

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

## Access Statement for Borough Arms Hotel

### **Introduction**

The Borough Arms Hotel and Restaurant is one of the oldest established hotels in the Newcastle-under-Lyme and Stoke-on-Trent areas, with history dating back to 1783. The hotel is very much of the style associated with a traditional English town centre coaching inn, yet has been sensitively and subtly refined to offer the comfort and modern standards demanded by today's visitors.

The hotel is situated on a hill with a gradual approach. Being on the outskirts of Newcastle-under-Lyme we are just a 5 minute walk from the main attractions, shops, restaurants and cafes. We have 40 centrally heated rooms with 4 bedrooms situated on the ground floor of our annexe building, 2 of these rooms are interconnected.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01782 629421 or email [info@borough-arms-hotel.co.uk](mailto:info@borough-arms-hotel.co.uk).

### **Pre-Arrival**

- For full details and maps of how to reach us please see the 'Find Us' section of our website. Alternatively, you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info); simply enter your postcode and ours, which is ST5 1HX to get directions.
- The nearest mainline railway station is Stoke-on-Trent, which is 2 miles away. Taxis are available at the station.
- The nearest bus stop is 10m/30yds from the hotel on King Street. There is no shelter or seating. Most buses can accommodate at least one wheelchair and serve both Newcastle-under-Lyme and Hanley (Stoke-on-Trent City Centre) Bus Stations approx. every 10 minutes. Full route information and timetables can be found using [www.travelinmidlands.co.uk](http://www.travelinmidlands.co.uk).

## **Car Parking and Arrival**

- There is parking on site for 40 vehicles which is free for all hotel guests.
- The car park has an downhill gradient from the entrance on King Street, is tarmac and is well lit at night.
- Our main entrance is on King Street and has one 5"/13cm step. The entrance doors are manual, open outwards, are 56"/142cm wide (when both opened) and are quite heavy. There is also an alternative entrance directly off our car park which has 4 steps, opens inwards and is 35"/89cm wide.
- Staff are available 24 hours a day to assist with any luggage.

## **Main Entrance / Reception / Welcome Area**

- Our main entrance is on King Street and has one 5"/13cm step.
- Reception is on the ground floor, has short-pile carpet and has level access throughout.
- The area is evenly and well lit with overhead lighting..
- A pen and pad of paper are available on request.
- There is seating in the reception area, which can be used as an alternative space for check-in.

## **Public Areas - Halls, Stairs, Landings, Corridors**

- All public areas, halls, stairs and landings are well lit using ceiling spotlights.
- Corridors are a minimum of 42ins/107cm wide and the floor covering is short pile carpet.

## **Bedrooms**

- There are 4 ground floor bedrooms that are easiest to access, 2 of these interconnect and are suitable for a personal assistant/carer or friend/family members. They can be reached via a single 6" 15cm step from the car park.
- All entry doors are 30"/77cm wide, light and easy to open.
- Twin or double bedrooms are available. An additional bed for use by a personal assistant/carer or friend/family member is available in one of the double bedrooms.
- In each room there is a space of at least 28"/71cm on one side of the beds.
- The height of the beds from the floor to the top of the mattress is 22"/56cm.
- All rooms are bright and evenly lit using overhead and wall lighting.
- These, and all bedrooms in the hotel, offer the following: All bedroom doors are marked with raised numbers. Overhead and wall lights, short pile carpets that offer good colour contrast with walls and doors, digital television with remote control, telephone and tea/coffee making facilities. All bedrooms are level throughout the room.

## **Bathrooms, Shower-rooms and Toilets (En-suite or Shared)**

- All of the 4 ground floor bedrooms have en-suite bathrooms with the following facilities:
- Bath with overhead shower, with a bath height of 21.5"/54cm and handle on each side.
- Doors are 25"/64cm wide and easy to open.
- The toilet height is 16"/40.5cm.
- The wash basin height is 31"/79cm standing on a pedestal.
- Well lit with overhead spotlights and fluorescent light over mirror.
- Non-slip laminate flooring providing good colour contrast with walls and door.

## **Restaurant/Dining Room, Bar & Bar area**

- The restaurant and bar are both situated on the ground floor with entry from the reception area via 3 steps to the restaurant and 2 steps to the bar, but an alternative entry with one small 2"/5cm step is available via the main entrance.
- Minimum door width is 31"/79cm.
- Both the restaurant and bar have level access with short pile carpet throughout. Tables in the restaurant are well spaced apart, with a clear height from the floor of 25"/63.5cm, with a mixture of fixed seating and upright chairs without arms. Table service is standard in the restaurant for lunch and dinner.
- Breakfast is served in the restaurant with self-service for cold items (although staff will assist if requested) and table service for cooked breakfasts.
- The bar area has a mixture of fixed seating and upright chairs with and without arms. Tables are well spaced apart with a clear height from the floor of 23"/58.5cm. Service is usually at the bar, but drinks and food can be served at the table if required.
- Bar specials are shown on a blackboard and staff can explain choices if needed.
- We cater for any dietary requirements where possible and our chefs are happy to provide suggestions for alternative choices.
- Lighting is provided by both overhead and wall lights.
- The nearest toilets and accessible toilet are outside the function suite (approx. 50ft/16m from the bar) and can be reached without using steps.

## **Public Toilets**

- Public toilets can be found on the ground floor with level access via the bar area.
- We do have a unisex accessible toilet, described below:
- Entrance door 34"/87cm wide and level entry into the toilet.
- There is a 38"/96.5cm transfer space to the left of the toilet, when facing the toilet.
- The toilet height is 17.5"/44cm.
- When facing the toilet there is a drop down grab rail to the left of the toilet (attached to the wall behind the toilet) and a horizontal rail on the wall adjacent to the right of the toilet.
- There is a lever tap in the sink with a vertical hand rail to the left of the sink when facing it.
- There is a red emergency alarm pull cord and a flashing light when the fire alarm sounds.
- The toilet is well lit by overhead spotlights and has non-slip laminate flooring that provides a good contrast to the wall and doors.
- All other toilets have the same lighting and flooring as the accessible toilet with standard (not lever) basin taps.

## **Conference and Meeting Rooms**

- Our conference and meeting rooms are on the ground floor and can be accessed from the main entrance/reception area via 3 steps or 1 small 2"/5cm step via the bar area.
- All of these rooms have level access throughout.
- The main function suite has double doors which are 43"/109cm wide when both opened.
- The smaller function room has a single door that is 34"/86cm wide but can also be accessed via the main function room through double doors that are 44"/112cm wide.
- All rooms have natural lighting and overhead lighting provided by ceiling spotlights.
- Tables have a clear space of 27"/68.5cm from the floor and all chairs are upright, without handles and with seats that are 18"/46cm from the floor. All furniture can be moved to provide variable seating arrangements.
- The flooring is short pile carpet in both function rooms but with a wooden area accounting for approx. 1/3 of the larger room.
- The toilets including the accessible toilet are opposite the main function room entrance.
- Please contact our Events Co-ordinator or Duty Managers on Tel: 01782 629421 or e-mail: [info@borough-arms-hotel.co.uk](mailto:info@borough-arms-hotel.co.uk) to discuss any specific requirements you may have.

## **Additional Information**

- We have a set of evacuation procedures – should you require assistance someone will come to your room and help you with evacuation either out of the building or to a refuge.
- We welcome trained assistance dogs. A water bowl can be supplied for bedrooms where necessary.
- Room service is available during restaurant opening hours.
- The nearest hospital with an A&E facility is 1.3 miles/2km away.
- Free Wi-Fi Internet access is available in all bedrooms and throughout the hotel.
- We can offer a list of local attractions and their information leaflets, where available.

## **Contact Information**

Address: Borough Arms Hotel, King Street, Newcastle-under-Lyme, Staffordshire, ST5 1HX

Telephone: 01782 629421

Email: [info@borough-arms-hotel.co.uk](mailto:info@borough-arms-hotel.co.uk)

Website: [www.borough-arms-hotel.co.uk](http://www.borough-arms-hotel.co.uk)

Local Equipment Hire: [www.amorcaremobilitystores.co.uk](http://www.amorcaremobilitystores.co.uk) 109 High Street, Newcastle-under-Lyme, Staffordshire, ST5 1PS Tel: 01782 63 50 64 or [www.ableworld.co.uk](http://www.ableworld.co.uk) 430 Leek Road, Hanley, Stoke-on-Trent, ST1 3HU Tel: 01782 205901

Local Public Transport: Bus service providers: First PMT Arriva D&G Bakers Further route and timetable information can be found via the website: [www.travelinmidlands.co.uk](http://www.travelinmidlands.co.uk)