

Access Statement for the Bayhouse Hotel and Carter's Restaurant

In accordance with the disability discrimination act 1995 (revised 2005)

Introduction

The Bayhouse Hotel is positioned on Keat's Green over looking the English Channel. We have 22 letting rooms of different occupancy. We have 3 ground floor rooms which are wheel chair accessible. The management and staff provide very high standards of service to all of our clients achieved by detailed training and professional experience.

Reception

For assistance and advice prior to your arrival please contact the Hotel on 01983 863180 preferably during office hours or email to info@bayhouse-hotel.co.uk. Our reception is not manned 24 hours. It is open daily from 9am to 4pm, after which the Hotel staff will be able to deal with most issues. From 11pm to 7 am the Hotel is managed by our emergency night porter who is contactable by the phone left nightly on the reception desk. This person is on call for Fire, Ambulance and Police matters only.

Position and transport

The Hotel is 2 minutes walk from the Old Village and an 8 minute walk to the main town. All nearby pavements and roads are relatively flat unless you decide to go down to the sea front where you will find steep paths and steps. There is a cliff lift 3 minutes from the Hotel which is open for most of the day during high season. There are bus stops close to the Hotel in Queens Road, the Old Village and a main bus stop adjacent to Somerfield's in the main town. There is a rail link from Ryde to Shanklin and the trains are frequent. Outside of the train station there is a taxi rank. The Hotel can book a suitable taxi for you by prior arrangement. The Hotel has its own car park with disabled parking in front of the garage doors. Please arrange to have this space reserved. We also have safe road parking outside the building.

Arrival

All guests should use the Hotel main entrance on Chine Avenue. There is a small slope to the main door. If you need assistance with luggage and equipment please ask when checking in. There is a small lip to the main entrance and the door can be widened if required. The reception is even levelled and carpeted. The desk is to the rear of the lobby and there is ample seating. The desk is 110cm high; please ask if you would prefer to register whilst seated in the lobby. We have a public toilet in the area with disabled support equipment, grab rails, lowered hand basin and mirror and non slip Altro floor covering. There is colour contrast; doors are stained dark, walls are tiled and sanitary ware is white.

Restaurant and Bar

The Restaurant and Bar areas are on one level with only a small carpeted slope to the dining room. The Bar area has tiled flooring, the Restaurant is carpeted. The Bar offers a variety of seating from tall bar stools to low settees and bucket chairs. The lighting is mainly natural day light with low lighting in the evening. Table bar service can be provided upon request. The Restaurant is reached through the Bar area and has mid height tables and chairs. The area is natural daylight with low lights in the evening. We can increase the level of lighting to suit your requirements. The Restaurant provides a full a la carte evening menu with daily specials and table service. The Breakfast service is part cold buffet and hot table service. Our kitchen can cater for a variety of dietary needs, please advise the Hotel on booking. The menus are available in large print by prior arrangement or our trained waiting staff will be happy to take you through the choices. There are separate ladies and gents toilets located of these areas. Both WC's are also floored with colour contrast and white sanitary ware.

Decking areas

The decks are accessible from the bar area. There are two sets of wide opening doors with steps down 17cm. The decks are on one level and can be accessed from outside the main entrance via a low ramp. The flooring is wooden and can become slippery during wet weather although part of the decking is covered and heated. The area is illuminated in the evening with low level lighting. The seating and tables are mid height and plentiful. The rear exit from the decking area on to Keats Green is not suitable for wheel chairs.

Rooms

The Bayhouse Hotel has 3 wheel chair accessible rooms all on the ground floor. The flooring is short pile carpet with lino in the shower rooms. The en suites are colour contrasted with white sanitary ware, with optional heavy duty shower mats. The furniture can be moved or removed upon request. Emergency procedures and room folders in large print are available.

Further information

If you require any help or extra assistance during your stay, please ask. The Red Cross and other equipment hire services are available on the Island. Should you need G.P. services during your stay you will need to have the name, phone number and address of your local G.P.

Contact information

Our postal address and website

Bayhouse Hotel, 8 Chine Avenue, Shanklin, Isle of Wight, PO37 6AG

www.bayhouse-hotel.co.uk

Phone and email

01983 863180 phone

info@bayhouse-hotel .co.uk

Local transport

Island line trains 01983 812 591

Southern Vectis Bus Company 01983 827000

A Cabs 01983 866772 taxi

Health and Hire

Island Health Line 0845 60 31 007

St. Marys Hospital 01983 524 081

N.H.S. Direct 0845 46 47

Shanklin Medical Centre 01983 862000

Ambulance 999

Adult Social Services 01983 520 600

British Red Cross 01983 537 821

On Going Improvements

We aim to make every room more accessible in our maintenance program. In 2009 we will have the latest fire detection system installed with sensors and alarms throughout the accommodation areas to bring it into line with our Bar and Restaurant improvements.

If you can offer constructive feed back to help us improve our service, please let us know.

The Management and Staff welcome you to our Hotel; we hope you enjoy your stay.