

## **Access Statement for the Crown Hotel**

### **Introduction**

The hotel is on a flat, level area of Weymouth town centre with some of the hotel rooms having harbour views. We have 86 bedrooms offering single, double, triple, twin and family rooms.

We aim to provide the highest standards of service to all our guests and encourage this through staff training dealing with both customer service and safety. We look forward to welcoming you to the Crown Hotel and making sure your stay is an enjoyable one.

We offer the following services and facilities:

### **Pre-Arrival**

- For assistance prior to arrival please contact our reception staff on 01305 760800
- The hotel is situated in the town centre by the town bridge and harbour. The Beach and Esplanade is a 5 minute level walk.
- A taxi service is available from Weymouth train station or a level 15 minute walk.
- The hotel has no steps to the entrance and is level entry to all ground floor public rooms.
- You can contact the hotel by telephone 24 hours a day. The reception staff are available from 8.00am until 11.00pm and then the Night Manager is available.
- Our website [www.kingshotels.co.uk](http://www.kingshotels.co.uk) gives information about the hotels, restaurants and bars within our group.
- We have access to local equipment hirers and reception will be glad to deal with any enquiries.

### **Arrival and Car Parking Facilities**

- All guests should use the front entrance of the hotel.
- Guests can be dropped off outside the hotel in the pull in area but cars must not be left unattended.
- There is permit parking nearby but it is not guaranteed.
- The car park of the hotel is accessible by driving round to the back of the hotel. You will need to take a sharp turn down the side of the hotel, drive alongside the harbour and take the first turning to the right and then take the second turning right which brings you to the back of Tesco's and down to the back of the hotel. There is a garage with 8 parking spaces and 6 uncovered off street parking places. The garage is kept locked but a key is always available at reception.
- There is a rear entrance to the hotel but they are fire doors so not generally accessible unless somebody can open them from the inside.
- As car parking is restricted and cars do need to be moved around you will be asked to leave your car keys at reception upon check-in. We do have a Fleet Insurance Policy in place to enable staff to drive our guest's cars so no car will be moved without full insurance cover.
- If arriving by coach your luggage will be unloaded and delivered to your room by our porters.
- If arriving by car and you need assistance with your luggage please ask at reception and we will do our best to assist you.

## **Main Entrance and Reception.**

- The reception desk is to the right of you when entering the hotel. This desk is manned 24 hours a day.
- We do have swing doors just inside the front entrance to the hotel. However in the summer these are clipped back and never used. In the winter we do use them as they do prevent cold air entering the hotel and causing discomfort to guests using the seating provided in the reception area. Should guests find these doors an access problem they can easily be clipped back providing ample width to enter the hotel.
- There is ample room in reception with seating areas.
- To the side of the reception desk are the stairs to all floors.
- The Ballroom Bar is located immediately to the right of you when you walk into the hotel before the reception desk.
- There is also an entrance to the Vaults Bar and Restaurant opposite the reception desk.
- The main dining room is located straight in front of you at the end of the corridor opposite the front entrance to the hotel.
- All these facilities are on level floors with no steps.
- Please be aware that the floor of the reception area is marble and slips must be avoided in the wet weather. We have barrier mats at the entrance to the hotel.
- The reception area is on the ground floor of an atrium which reaches up to the third floor therefore we have two sets of fire doors on each floor to prevent any spread of fire in the event of an emergency,

## **Public Areas**

- The public telephone is located just inside the door to the Vaults Bar and Restaurant on your left hand side.
- The lift goes to all 4 floors and is situated down the corridor to the dining room and then the first left hand turn brings you to the lift lobby area.
- There are ladies and gentlemen's public toilets on the ground floor just past the reception desk on your right hand side.
- All public areas are clearly signed.

## **Ballroom Bar**

- The Ballroom Bar is on Ground Floor level to the right just inside the front entrance to the hotel.
- The Ballroom Bar provides nightly entertainment during the season and has level entry from reception and is flat inside with no steps at all.

## **Dry Lounge**

- The lounge area is on the first floor and has ample seating with views over the town bridge and harbour.
- It is level entry and once inside there are no steps.
- It is accessible from reception by one flight of stairs or by taking the lift to the first floor.
- At the top of this flight of stairs to the first floor is a large single toilet with extra wide door but is not a fully disabled toilet. However this toilet is accessible from the lift and there are no steps between the lift and this toilet.
- Once you are out of the lift you have a level walk round to the left, through 2 sets of fire doors and the Lounge is on your right and the toilet to your left.

## **Bedrooms**

- Some bedrooms are accessible directly from the lift without steps at all and there are no steps to the bathroom.
- We also have bedrooms with just showers if guests find using baths difficult.
- There is an internal telephone in each bedroom which is connected to reception which is manned 24 hours a day.
- Grab rails are provided in certain rooms that do have baths.
- Equipment can be hired from local suppliers.
- Flooring in bedroom is short pile carpet.
- Flooring in bathrooms is non slip cushion flooring.
- All hotel bedrooms are non-smoking.

## **Vaults Bar and Restaurant**

- The Vaults Bar and Restaurant is open to the public and is opposite the reception desk. It is level entry and there are no steps once inside this area. There is also an entrance to this Bar and Restaurant in the front entrance to the hotel to your right hand side. There is a very small step into this area but is clearly marked as a possible hazard.
- There is a small flight of a few steps up to a side entrance but this is locked and never used now for security purposes.
- There is a gentlemen's toilet within the bar area and there are further toilet facilities in the reception area for both male and female guests.
- Inside the entrance to The Vaults Bar and Restaurant on your left hand side is the public telephone kiosk.
- The Restaurant opens for lunchtime service daily and during this time there is a door directly into the restaurant from the reception area. However this is closed once lunch time service has finished.
- During lunch time service guests can eat in the restaurant, in the bar area or in the reception area.

## Dining Room

- The dining room is accessible by a short level walk from the reception area. It is down a corridor across the reception area opposite to the front entrance to the hotel.
- There is level entry into the dining room and once inside there are no steps.

## Additional Information

- If you require any assistance during your stay please note that reception is manned 24 hours a day with the Night Manager working from 11.00pm until 9.00am when the Reception Staff come on duty. Should you wish to speak to the Duty Manager they will be able to arrange this. The Hotel Manager is Mr Munro Ross, the Assistant Manager is Mr Jamal Hilal and the Reception Manager is Miss Leanne Squibb.
- There is good coverage for mobile phones at the front of the hotel but some of the bedrooms with internal views may have an intermittent service depending on your provider. However all rooms have an internal telephone service to reception and other bedrooms and there is a payphone in the Vaults Bar and Restaurant.

## Contact Information

- The Crown Hotel, 51- 53 St Thomas Street, Weymouth Dorset DT4 8EQ
- Telephone: 01305 760800
- Fax: 01305 760300
- Email: [crown@kingshotels.co.uk](mailto:crown@kingshotels.co.uk)
- Website: [www.kingshotels.co.uk](http://www.kingshotels.co.uk)
- Hours of Operation: 24 hour reception
- Local Equipment Hire Companies:
  - Active Mobility, 13 – 15 Abbotsbury Road, Weymouth, Dorset DT4 0AD
  - Telephone: 01305 774422

Red Cross, The Coach House, Acland Road, Dorchester, Dorset DT1 1EF  
Telephone: 01305 268871

- Local Accessible Taxi Number:
  - Bee Cars Weymouth, 6 St Edmund Street, Weymouth, Dorset DT4 8AR
  - Telephone: 01305 775151

Please note that this taxi firm only have one car suitable so it is not always available so booking is essential.

**We hope you enjoy your stay with us, please contact any member of staff if we can be of service to you during your stay.**