



**COUNTY HOTEL CHELMSFORD**



## **Accessibility Guide for County Hotel**

[reservations@countyhotelgroup.co.uk](mailto:reservations@countyhotelgroup.co.uk), 01245 455700,  
[www.countyhotelchelmsford.co.uk](http://www.countyhotelchelmsford.co.uk)

**Contact for accessibility enquiries: General Manager & Deputy General Manager**



### **Welcome**

Elegant and classic, the County Hotel is conveniently located near the heart of Chelmsford City Centre with a 2-minute walk from Chelmsford train station and just 30 30-minute train journey to London Liverpool Street. We have a large car park which is free for our guests and offer complimentary Wifi throughout the hotel.

Part of the Classic British Hotels Group, the County Hotel is an ideal location from which to explore Chelmsford City, The Essex countryside or even a quick trip into London. We have 50 rooms consisting of suites, premium, double plus and standard rooms.

## At a Glance

### Level Access

- There is level access from the main entrance to:
  - Hotel Reception
  - Bedroom: 5 & 7
  - Samphire Restaurant
  - Rainsford Bar & Lounge
  - AccessAble Toilet
  - Terrace
  - Front Patio

### Bedrooms

- We have non-allergic bedding.

### Level access bedrooms

- From the main entrance to the bedroom, there is level access.
- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.

### Hearing

- The fire alarm has flashing lights.
- The (bedroom) TVs have subtitles.
- We have a hearing loop in Main Conference room.
- Some staff have disability awareness training.

### Visual

- The menu is in large print.
- We have information in large print.

### General

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.
- Staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

## Getting here

29 Rainsford Road  
Chelmsford  
Essex  
CM1 2PZ



### *Travel by public transport*

- You can get to The County Hotel by bus and train.
- Station/Bus Stop: Chelmsford City Centre County Hotel Stop ID: esxdpgmt Out of the hotel and turn right, across the road from the hotel about 40 metres & Station/Bus Stop: Chelmsford Bus Station Stop ID: esxjdmwt Out the hotel and turn right heading toward city centre about 240 metres from hotel The bus stop is 0.0 miles / 0.0 km from The County Hotel.
- The nearest train station is Chelmsford Train Station. The train station is 0.2 miles / 0.3 km from The County Hotel.



### *Travel by taxi*

- You can get a taxi with Fareways by calling 01245355555. The taxi company has a wheelchair-accessible vehicle.
- Advance Taxi booking is needed if wheelchair accessible vehicle is required



### *Parking*

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The path is inclined.
- The route is 1680mm wide, or more.



Rear Access from car park to reception, bar, restaurant & conference room

## Arrival



### *Path to the main entrance*

- From the street to the main entrance, there is level access.
- The path is 2000mm wide, or more.
- The path is inclined.



### *Main entrance*

- The main entrance has level access.
- The door is 1900mm wide.
- The main door is side-hung and manual.



Front Doors

## Getting around inside



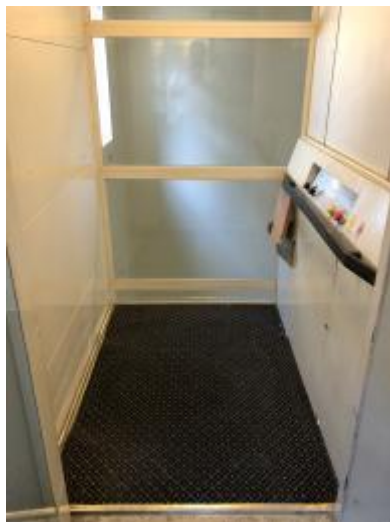
- We have 1 lift.
- You can get a lift to some floors.

### *Lift to First floor and accessible rooms*

- The lift is a platform lift.
- The lift door is 900mm wide.
- The lift is 1020mm wide. The lift is 1400mm deep.
- The lift says the floor number on each floor.
- The lift buttons have raised numbers or letters.



Lift to the first floor



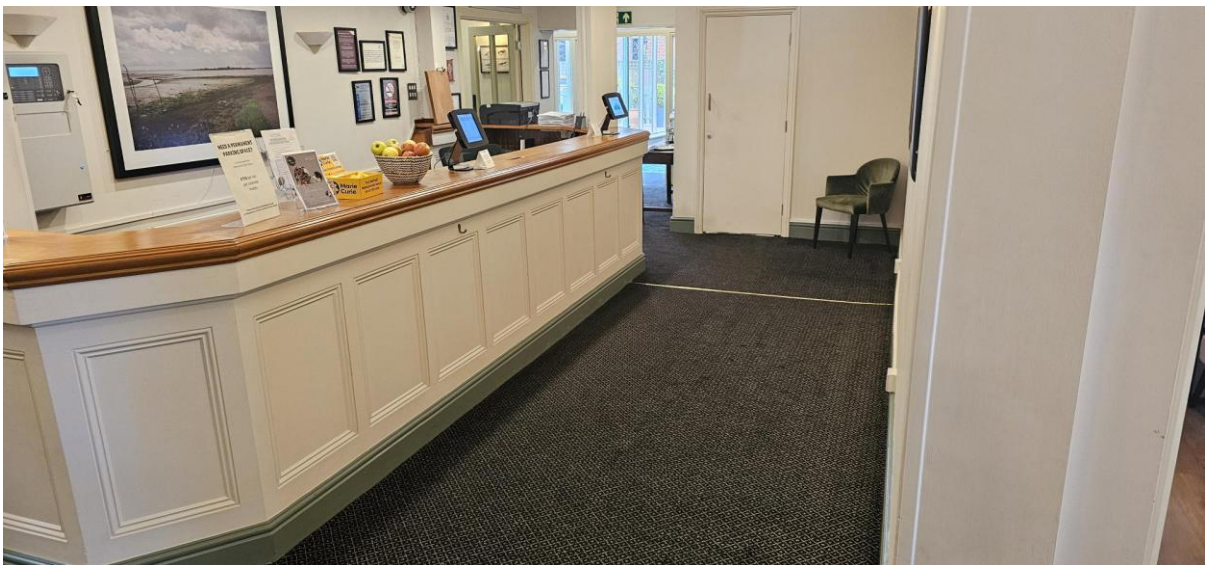
Lift on the entrance on the first floor

## *Hotel Reception*

- From the main entrance to reception, there is level access. The door is 1900mm wide.
- You can sit down at reception.
- A receptionist will be happy to come round to the other side of the desk to check you in, should you wish



Hotel Reception area



Seating area in reception



## *Bedrooms*

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, floor standing lights, bedside lamps, desk or table lamps, spotlights and natural daylight.
- Lights LED and energy saving.
- TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- Some bedrooms have fitted carpets.
- We can give details of the cleaning chemicals used on request.
- We can move the bedroom furniture, to improve accessibility.
- From the main entrance to this area, there is level access.



## *Accessible bedrooms*

### *Accessible bedrooms 5 & 7*

- From the main entrance to the bedroom, there is level access. There is a lift. The route to the bedroom is 770mm wide, or more. The bedroom door is 790mm wide. There is 990mm at the side of the bed. The bed is 600mm high. There is 210mm under the bed.
- The bedroom is double. The bathroom is ensuite. The bathroom door is 845mm wide.
- The bathroom has a bath with an overhead shower. The shower has a handrail. The toilets have handrails. The direction of transfer onto the toilet is to the right. There is 1100mm at the side of the toilet.
- There is 330mm in front of the toilet. The toilet seat is 460mm high.
- The basin is 830mm high. The taps are lever-operated. There is space under the basin, with no pedestal or boxing.



### *Rainsford Bar & Lounge*

- From the main entrance to the bar, there is level access. The route is 1300mm wide, or more.
- The door is 1300mm wide.



Main Bar area



Lounge bar area





Summer Exit to front patio from bar



Bar area

## Public toilet

### AccessAble Toilet

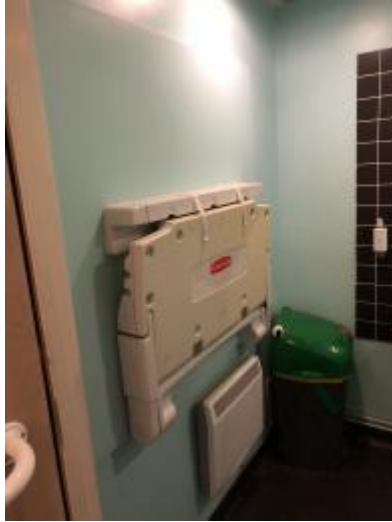
- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 880mm wide, or more.
- The toilet door is 880mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 900mm at the side of the toilet. There is 1050mm in front of the toilet. The toilet seat is 490mm high. The toilets have handrails.



Doorway to disabled toilet



Disabled Toilet



Changing Table

## *Place to eat and drink*

### *Samphire Restaurant*

- From the main entrance to the dining area, there is level access. The route is 980mm wide, or more. The door is 980mm wide.
- To get to a table, there are no steps.
- The menu is available in large print.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for all dietary requirements and allergies.



Restaurant



Restaurant Conservatory

*Terrace*

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 930mm wide, or more.
- The door is 930mm wide.



Terrace & car park



Terrace and access from car park

## Getting around outside

### Terrace

#### *Terrace*

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 930mm wide, or more.
- The entrance is 930mm wide.
- To get to a table, there are no steps.



Top of terrace ramp area



car park to terrace and reception area

#### *Front Patio*

- From the main entrance to this area, there is level access. The route is 1300mm wide, or more. The entrance is 1300mm wide.



Access from bar



Front Patio

## Customer care support

### *Accessibility equipment*

- We have a hearing loop in Main Conference room.
- Evac Chair
- For a list of more items, please go to <https://www.chelmsford.gov.uk/parking-and-travel/shopmobility/>.
- Back of the hotel there is a small park area, right outside of the hotel and along Wick place and down the path about 130 metres
- We have an area to charge mobility scooters and battery-powered wheelchairs.
- Car park



Evac Chair

- You can hire mobility equipment from Chelmsford City Council shopmobility by calling 01245 605717.

### *Emergency evacuation procedures*

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

- We are unable to lift any guests. Should you require assistance then you must be accompanied by someone that is trained to do so.  
Guests that require additional assistance are asked to notify reception on booking or check-in and will be asked to fill out a form, so correct assistance can be provided if needed.

#### *Customer care support*

- Staff have disability awareness training.
  - We have information in large print.
  - Staff are available 24 hours a day.
  - Reception is manned 24hrs
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Guide last updated: April 2023