

## **Access Statement for Dower House & Spa**

Please find outlined below information we hope will ensure you enjoy your visit to the Hotel regardless of whether your life is affected in some way by a medical condition, disability, impairment, or specific learning difficulty.

### **Prior to your arrival**

- Enquiries and reservations may be made by phone, email or online
- Should you require a taxi to the hotel from Knaresborough or Harrogate station, we use a reliable company on a regular basis and we would be delighted to book them on your behalf. They do have vehicles suitable for wheelchairs if required.
- Directions to the hotel can be found on our website. <https://www.dowerhouse-hotel.co.uk/contact-us/directions>

### **On arrival at the hotel**

- We have a designated disabled parking area at the front of the hotel along with ample additional car parking to the front and rear of the hotel.
- Entrance to the hotel is by way of a gentle slope that is suitable for a wheelchair.
- We are more than happy to help you with your luggage and will collect it from your car and deliver it to your room if preferred.

### **Reception area**

- Floor is tiled and suitable for wheelchairs
- Mid height reception desk but lower level tables in the reception area can be used if preferred
- Reception is all on one level.

### **Public areas**

- Our corridors are well lit and carpeted or tiled
- The Restaurant has wood flooring and is on one level and is accessible from the front entrance of the hotel.
- There are no doors from reception to the bar area and a double door with safety glass leading to the restaurant

### **Toilets**

- Our toilets are situated on the ground floor in the Reception area or towards the rear of the hotel on the ground floor. Both are accessible from the Restaurant

### **Restaurant and Bar Areas**

- There is ample movable seating in both and there are chairs with or without arms
- Background music in the restaurant and bar
- Full waiter service
- All areas are well lit

### **Accommodation**

- Twelve rooms are located on the ground floor, all ground floor rooms have external access via level or sloped walkway.
- Ten of these rooms have a walk in shower

### **Imagine Spa**

- There is a concrete ramp outside the main entrance to the Spa
- The gym, sauna, steam room and changing facilities are all on one level. To access the pool there is a small flight of stairs downwards
- All corridors and public areas are well lit
- All doors and corridors are wide enough for wheelchairs/zimmer frames/pushchairs

### **Conference Facilities**

- Conference rooms are on the ground floor and are accessible to wheelchairs

### **Additional information**

- The Hotel welcomes all dogs but request prior notice
- Medication can be stored on request.
- The fire alarm system is bells and does not have flashing lights. Assistance is given if evacuation is necessary.
- We are able to use the front doors in the event of evacuation.

We have tried to be as accurate as possible and have included as much detail as we can in our Access Statement; however we welcome your feedback to continuously

**improve on the information we provide. If you require further assistance please contact us:**

**Dower House & Spa**

**Bond End**

**Knaresborough**

**HG5 9AL**

**T: 01423 863302**

**F: 01423 867755**

**[enquiries@dowerhouse-hotel.com](mailto:enquiries@dowerhouse-hotel.com)**