

TLH Leisure Resort, Accessibility Statement

TLH Leisure Resort comprises the Derwent, Victoria, Carlton & Toorak Hotels and the Victoria and Carlton Apartments. The Resort complex is situated on a single 7 acre site with many shared leisure and entertainment facilities. It is located near Torquay sea front.

The buildings are constructed on many different levels. We are constantly striving to improve access across TLH Leisure Resort with an ongoing programme of works. Whilst we aim to meet the needs of all of our guests, there are some features across the site which might make access difficult for people with limited mobility.

We look forward to welcoming you. Our Reservations Team can offer advice about all four of our hotels. If you have any queries or need any assistance please call 01803 400500 or email rooms@tlh.co.uk.

Pre-Arrival – General Information

- The town centre is a 10 minute walk, but quite hilly in places.
- The seafront and harbour are a 10 minute walk and fairly flat.
- There is a regular bus service from the seafront to Paignton, Brixham, Dartmouth and most of the tourist attractions.
- Torquay Railway Station is 750 metres or a 5 minute walk and it provides rail services to most major towns and cities.
- The local taxi company is called Torbay Cab Company and they have disabled friendly taxis and minibuses available. There is a direct line free phone at the hotel reception desk to the taxi company. The direct line for bookings pre-arrival is 01803 292292.
- Menus, hotel information and tariffs are available in larger print upon request.
- We have a list of local equipment hirers available on request.

TLH Derwent Hotel

- The TLH Derwent Hotel is the largest of the TLH hotels with 174 bedrooms.
- The main entrance to the hotel has 12 steps from street level to ground floor. There is a street-level entrance with two lifts located nearby. Given the age of the building the lifts are fairly compact but will take a wheelchair.
- The access door has an intercom that alerts reception staff as the street level entrance may be locked on occasions for security reasons. The area is partially covered by CCTV.
- Floor surface to the lifts is short pile carpet.
- The lifts access the ground floor reception area. The lifts also provide access to three floors. One of these lifts also provides access to the fourth floor.
- Ramps are located around the ground floor areas where there are level changes, allowing for standard wheelchair access to our restaurant and access to other areas of the complex.
- It should be noted that there is stair access internally between the Derwent and Victoria hotels however it can be accessed on the level externally.

Arrival & Car Parking Facilities / Main Entrance & Reception

- The main entrance to the TLH Derwent Hotel is located on Belgrave Road.
- Any driver with a Blue Badge can request a reserved space in advance by contacting the Hotel Reception on 01803 400100. Specific disabled parking, located at the front of the hotel entrance, is limited and once disabled bays are all taken, Blue Badge parking may not be in a designated bay and the width of the bay therefore will be limited.
- Additional reserved parking can be found around the side and rear of the building and parking is available in any car park with the TLH logo on it.
- Luggage can be unloaded at the front entrance in the Drop Off space and reception will assist with parking information. We offer a 24 hour Porter service to help you with luggage from your car to the room.

TLH Derwent Bedrooms

- There are 174 bedrooms offering single, double, twin and family rooms.
- There are 4 disabled friendly rooms all located on the first floor. 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 a 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.
- A large number of our rooms are accessible by lift, but not all rooms. Twin, double and family room combinations are available. These rooms have flexible layouts and furniture can be moved to accommodate different needs.
- Bath 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 and 24hr assistance. Bedding is sheets, duvets with non-feather pillows (other bedding is available upon request).
- Emergency procedures are displayed on the back of all doors. Special assistance door hangers are 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. If you will need extra assistance in the event of an evacuation please inform reception upon arrival at any hotel.

En-Suite Bathroom, Shower-room & WC

All rooms have an en suite bathroom with a shower over the 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.

Toilet Facilities - Public Areas

The TLH Derwent Hotel has 1 disabled toilet which is located on the ground floor 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.

TLH Derwent Restaurant / Dining Room, Bar & Lounges

- These are located on the ground floor and are all at one level.
- There is waiter service for evening meals and breakfast is 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 occasionally 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.

TLH Derwent Hotel - 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.
- Wi-Fi is available throughout the hotel.
- A list of equipment hire companies is available on request.

Contact Information

TLH 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

TLH Victoria Hotel

- The TLH Victoria Hotel has 83 bedrooms offering single, double, twin and family rooms.
- There are also 16 self-catering apartments catering from 2 - 6 people – some of these are located on the ground floor, with level access.
- The main entrance to the hotel has 2 steps with a ramp. Once inside the hotel the lift can be used to access all floors.
- There are shared extensive leisure facilities on site including a gym, swimming pool and Spa.

Arrival & Car Parking Facilities / Main Entrance & Reception

- The main entrance to the TLH Victoria Hotel is located on Belgrave Road.
- Any driver with a Blue Badge can request a reserved space in advance by contacting the Hotel Reception on 01803 400200. Specific disabled parking, located at the front of the hotel entrance, is limited and once disabled bays are all taken, Blue Badge parking may not be in a designated bay and the width of the bay will therefore be limited.
- 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 unloaded at the front entrance and reception will assist with parking information. We offer a 24hr porter service to help you with luggage from your car to your room.

TLH Victoria Hotel - Public Areas

- 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.
- The Warwick Ballroom is not accessible by wheelchair.

Public Areas – WC

- There is 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. There is alternative access at street level via the hotel's front entrance into the Alberts Bar main entrance on Belgrave Road, avoiding steps.

TLH Victoria Hotel Restaurant / Dining Room, Bar & Lounges

- These are located on the ground floor and are all at one level.
- There is waiter service for evening meals and breakfast is 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. 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 TLH Victoria Hotel on Belgrave Road.
- The main entrance is on Belgrave road and once inside is at a flat level.
- There is a WC which has steps down to it. There is also a disabled WC at ground level.
- Alberts can be accessed internally via the Victoria Hotel but does have 2 flights of steps up to reception.

TLH Victoria Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

There are several meeting rooms within the TLH 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 and Warwick Ballroom.

TLH Victoria Bedrooms

- Riviera Front rooms are all accessed by lift. Not all standard rooms. Have lift access.
- Twin, double, and family room combinations are available. These rooms have flexible layouts and furniture can be moved to accommodate different circumstances.
- Other features applicable are short pile carpet in all bedrooms and 24hr assistance. Bedding is sheets, duvets with non-feather pillows (other bedding available upon request).
- Emergency procedures are displayed on the back of all doors. Special assistance door hangers are 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.
- All rooms have an en suite bathroom with a shower over the bath. Some of our rooms are "disabled friendly". Additional bathroom equipment including bath and toilet seats for disabled guests are available on request and can be booked when your hotel reservation is made. If you will need extra assistance in the event of an evacuation please inform reception upon arrival at any hotel.

TLH Victoria Apartments

- The TLH Victoria Apartments are located off Chestnut Avenue to the side of the Victoria Hotel.
- Reserved parking may be arranged by the apartments by pre – booking.
- The apartments are split over 4 levels and there is no lift. Ground floor rooms are 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 Apartments and car parking.

TLH Victoria 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.
- Wi-Fi is available throughout the hotel.
- A list of equipment hire companies is available on request.

Contact Information

TLH 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

TLH Carlton Hotel

- The entrance to the Carlton Hotel is fairly flat. There are large blue signs with the Carlton Hotel and
- TLH Leisure Resort on at the road entrance. The car park is well lit and well maintained.
- The Carlton Hotel is part of TLH Leisure Resort and is located near Torquay Seafront.
- There are 70 bedrooms offering single, double, twin and family rooms.
- There are also 3 self-catering apartments to cater from 2 - 6 people.
- There are extensive leisure facilities on site including a gym, swimming pool, spa and dance studio.

Arrival and Parking

- The main hotel entrance is located on Falkland Road.
- There are no steps and the ground is fairly flat. Any driver with a Blue Badge can request a reserved space in advance by contacting the Hotel Reception on 01803 400200. Specific disabled parking, located at the front of the hotel entrance, is limited and once disabled bays are all taken, Blue Badge parking may not be in a designated bay and the width of the bay will therefore be limited.
- 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 unloaded at the front entrance and reception will assist with parking information. We offer a 24hr porter service to help you with luggage from your car to your room.

Main Entrance & Reception

- There are no steps in the main lobby area. The reception desk is located on the left as you enter through the main entrance.
- There is a lounge area in the main lobby with sofas and chairs.
- The reception desk is 130cm high. Registration can be completed whilst sitting in the lounge and we have clipboards available.
- On check in the staff will give you a welcome envelope including information on meal times, entertainment and maps.
- There is an evacuation procedure for disabled guests. The receptionist will brief guests on this and issue procedures in the case of an emergency.
- In front of reception there is a lift and staircase to all floors and all bedrooms.
- Behind reception is a corridor accessing ground floor rooms and apartments.

- To the right of reception is a lift and staircase accessing the Bistro and the rest of the complex.
- Lift access to the spa and pool area can be arranged with hotel management.
- The Restaurant is located in front of reception
- The Riviera Ballroom is to the right of reception, which is where the main hotel bar is located.
- There are no steps or slopes en route to the bar or restaurant. The floor surface in the reception and lobby is carpet.
- Reception is open 7.30am -11pm and further information about the hotel, local area or any other guidance can be obtained from the receptionist
- Reception can be contacted 24hrs a day from all bedrooms on the internal telephone system.
- A night porter is available when reception is closed and can be contacted via the internal telephone system or directly at reception.

TLH Carlton Hotel - Public Areas

- There is a public telephone located in front of reception.
- The lift to the bedrooms has tactile buttons at standard height.
- The lift can hold 5 persons or a maximum weight of 375kg.
- The lift flooring is a vinyl.
- The lift door is manual and can be opened by pulling it. The lift can hold one standard wheelchair.
- All corridors and public areas are carpeted.

Public Areas - WC

- There is one set of male and female toilets in addition to a fully disabled public toilet in the TLH Carlton Hotel which are located to the right-hand side of reception.
- The disabled access toilet has an access door wide enough for a standard wheelchair and enough turning space to access the toilet.
- The floor is tiled. The sink and hand drying facilities are at a lower level and the sink has lever taps. The disabled toilet has baby-changing facilities on the left hand side.

TLH Carlton Hotel Restaurant / Dining Room & Bar

- The Restaurant is on the ground floor, accessed via the lobby. It has level access and carpeted flooring.
- The Restaurant Manager will greet you at the entrance and seat you at your table.
- There is waiter service for evening meals and breakfast is 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.
- The main bar is located in the Riviera Ballroom and access is through the lobby on the ground floor.
- Access is flat and the ballroom seating area is large, with coffee tables and lounge chairs. Table service is offered. There are large windows with a sea view and lots of natural light. At night lighting is dimmed when there is entertainment.

Carlton Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- We have 2 function rooms, the Riviera (as described above) and the Madison suite.
- The Madison suite entrance is located on the ground floor next to the lift. The room is accessed via large double doors. The floor is carpeted. The lighting can be adjusted depending on the event being held.
- Please notify conference or function organisers for any specific requests and we will aim to meet your

requirements.

TLH Carlton Bedrooms

- There are 4 bedrooms on the ground floor which may be suitable for disabled access. These all have walk in shower.
- There is one ground floor room which is fully adapted for disabled access.
- Twin, double and family room combinations are available. These rooms have flexible layouts and furniture can be moved to accommodate different circumstances.
- Bath and toilet seats are available on request or equipment can be hired pre-arrival from a local company.
- Other features applicable in our bedrooms are short pile carpet in all bedrooms, controllable lighting levels and 24hr room service or assistance. Bedding is sheets, duvets and non-feather pillows (other linen can be available – i.e. mattress toppers).
- Emergency procedures are displayed on the back of all doors. Special assistance door hangers are provided in all rooms in the case of an emergency. Room brochures are displayed in all rooms with more in depth information of facilities. If you will need extra assistance in the event of an evacuation please inform reception upon arrival at any hotel.

En Suite Bathroom, Shower-room & WC

All bedrooms have an en suite bathroom with a bath and overhead shower. One bedroom has grab rails next to the toilet. Additional bathroom equipment for disabled guests available on request and can be booked when reservation is made.

TLH Carlton Self-Catering Kitchens

The self-catering apartments come with a kitchen. These have not been adapted for disabled use and access in some may be limited.

TLH Carlton 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.
- Wi-Fi is available throughout the hotel.
- A list of equipment hire companies is available on request.

Contact Information

TLH Carlton Hotel, Falkland Road, Torquay, TQ2 5JJ Telephone: 01803 400300

Fax: 01803 400130

Email: carltonreception@tlh.co.uk

Website: www.tlh.co.uk

Hours of operation: 24hours

TLH Toorak Hotel

- The TLH Toorak Hotel is part of TLH Leisure Resort and is situated on Chestnut Avenue.
- The main entrance to the hotel has 2 steps but there is a disabled entrance from our car park with a ramp. Once inside the hotel the lift can be used to reach the reception area on the ground floor.
- There are some level changes on the ground floor with various ramps to assist with access.

Arrival & Car Parking Facilities

- The main hotel entrance is located via the second driveway on the left along Chestnut Avenue
- There is an alternative entrance via the Chatsworth car park – first entrance on the left along Chestnut Avenue. There is a security entrance system linked up to the main reception.
- Any driver with a Blue Badge can request a reserved space in advance by contacting the Hotel Reception on 01803 400200. Specific disabled parking, located at the front of the hotel entrance, is limited and once disabled bays are all taken, Blue Badge parking may not be in a designated bay and the width of the bay will therefore be limited.
- 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 unloaded at the front entrance and reception will assist with parking information. We offer a 24hr porter service to help you with luggage from your car to your room.

Public Areas - WC

WC facilities are located on the ground and lower ground floors. The ground floor has a WC with disabled access. Otherwise ramps are provided and the lower ground floor is accessible by lift. The floor surface in the reception and lobby is carpeted. There are some level changes on the ground floor and ramps are provided.

TLH Toorak Restaurant / Dining Room

- There are 6 steps into the restaurant but this can be accessed via a small dining room adjoining the main restaurant by use of ramps.
- There is waiter service for evening meals and breakfast is 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.

TLH Toorak Bedrooms

- The majority of standard plus rooms and all terrace rooms are accessed by lift, but not all standard rooms. Terrace rooms have two steps down to the external terrace area.
- Twin, double, family room combinations are available. These rooms have flexible layouts and furniture can be moved to accommodate different circumstances.
- Other features applicable are short pile carpet in all bedrooms, controllable lighting levels, and 24hr room service or assistance. Bedding is sheets, duvets with non-feather pillows (other bedding available upon request).
- Emergency procedures are displayed on the back of all doors. Special assistance door hangers are 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.
- All rooms have an en suite bathroom with shower over bath. Some of our rooms are "disabled friendly" and some of our ground floor rooms have sliding bathroom doors making easier access for wheel chairs. Check with our reservation team for availability.
- Additional bathroom equipment for disabled guests available on request and can be booked when reservation is made. If you will need extra assistance in the event of an evacuation please inform reception upon arrival at any hotel.

TLH Toorak 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.
- Wi-Fi is available throughout the hotel.
- A list of equipment hire companies is available on request.

Contact Information

Toorak Hotel, Chestnut Avenue Torquay TQ2 5JS

Telephone: 01803 400500 Fax: 01803 400174

Email: rooms@tlh.co.uk Website: www.tlh.co.uk

Hours of operation: 24 Hours

TLH Leisure Resort General Areas & Shared Facilities

- The Aztec Spa, indoor swimming pools and gym are situated between the TLH Derwent and TLH Carlton Hotels and can be accessed via the lower ground floor entrance to the Derwent Hotel on Belgrave Road.
- The spa can be accessed via the lift and staircase at the rear of the Carlton Hotel reception and then via the stairs between the Aztec Bistro and Palms Area. The Spa is on the lower ground floor with a flat entrance with wide doors big enough for a standard wheelchair.
- Lift access to the Aztec Spa area can be arranged with the TLH Carlton Hotel Management.
- The spa has 5 treatment rooms offering a range of treatments, details of which can be found elsewhere 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 are 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.

TLH Leisure Facilities

- Most of our leisure facilities are in a central area within the complex .
- The complex shares a 25m swimming pool, a smaller fun pool, gym, sauna, Jacuzzi and steam room.
- These facilities are open from 7am - 9pm each day and are attended by qualified staff.
- Access to the pools and gym is possible for mobility restricted guests and is the same as the spa – see details above.
- It is best to contact a member of Carlton 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 inside the main entrance.
- Facilities such as the Sauna and Jacuzzi are not suitable for mobility restricted guests.
- It is possible to access the steam room as this entrance is flat. Entrance 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.

For any additional information please call our Private Reservations Team on 01803 400500.

Aztec Games

Internal access to the Aztec games area is via one of two sets of stairs at either end. The area can be accessed externally on the level via ramps down to the main entrance.

The Ten Pin bowling lanes have a ramp which can be used for wheelchair access.

Toilets are located on the level as you enter the games area, they include male and female toilets and a full disabled toilet.

Bowls Arena & Club House

Access to the bowls arena from the hotels is via small sets of stairs. Once in the area of the complex that the bowls arena is located in the rink is fully on the level.

There is a purpose built wheelchair available in the rink for use on the green.

The Clubhouse is accessed via a set of stairs adjacent to the rink. Drinks and food can be ordered and delivered to the rink if required.