

Access Statement for the Richmond Hotel

The Richmond Hotel is a grade 2 listed building dating back to the Georgian/Victorian era. Whilst this does mean we have inherited some beautiful architectural details it also means that the structure of the building does present some physical barriers to accessibility.

If you do have any special needs please do contact us before making a reservation so that we can try to meet your requirements as best we can.

Contacting us

We welcome correspondence by phone, fax, letter or e-mail and we will endeavour to respond by whichever means is most suitable for you.

On arrival at the front of the hotel

The front of the hotel is reached via the main Promenade. Dropping off points near the front door are not usually a problem to find. Restricted parking is available on the Promenade. Opposite the hotel is a zebra crossing. To reach the main front door there are a set of 5 slate steps to ascend. A handrail is on either side but are positioned wide apart. There is a doorbell by the front door which is also covered by CCTV. The front door is not automated.

On arrival via the rear of the hotel

Access to the rear of the hotel and to our own private car park is via Queen's Road. We provide enough car parking space for one medium sized car per guest room, with additional free on-street parking nearby. The car park is level and has a tarmac surface and is covered by CCTV. At night sensor lights are in operation which will cover the car park and the path to the back door. The back door is reached via a stone path approximately 20 metres long which passes through our small garden area. (During the warmer months we provide garden furniture for guests who wish to sit outside). At the top of the path are 6 steps to ascend to reach the back door. These steps have a non-slip surface on them with a hand rail on either side. There is a doorbell at the top of the steps. The door is not automated.

Reception

Reception is located on the ground floor and is accessible on the flat once in the front door. For those entering the hotel via the rear entrance there are 4 steps to ascend with a handrail on the right hand side. Reception is at a height of 1 metre 9cm. There is a bell to summon attention and a chair is located near the reception desk. The reception area is well lit and we have available a magnifying glass to assist guests with checking in forms if required. Help with luggage is available but please note that guests may have to wait for assistance with particularly heavy items as not all members of staff can safely manage heavy lifting. All public areas including stairways are carpeted throughout the hotel.

Ground floor

The lounge/bar area is located next to reception. The furniture is a mix of fixed bench seating, freestanding tables and armed chairs. The television is remote controlled and has teletext. The bar is

at a height of 1 metre 18cm . Waiter service is available. The restaurant, where evening meals are usually served, is located next to the lounge-a small slope connects the two. The furniture is freestanding and chairs with arms are available if required. Waiter service is always available and menus with larger print can be arranged on request. Staff will always be willing to read out the menu if guests would find this more suitable. Most diets can be catered for by prior arrangement. Toilets near the restaurant have 2 steps down to them with a handrail on the left. Toilets near to the main back door have 4 steps down to them with a handrail on the left. The payphone is also by the back door. The toilets are not adapted for wheelchairs.

Lower ground floor

Breakfast is usually served on this floor. There are 2 sets of stairs, one on either side of the hotel, to reach this room. The stairs by reception have a half turn in them with a handrail either side (13 steps). The stairs by the restaurant have 2 half turns with a hand rail on both sides as you go down (14steps). The furniture is freestanding and chairs with arms can be arranged. Waiter service is always available. Arrangements can be made for breakfast to be served on the ground floor for those guests who cannot manage the stairs.

Bedrooms

There are 15 guest rooms located on the first, second and third floors and all are non-smoking. There are no ground floor rooms. A banister on the left runs all the way up the stairs to each floor. All rooms vary in size and style and we will always try to match rooms to guest requirements. Please advise us before making a reservation if a first floor room is required so that we can advise you on availability. All bedrooms are en-suite with either a shower or a bath but not both. There is a small step to get into shower cubicles. Non slip mats are available for showers and baths. All bathroom floors have non-slip surfaces. All rooms have remote control TV's, cordless kettles, phones and modem points. Mobile phone coverage is generally good and improving but depends upon which company is used. Chairs with arms are provided in each room. Reception is manned from 8am until 9pm and can be contacted via bedroom phones. We do not have a night porter but as we live on the premises we can offer assistance in an emergency overnight. We welcome assistance dogs by prior arrangement. The hotel has no literature in braille. Comments and suggestions from guests that could be included in our statement are always welcome. We will continually update our statement as alterations and improvements occur at the Richmond Hotel. Please do not hesitate in asking any further questions that will help you to decide if we can meet your requirements for an enjoyable stay.