

The Yarrow hotel Accessibility Pack

We are pleased to provide you with some information that we hope will make your visit to The Yarrow Hotel an enjoyable one, regardless of whether your life is affected in some way by a medical condition, disability, or impairment. We understand that everyone's needs are different, and we will therefore try to assist in any way that we can. If you are concerned in any way that a particular aspect that you might be looking for is not covered in this document, then please contact us.

PRIOR TO YOUR ARRIVAL

- Enquiries and reservations may be made by telephone or email. The Hotel may be contacted on +44 (0)1843 460 100 or by email at enquiries@yarrowhotel.co.uk
- Should you require a taxi from Broadstairs Railway Station (3 minutes' drive), we use a reliable company and would be able to book them on your behalf.
- There is a bus stop directly outside the hotel with raised kerb.
- Directions to the hotel can be found on our website www.yarrowhotel.co.uk
- We welcome registered assistance dogs only. Please see the section on assistance dogs for further information
- Please let us know if you require any additional items or set up in your room, such as additional pillows, we would be happy to know before hand so we can ensure your room is set up ready for your arrival.

ON ARRIVAL AT THE HOTEL

- There is a drop off point at the main entrance to the hotel. This entrance has 5 steps into the hotel and there are handrails installed on either side of the steps. Hotel reception staff will be on hand to provide any help that you may need to enter the hotel.
- There is an accessible entrance on the lower ground floor.
- There is also general car parking (30 spaces) at the front of the hotel.
- The car park has lighting during the evening.
- Porterage is always available, and luggage can be taken from your car and delivered to your room while you check in with Reception Team.
- Access to the reception from the accessible entrance is via a lift. The lift has an internal area of 1.1m by 1.4m and there is ample space for manoeuvre outside the lift space on each floor. There is a mirror at the back of the lift and all the buttons are embossed with braille identifiers.
- The lift covers the lower ground floor where the Sir Alfred Yarrow Function Suite is located, the upper ground floor where the reception, bar, restaurant, spa and salons are located and the first floor where the accessible bedrooms are located. The lift does not extend to the second floor.
- Accessible Entrance Procedure:
 1. Upon arrival to our accessible entrance guests will be required to press the intercom button on the wall called 'Reception'.
 2. Pressing the button will start a call to Reception. Once the call is answered guests will need to speak to the member of staff and request access. If the call rings for longer than 1 minute without an answer the guest will need to call again. The call may not be answered immediately as we may be assisting another guest at the time.
 3. Reception will then open the door remotely.
 4. Please stand clear of the door during opening as the door will open outwards.

FRONT ENTRANCE AND DISABLED SIDE ENTRANCE:



LIFT FROM SIDE ENTRANCE TO GROUND FLOOR SPA CORRIDOR:



FROM SPA CORRIDOR TO MAIN LOBBY TO THE RECEPTION CHECK IN DESK:



RECEPTION AREA

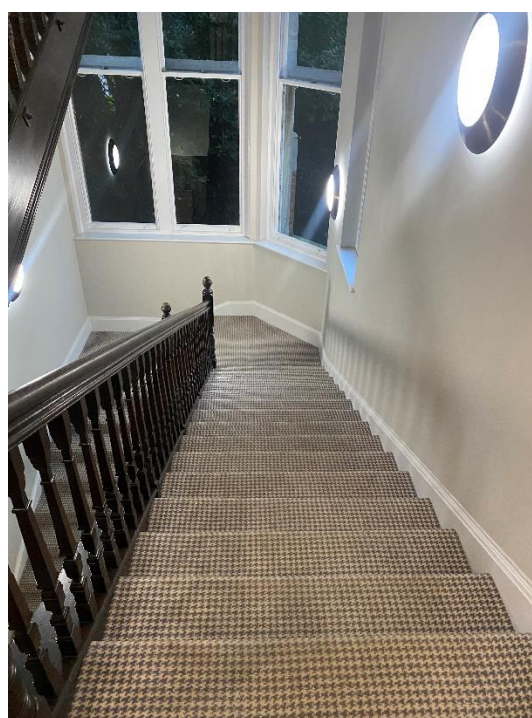
- Reception area is all on one level on the upper ground floor.
- Floor is tiled and has a non-reflective surface.
- Reception desk is 1.2m high, however our staff are happy to check in with you in the main reception area if the desk is too high.
- Seating is available in the reception area.
- All printed information can be enlarged or printed on coloured paper as required.
- There is a portable hearing loop induction system available.
- Staff are always available to assist with check in and all guests are shown to their room.

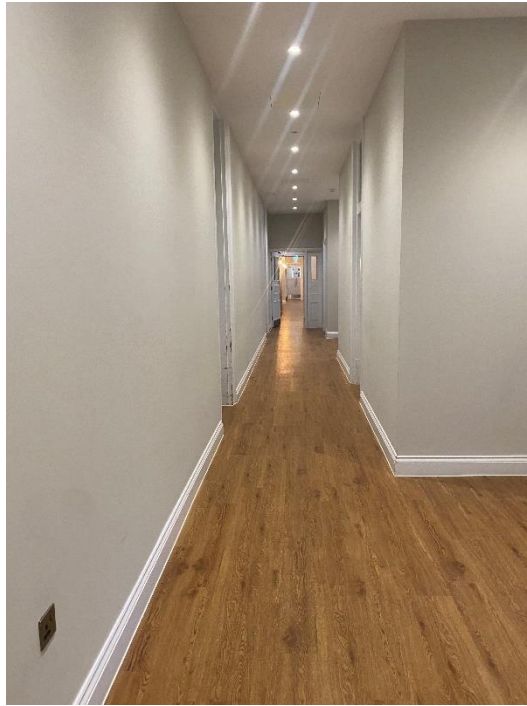




PUBLIC AREAS

- All corridors are well lit and floor coverings are either short pile carpet, wood or tiled flooring which is not reflective.
- The bar / lounge is on one level and accessible from the main entrance or accessible via the lift.
- The Restaurant is on the same level as reception and the bar with no steps between.
- There are two generous sized conference / function rooms on the lower ground floor. The Sir Alfred Yarrow and the Function Bar have level access off the lower ground floor, one floor down from the main reception. Both are accessible via the lift.
- Any doors in these areas are on auto closures
- All stairs are covered with short pile carpet and there is no contrast nosing. Because the Hotel was originally built as a children's convalescent home, the stairs, which are listed, were built to accommodate small feet! The height of the stair treads is therefore unusually shallow at 11cm, and the width of the treads is 1.27m. Trained staff are always on hand to support with any customers who require assistance on the stairs.
- Some corridors have motion sensors which turn the lights on when you enter the area.





TOILETS

- We have a disabled toilet on each public level (upper ground and lower ground).
- Ladies and gents' toilets are on the upper ground and lower ground floors adjacent to the disabled toilets.
- Toilets are fully equipped with emergency pull cords and handrails. The wash basins and hand dryers are installed 74cm from the floor.
- Flooring in all toilet areas is nonslip.

GROUND FLOOR TOILET IN THE RESTAURANT:



LOWER GROUND FLOOR TOILET IN FUNCTION AREA:



THE RESTAURANT

- There is ample movable seating and there are chairs with or without arms available.
- There is no background music in most areas.
- Service is a mixture of self service and table service. Full waiter service is provided if required.
- There is a mixture of natural and artificial light in all areas.
- Menus can be provided in larger print if required.



ACCOMMODATION

- Of the 28 bedrooms in the hotel, 23 are on the first floor and accessed by two flights of stairs, which are covered with short pile carpet, or the lift. Should you require any assistance on the stairs, there are always trained staff available to support.
- We have two accessible rooms, both with interconnecting doors to a second room.
- Doors to the accessible bedrooms are 90cm wide. Plug sockets and switches by the bed are installed 68cm from the floor. Yarrow Hotel Access Statement Page 5 of 6
- The height of the bed is 65cm.
- Bedding is hypoallergenic and feather pillows can be provided on request or additional bedding if required.
- There is transfer space of 1.2m on one side of the bed.
- There are audible fire alarms in all bedrooms. A vibrating pad is available on request.
- There are telephones in all rooms

- TV remote controls can provide subtitles 24-hour room service is available.
- Both accessible rooms have walk in shower / wet rooms and appropriate grab rails to assist. The hand basin is installed 74cm from the floor.
- Please note that there is no emergency pull cord installed in the bedrooms or shower / wet rooms.

ACCESSIBLE BATHROOM AND BEDROOM:





STANDARD BATHROOM AND BEDROOM:



FIRE ALARM

- The fire alarm is a high-pitched siren and has flashing lights which is continuous in sounding.
- Deaf guards linked to the addressable fire alarm system are available for those with impaired hearing, please email the reception team ahead of time so we can ensure we have them available for your stay and ready for your check in.
- An evacuation procedure can be agreed with all guests on arrival, we call this process PEEPs. Please alert hotel staff on arrival if you need a personal evacuation procedure (PEEPS) arranged. We are happy to assist and want to ensure if there is an evacuation you are reassured and assisted to safety in the best possible way.
- There are safe refuge areas on each floor of the hotel. Please speak to a member of staff or refer to the hotel information pack in your room.
- Emergency evacuation plans are available in each room. Please make yourself familiar with them for your own safety. If you have any questions please do not hesitate to reach out to our team, they are happy to help.

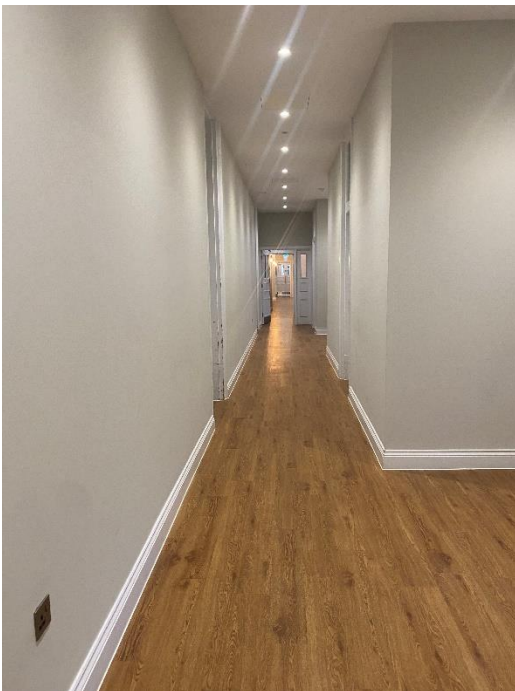
ASSISTANCE DOGS

- We are happy to accommodate registered assistance dogs at no additional charge. A registered assistance dog is one which has been trained to assist a disabled person and which has been qualified by one of the charitable organisations registered as members of Assistance Dogs UK.
- Bowls can be provided for assistance dogs for food and water. There is no surcharge for the maintenance or cleaning fee for guests with an assistance dog.

ADDITIONAL INFORMATION

- There is outside seating at the back of the hotel. This is accessible only through the Sir Alfred Yarrow Function Suite. Please ask a member of staff to assist you out to the garden, as we may have a function and wish to be respectful to all our guests. This can be accessed via the hotel lift to ground floor.

CORRIDOR FROM SIDE ENTRANCE TO GARDEN:



FUNCTION BAR ENTRANCE TO GARDEN AND GARDEN:



- Small fridges are available on request for the storage of medication, they can be requested before arrival via our reception team so it is ready for you on arrival. .
- The following equipment is available. Please reserve any items that you may need when booking. If you require other equipment not listed, please contact us and we will help to arrange hire.
 - Bath seat
 - Deaf guard
 - Additional pillows
 - Raised toilet seat
 - Small fridge - medical requirements and medicines
 - Cot
 - Highchair
- We are happy to cater for a range of dietary needs. Just let us know when you book if you have any special requirements, or you can speak to one of our staff to discuss while you are with us. We are happy to adapt our menus if we have the right ingredients and items to do so. All our food and beverage team are aware and fully trained on allergens and will have a list of alternatives we can explain within our menus for you.
- If you have a medical emergency, please call the 24-hour reception for assistance using our in-room phones. All our Duty Managers are first aid trained.
- The nearest pharmacies are in Broadstairs town centre.
- The nearest hospital is Queen Elizabeth, the Queen Mother, St Peter's Road, Margate.

We have tried to be as accurate as possible in our Access Statement but are always willing to give further information on any aspect of the hotel if you have a particular query. We undertake to continually improve our access arrangements based on feedback and guest experience. If you require further assistance, then please do not hesitate to contact us. The Hotel may be contacted on +44 (0)1843 460 100 or by email at enquiries@yarrowhotel.co.uk