

## ACCESS STATEMENT

Here at The Cornwall Hotel, Spa and Estate, we welcome people with disabilities and have developed this Access Statement to address some of the more common issues that disabled people face.

This access statement is intended to provide additional information for all guests who wish to attend the hotel, or use the spa facilities, or estate grounds. Recognition has been given to include guests with an impairment, which could include mobility, sight, hearing, learning disabilities or any other hidden impairment.

We request that anyone wishing to make an enquiry or booking inform us of any special requirements, or disabilities that they may have in order for us to try and meet any personal needs. All staff are fully trained to assist disabled guests with empathy.

## THE HOTEL

The hotel has designated disabled parking spaces situated in front of the hotel reception, and access from the parking bays to reception is a journey of approx. 50m, with a very slight gradient. This access route is either tarmac finish to the car park, or paved area in front of main reception doors. There are no steps or thresholds to negotiate into reception.



*View from Reception  
to Disabled Parking*



*View of main hotel entrance  
doors to Reception*

Reception is provided with a desk of two levels to help guests obtain a convenient worktop height. Guests may request writing materials to help convey their wishes.

All ground floor areas, including reception, restaurants, bar and meeting room are accessible to wheelchair users and there are designated disabled toilets.

There is level access through the Drawing Room onto the Parkland Terrace via French doors, which are accessible using a little care with the threshold. Access to the front lawn is by means of steps from the terrace, or by level access from the car park at the front of the hotel.



*The Parkland Terrace*



*Steps from the Parkland Terrace to the lawn*

There are disabled friendly bedrooms available which are within the Woodland Rooms extension (not in the White House). The bedrooms are accessible by a lift and ramped corridor. The ramp on the link corridor has an incline of 1:20, with 2 x 7m inclines and a level rest area in the middle. The hotel porter will transport luggage from reception to bedroom for guests.



*View of ramped access corridor to Disabled bedrooms*

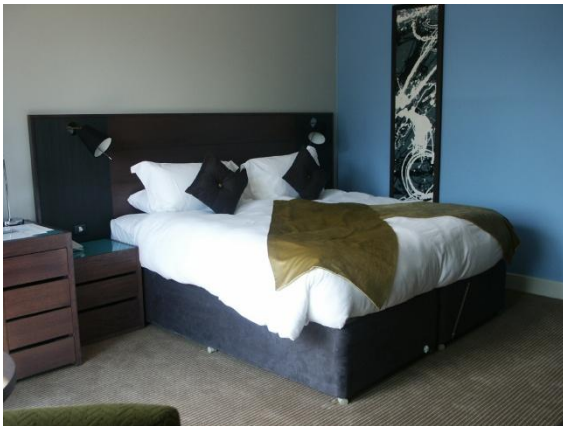
Bedrooms have ample space for wheel-chair users, and all doors and openings are wheelchair friendly. The access patio doors to the external balcony has a high threshold, but this can be fitted with a temporary ramp by the hotel staff on request.



*Patio door access to balcony  
– please note threshold*

The king size beds fitted to these rooms have a floor to mattress height of 680mm. The mattress is zip linked, and can be split to produce two single beds if required. The Hotel can on request supply a lower bed with a floor to mattress height of 483mm; the bed will be made up in advance of your visit. Guests with hearing difficulties can request a vibrating pad to be placed under the pillows in order to receive a warning of fire alarm activation.

Rooms can be set up to allow access to either side of a single or double bed and can be set up in advance of your arrival.



*Typical bed within Disabled  
bedrooms*

All furniture within the bedroom is easily accessible, except for the top rail within the wardrobe, which is a little high for wheelchair users. However, on request, the housekeeping staff will either adjust the rail height to suit, or provide a help service to hang or remove items.

Bathrooms are fitted with aids for the less mobile, with transfer seat area to facilitate access to bath, with shower over. Bathrooms are also fitted with panic alarms to summon help, if required. Bathrooms can be supplied with a hoist to help guests access the bath. If this facility is required, then guests should make the hotel aware when booking, so that availability can be confirmed.

*2 views of bathroom facilities  
within Disabled bedrooms*



## THE CLEARING SPA

The Spa has designated disabled parking spaces situated in front of the Spa reception, with a level journey from the parking bays to the Spa reception.



*Entrance to the Clearing Spa  
from the car park*



*Courtyard terrace – please note  
surface finishes*

The rear courtyard terrace has level access with a paved path through its length, however the surface to either side of this path consists of loose decorative stone chippings, and help may be required to transverse this area.

The pool, sauna, steam room, gymnasium and spa treatment rooms are accessible by lift then level floor access, and all doors and openings are wheelchair friendly.



*Lift and stair access to lower pool level. Lower level also contains changing rooms, steam room and sauna, and access to external patio and gardens. Lift also serves upper level for treatment rooms.*

The pool has a designated disabled toilet / changing facility, which includes a wet room with shower.



*Two views of disabled changing / shower room for pool facilities*



The pool is provided with a hoist to help the physically disabled to enter / exit the water.

There is level access through the Pool onto the external Sun Terrace, but the pool gardens can only be accessed by steps from the Sun Terrace. However, level access to these gardens is provided through a gate at the bottom of the garden, from the Spa access road. It should be noted that the pool gardens are graded, and slope down from the pool, which may cause difficulties.

## **WOODLAND HOMES**

The Woodland Homes are two storey buildings, with sleeping accommodation and living accommodation on different levels, and are not suitable for persons with mobility difficulties.

## **THE ESTATE**

The Estate - the sloping nature and natural woodland areas of some parts of the estate may prove difficult for some guests and visitors with mobility problems. However, the hotel is provided with golf cart transportation which may be of value to transport guests with disabilities around the areas of the grounds laid to road. This transportation may also be useful to transport guests between the Hotel and Spa.

The golf carts are not the easiest vehicles to access, so should this type of transport prove to be impractical, then guests with mobility difficulties would need to transfer from the Hotel to the Spa using their own transport.

## **GUEST FEEDBACK**

The Cornwall Hotel Spa and Estate would appreciate feedback from guests.

Positive feedback is always welcome, so that the management and staff know that they are providing the levels of expected service.

Negative feedback will be examined, and will help Hotel staff make adjustments to correct any failures. We are constantly striving to provide the best service possible, so helpful suggestions will be most welcome, and will help us to achieve our goals.