

Access Statement For Derwent Hotel

Introduction

The Derwent Hotel is part of TLH Leisure Resort and is located near Torquay Seafront. We have 175 bedrooms offering single, double, twin and family rooms. There are 4 disabled friendly rooms all located on the first floor. However these rooms are not fully adapted disabled rooms, but provide a shower cubicle and handrail assists by the toilet. They generally have wider access doors and greater turning area for standard wheelchairs. For exact dimensions and greater detail you should consult with the hotel's Front of House team who will be able to give clear room dimensions.

We provide extensive Leisure facilities on site including a Gym, swimming pool and Spa. We aim to continually improve our organization and its people for the benefit of our guests.

The main entrance to the hotel has 12 steps from street level to ground floor. There is access to lifts via a street level entrance. The access door has an intercom that alerts reception staff when the street level entrance is locked for security reason. The area is partially covered by CCTV. There are two lifts located at street level via the street level entrance that access the ground floor reception area. The lifts also provide access to three floors; one of these lifts provides access to the fourth floor. There is also a lift at the furthest point from reception providing access to three floors. This lift is only available to ground level where there are 9 steps, which lead to our restaurant. Temporary ramps are located around the ground floor areas where there are level changes, these allow for standard wheelchair access.

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 portering service to help you with luggage from your car to your room.

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. Items can be purchased at Reception.
- Toiletries are also available

Toilet Facilities

The Derwent hotel has 1 disabled toilet which is located near the main reception via a ramped level change. There is an additional disabled toilet located in the Bistro area. This is accessible for a standard wheelchair with some ramped level changes.

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 put on 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.

Arena Games

Arena games is situated between the Victoria and Toorak Hotels on the lower ground level. It can be accessed internally via a stair case or by the lower level entrance from the car park off Chestnut Avenue. Please contact the Derwent Reception who will give clear directions and be able to arrange assistance if required. Once in Arena Games it is a flat level with the exception of the Ten Pin bowling which has 1 step up to it with a ramp provided.

Treatment room/s

The Aztec complex is situated within our Derwent Hotel and can be accessed via the lower ground floor entrance to the Derwent on Belgrave Road.

The Spa is on the lower ground floor with a flat entrance and doors wide 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 for advice on the best hotel to suit your needs. 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 Derwent 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 due to access. 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, and although much of the equipment is not accessible 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.

Bedrooms

- All our standard plus rooms are accessible by lift but currently not all standard rooms. Twin, double, family room combinations are available.
 - These rooms have flexible layouts and furniture can be moved to accommodate different needs.
 - Bath seats and toilet seats are available on request or equipment can be hired from a local company prior to arrival.
- 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 described as "disabled friendly"
- Additional bathroom equipment for disabled guests is available on request and can be booked when a reservation is made.

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 on all networks is available in the hotel
- List of equipment hire companies is available on request.

Contact Information

- Derwent Hotel, Belgrave Road Torquay TQ2 5JS
- Telephone: 01803 400100
- 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 an ongoing programme of works.