

Access Statement For Castle Hotel, Taunton

Introduction

The Castle Hotel is located in the historic heart of Taunton. The hotel is independent and has a long reputation for the warmth of our hospitality and personal attention. We want your visit to be an experience you recall with pleasure and we look forward to welcoming you to Taunton.

Pre-Arrival

- For assistance prior to arrival please contact reservations on 01823 272 671
- The Castle Hotel in Taunton's town centre, is two miles from junction 25 of the M5 and only a few minutes drive from the train station which provides direct connections with London and Birmingham
- Taxis are readily available outside the train station which is a few minutes drive or a 15 minute walk from the hotel
- The bus station is an easy 2 minutes walk from the hotel
- The centre of town is right outside our door step
- We have a list of local equipment hirers that is available on request

Arrival & Car Parking Facilities

- The hotel has limited parking facilities for residents which include a disabled parking space
- Residents can pre-arrange to have a parking space directly outside the front of the hotel to be reserved for them ~ contact reservations
- The car park is level and has a tarmac surface
- There is only one small step at the front of the hotel
- A temporary ramp is always located at the front door
- The revolving door can be adjusted to make entry and exit easy for infirm or disabled guests
- Assistance is provided wherever possible with parking and luggage

Main Entrance & Reception

- Once through the revolving doors the reception area is level with access to the bar, restaurant and the lift to the guest floors
- The reception desk is located to your right as you enter the front hall
- There are a number of seating areas in the front hall
- The reception desk is 110cm high but there is also an additional desk where seated registration can take place immediately opposite the reception desk
- On check in staff will brief you on our evacuation policy
- The registration card can be enlarged if required
- We can provide a magnifying glass and easy to hold pens if required
- The lift to all floors for bedrooms is located opposite the reception desk
- The main restaurant is located along the short corridor beside the lift
- The bar is located to the right (as you face it) of the reception desk
- There are no steps to the lift, restaurant or bar
- The floor in the front hall is entirely carpeted
- Familiarization tours can be provided if required

Public Areas - General (Internal)

- There is a phone on the desk opposite reception desk that guests can use
- The lift has an audible indicator to announce arrival
- The lift doors are fitted with door sensors to prevent closing on guests before they have fully entered or vacated the lift
- The hotel is only three floors high
- The lift buttons are easy to read
- Assistance can be provided with the use of the lift
- There is a large mirror at the rear of lift with a sturdy hand bar below
- There is room for a wheelchair, an assistant and one other in the lift
- There are refuge areas located on each floor and they are indicated by the fire exit signs

Public Areas - WC

- There are separate toilet facilities provided for ladies and gents
- Access to the toilets is up a short flight of stairs
- We have an electric chair which is available to help infirm or disabled guests up or down the stairs
- We can, subject to availability, also provide access to one of the first floor bedroom bathrooms which would be accessed by using the lift
- The floor surface in the ladies wc is carpet while the gents is a non-slip floor tiled surface
- There is colour contrast with critical surfaces, tiles are coloured and the sanitary ware is white

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- The location of the toilets can be seen in the public areas WC section
- There is a bar situated on the ground floor to the right (as you look at it) of the reception desk
- It has a level entry and is open plan with even wooden flooring
- The bar counter is to the left upon entry
- Table service is offered throughout
- The tables are all of equal height and there is an option of easy access chairs or banquette seating
- Lighting is a combination of natural and electric light
- In the evening small candles add to the intimate ambiance
- The restaurant is also located on the ground floor along the short corridor beside the lift
- It has a level entry and is open plan with an even carpeted floor
- There is a host desk on entry to the restaurant and staff will assist you to your table
- The restaurant provides table service throughout with assistance being available with the self service breakfast
- Lighting is a combination of natural and electric light with candles added in the evening
- Lighting levels can be increased if required
- We cater for all special dietary needs
- Staff will provide full explanations of every dish when ordering and will explain the dish when presented at the table

Laundry

- Laundry service and dry cleaning is offered
- Bags are available in the bedrooms and are collected from the bedrooms by 09.00 and returned by 17.00 (expect Sundays when there is no laundry or dry cleaning service)

Shop

- There is a small cabinet at the entrance to the restaurant which contains items for sale
- Items can be purchased through the reception desk

Treatment room/s

- None available

Leisure Facilities

- None available

Outdoor Facilities

- None available

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- We have 2 main conference rooms that are accessed via short flights of stairs from the front hall
- Both rooms can be accessed via double doors
- We have an electric chair which is available to help infirm or disabled guests up or down the stairs
- Lighting is even but can be varied using dimmer switches
- Please notify conference organizers in advance if you will require any additional services e.g. special seating arrangements, staging, interpreters, we do try to accommodate everyone's needs wherever possible

Bedrooms

- We have 36 rooms that can be accessed via the lift but without having to negotiate any steps
- We have a telephone with large dial numbers, a vibrating audio alarm that is activated by the fire alarm and smoke alarms in every bedroom
- The bedrooms and bathrooms are generously proportioned but some provide more turning and transfer space than others
- We try as far as possible to allocate bedrooms based upon individual guest needs
- Emergency procedures are posted on the door to each bedroom and are explained upon check in for any disabled guests
- Every bedroom has television and radio with remote control
- Flooring in all bedrooms is carpeting
- Bedroom lighting can be switched on at the entrance to the room and also within the room
- There are bedside lights
- There is a direct dial telephone in every bedroom
- We provide non-allergenic bedding as required
- All rooms are non-smoking in compliance with current legislation
- Furniture within the rooms can be moved or even removed
- Dogs are permitted and food and water can be provided
- Bedroom information folders can be provided in large print or magnifying glasses can be provided

Bathroom, Shower-room & WC [En suite or Shared]

- All bathrooms are fitted with non-slip floor tiles
- All baths have non-slip strips applied
- We provide bath steps and seats
- Bathroom lighting is very bright and all sanitary ware is white
- There is an additional telephone in every bathroom

Self-Catering Kitchen

- None available

Caravans, Holiday Homes & Twin Units

- None available

Touring Facilities (Holiday Parks)

- None available

Boats - Narrow Boat, Cruiser & Hotel Boat

- None available

Attractions (Displays, exhibits, rides etc.)

- None available

Grounds and Gardens

- There is a multi-level walled Norman Garden located to the right hand side (as you exit) of the hotel
- There are uneven pathways and stone steps that may be unsuitable for infirm or wheelchair bound guests
- There is a lawn in the centre of the Norman Keep with planted rose beds
- Staff assistance can be provided
- There are a number of wooden benches provided

Additional Information

- If you require any assistance during your stay please contact reception
- The Duty Manager can be contacted via reception
- We have a general evacuation procedure with specific procedures for infirm or disabled guests and this will be explained upon check in
- All front of house staff have regular training which includes disability awareness training
- All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms
- There is excellent coverage for mobile phones throughout the hotel
- Wi-Fi is available throughout the hotel
- We do have a few rooms with interconnecting doors that are suitable for families or carers
- There is no background music in the hotel or lift
- A list of equipment hire companies is available on request
- A list of carers in the local area are available on request

Contact Information

- Address: Castle Hotel, Castle Green, Taunton, TA1 1NF
- Telephone: 01823 272 671
- Fax: 01823 336 066
- Email: reception@the-castle-hotel.com
- Website: www.the-castle-hotel.com
- Hours of operation: 24 hours, 365 days per year
- Emergency number: Reception Dial 0

Future Plans

- We are constantly refurbishing and up grading our public rooms and bedrooms
- We are planning to install two walk-in showers in January 2008

We welcome your feedback to help us continuously improve if you have any comments please phone 01823 272 671 or email reception@the-castle-hotel.com