi company is called Torquay Taxis and they have disabled friendly taxis and minibuses available. There is a direct line free phone on the Victoria reception desk to the taxi company. The direct line for bookings pre arrival is 01803 213213.
- Menus, hotel information and tariffs are available in larger font upon request.
- We have a list of local equipment hirers that is available on request.

Arrival & Car Parking Facilities / Main Entrance & Reception

- Our Main entrance is located on Belgrave Road.
- We will reserve parking for blue badge holders if arranged when booking and these spaces are located at the front of the hotel entrance.
- Additional parking can be found around the side and rear of the building, or in any car park with the TLH logo on it.
- Luggage can be off loaded at the front entrance and reception will assist with parking information.
- We offer 24hr porter service to help you with luggage from your car to your room.

Public Areas - General (Internal)

- The ground floor is at one level, however there are 2 steps at each entrance to the hotel, there is a ramp at the Front of the Hotel. The lift to the bedroom floors can hold one standard wheelchair.
 - All corridors and public areas are carpeted.
- There is a public telephone located in front of reception.

Laundry

- Laundry service and dry cleaning is available. Bags are available from reception.
- Items sent for cleaning before 9am will be returned the same day by 6.30pm. (No dry cleaning on Sundays).

Shop

- There is a gift cabinet in the main reception corridor, which contain items for sale. These can be purchased via reception.
- Toiletries are available to be purchased from the reception desk.

Public Areas - WC

- We have a WC on the ground floor and another WC situated in Alberts Bar. There is also a disabled WC in Alberts (There are steps internally into Alberts Bar, however you can access via the Hotel Front entrance and then into the Alberts Bar main entrance on Belgrave Road to avoid steps.

Restaurant / Dining Room, Bar & Lounges

- These are located on the ground floor and are all at one level. The Restaurant is waiter service for evening meals and breakfast is a combination of waiter and buffet style.
- There are waiters on hand who will plate a hot breakfast and serve to guests who are unable to use the buffet.
- The Restaurant will cater for all dietary requirements, these preferably need to be stated when booking, or by speaking with reception on check in.
- The Restaurant is well lit and candles are put on the tables in the evening. More lighting can be provided if required.
- Highchairs and booster seats are available on request.
- Menus are available in larger print on request and staff can take you through the menu choices.

Alberts Bar

Alberts bar is situated on the corner of the Victoria Hotel by Belgrave road, the main entrance is on Belgrave road and once inside is at a flat level. It has WC which has steps down to. There is also a disabled WC at ground level. Alberts can be accessed internally via the Victoria Hotel but does have 2 flights of step down to the bar.

Arena Games

Arena games is situated between the Victoria and Toorak Hotel it is on the lower ground level, it can be accessed internally via stair case or by lower level entrance in the car park by Chestnut Avenue, please contact the Victoria Reception who will give clear direction and be

able to arrange assistance if required.

Once in Arena Games it is a flat level with exception of Ten Pin bowling which has 1 step up to and a ramp is provided.

Treatment room/s

The Aztec complex is situated at our Derwent Hotel and can be accessed via the lower ground floor entrance to the Derwent on Belgrave Road. This requires going outside between the Victoria and Derwent Hotels.

The Spa is on the lower ground floor with a flat entrance with wide doors big enough for a standard wheelchair.

- There are 5 treatment rooms and they offer a range of treatments, details of which can be found on our website.
- The treatment rooms have adjustable beds and each room has its own shower facility.
- All treatments and consultations are carried out on a one to one basis and tailored for the individual client. For more information and a consultation the spa can be contacted directly on 01803 400190
- Our fully trained therapists are in constant attendance whilst the spa is open and are on hand to assist guests.

Leisure Facilities

- Most of our leisure facilities are in a central area within the complex - we suggest you discuss your needs to advise the best hotel to be situated. Access to the pool is possible for mobility restricted guests and is the same as the spa as detailed above, it is best to contact a member of Victoria reception first who can telephone the pool reception and arrange for assistance into the area.
- The pool changing area has changing cubicles, these cannot fit a standard wheelchair, but offer privacy and seating inside them.
- The walkway to the pool is flat and easily accessible once in the main entrance.
- Facilities such as the Sauna and Jacuzzi are not suitable for mobility-restricted people. It is possible to access the steam room, as this entrance is flat.
- Access to the gym is on a short slope and can be accessed by a

standard wheelchair. Much of the equipment is not accessible, although free weights and mats are available.

- Staff in the pool area are on hand to assist mobility restricted, blind and deaf guests who may require extra help.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

We have several meeting rooms within the Victoria Hotel situated on the ground or lower ground floor.

Rooms are accessible by wheelchair by use of ramps or lift except our Hampton room.

Bedrooms

- All our superior rooms are accessed by lift but not all standard rooms. Currently twin, double, family room combinations are available.
- These rooms have flexible layouts and furniture can be moved to accommodate different circumstances.
- Bath seats and toilet seats are available on request or equipment can be hired pre arrival from a local company.

Other features applicable are

- Short pile carpet in all bedrooms
- Controllable lighting levels
- 24hr assistance.
- Bedding is sheets, blankets and bedspreads with non-feather pillows (other bedding available upon request)
- Emergency procedures displayed on the back of all doors.
- Special assistance door hangers provided in all rooms in the case of an emergency.
- Room information booklets are displayed in all rooms with more in depth information of facilities.

Bathroom, Shower-room & WC [Ensuite or Shared]

- All rooms have en suite bathroom with shower over bath
- Some of our rooms are "disabled friendly"

Additional bathroom equipment for disabled guests available on request and can be booked when reservation is made.

Apartments

The Victoria Apartments are located off Chestnut Avenue to the side of the Victoria Hotel. Reserved parking may be arranged by the apartments pre – booking. The apartments are split over 4 levels and there is no lift. Ground floor rooms available but please check with our reservation team for availability.

Note: when arriving please arrive at the main entrance for check-in and then the Receptionist/ Porter can direct you to the Victoria Apartments and parking.

Additional Information

If you require the assistance of the Duty Manager during your stay please contact reception.

- We have a set evacuation procedure and any guests who need assistance in the case of an emergency will be given information upon check in.
- All staff have regular training which includes disability awareness.
- Good mobile phone coverage in the hotel on all networks.
- List of equipment hire companies available on request.

Contact Information

- Victoria Hotel, Belgrave Road Torquay TQ2 5JS
- Telephone: 01803 400500
- Fax: 01803 400174
- Email: Rooms@tlh.co.uk
- Website: www.tlh.co.uk
- Hours of operation: 24 Hours

Future Plans

- We are improving access across TLH Leisure Resort with ongoing work