

ACCESS STATEMENT & INFORMATION FOR VISITORS WITH RESTRICTED MOBILITY OR IMPAIRMENTS

The historic nature and design of the hotel means that certain areas may not be easily accessible for all guests and we will be happy to provide assistance where necessary.

The following information aims to provide you with all the details you may require on your stay or visit to then hotel. If you have specific questions or requirements please feel free to contact our team who will be able to assist you.

CAR PARKING

Our car park is located in front of the hotel and we have reserved wide spaces within 10m of the front door for disabled badge holders.

Reception is immediately through the front doors from the car park and our host team will be happy to collect luggage from your car and porter it to your bedroom.

BEDROOMS

We have 10 ground floor bedrooms, 6 are located to the right of reception and 4 centrally within the hotel. These provide easy access to all our Public areas. 3 emergency exits are located within 10 meters of these bedrooms with one that exits via a fitted ramp.

One ground floor bedroom includes an adapted wet room, low level fittings throughout, easy access toilet and shower fittings, grab bars and emergency pull cord alarm linked directly to reception.

PUBLIC AREAS

The ground floor is one level throughout giving access to all public areas.

DINNING

The Belsfield restaurant and brasserie are both located on the ground floor and are level throughout. Double doors lead into the restaurant and the brasserie entrances. You are most welcome to book a specific table in advance; tables are generous in size and the correct height to comfortably accommodate wheel chairs.

Our terrace is accessible to wheelchairs from reception via a level path; tables are available in the shade under our veranda or on the lawns. Access to the terrace from the brasserie involves two steps and our staff will be happy to assist you if required.

FACILITIES

We have specifically designed access toilets within the male and female washroom rooms within the main hotel.

GARDENS

Our gardens are approximately 4 acres and slope down towards Lake Windermere. Access to the terrace and upper gardens is excellent, but the path and steps through some of the lawned areas are steep and as such not suitable for wheelchair access. An alternative access to the lower grounds can be provided. Please ask at reception who will happy to take you through a private gated entrance, at the end of the hotel car park.

ROOM SERVICE AND PRIVATE DINING

A room service menu is provided in all our bedrooms but we can also arrange for a table to be set in the bedroom when dining from our 5 course restaurant menu. There are other areas in the hotel that we can also offer private dining facilities that overlook Lake Windermere.

VISIBILITY

We have excellent state of the art LED lighting throughout the hotel and corridors; we have also installed LED exterior lighting to the car park, building and grounds.

The building features some glass walls, which have logos, added to them to increase the visibility, these areas are very well lit.

The ground floor of the hotel is open plan and bright with floor to ceiling windows.

Our staff are happy to help with access to all areas. The hotel can become very busy in the summer months and this can make navigating the public areas a little tricky so please let us know if we can be of assistance.

DOGS

All dogs are welcome on the terrace but only guide dogs are permitted inside the hotel.

FAMILIES

We have six large Family Suites, which have a sofa bed for children of all ages; some rooms can have two additional z beds added for children under 12.

Games and activities are available with children's meals available in all areas of the hotel.

SHOULD YOU REQUIRE ANY FURTHER INFORMATION OR IF THERE IS ANYTHING YOU FEEL WE HAVEN'T COVERED THAT WOULD HELP OUR VISITORS AND GUESTS, PLEASE CONTACT THE HOTEL DIRECTLY ON: 0844 736 8604 OR E-MAIL : BELSFIELD @ LAURAASHLEYHOTELS.COM