



ACCESS STATEMENT

The Vale Hotel, Golf and Spa Resort aims to, and confidently ensure, that all our guests have comfortable facilities, all requests are dealt with efficiently and all guests are made to feel welcome throughout their stay.

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

Pre-Arrival

- For pre-arrival assistance, please contact our Reservations Team on telephone number 01443 667 800
- We have a list of local equipment hires, that is available on request

Arrival & Car Parking Facilities

- All cars can be parked in the Resort car park, which is located in front of the Hotel, on your left when you drive in
- Additional parking bays solely for Disabled and Parent and Child can be found directly in front of the Hotel
- The Disabled parking bays are level and have a paved surface
- There are no steps between the car park and the Hotel
- There is a covered drop off zone outside the Main Hotel Reception, and an open drop off zone outside the Leisure Club, however the Leisure Club can also be accessed through the Hotel
- The concierge team is available 24hrs to assist with luggage and valet parking, if required

Main Entrance & Reception

- There are no steps in the main lobby / reception area
- The main entrance has an automatic revolving door and two manual side doors
- As you arrive through the main doors, the Hotel Reception is on your right of the foyer area, and Concierge desk is located on your left
- There are a number of sofas and comfortable chairs available in the foyer
- The reception desk is 110 cm and has a lower section, 85 cm high. Alternatively, registration can be completed whilst seated in the foyer, and we have clipboards available.
- The registration card can be enlarged, if required
- All floor services are level, with a combination of tile and carpet
- Familiarisation tours by the Resort Duty Manager can be provided, where required

Restaurant / Dining Room, Bar and Lounge Areas

- The Salamaza Bar, Vale Bar and the Vale Grill Restaurant are located on the ground floor. There are no steps or slopes en route or at the entrance to the restaurant or bars in the Hotel
- There is a host desk at the entrance to the Vale Grill and staff will assist you to your table
- Table service is offered throughout the dining areas, with the exception of the breakfast buffet in the Vale Grill. However this service is available if required
- The tables are all equal height and there is an option of easy access chairs or banquette seating
- Lighting is a combination of natural and electric light
- In the evening small candles add to the intimate ambiance in the Salamanca Bar and Vale Grill
- The Golf Bar and Restaurant have a few steps, however there is a paved slope at the front entrance and again at the side entrance, with an additional wooden slope inside the clubhouse
- All menus can be provided in larger print, upon request

Public Areas – General (Internal)

- There is an internal hotel phone on the reception desk that guests can use
- All doors and corridors are wide enough for wheelchairs / zimmer frames / pushchairs
- All corridors and public areas are well lit
- Floor surfaces are either tiled or carpeted

Public Areas – WC

- There are 3 sets of public toilets all with a unisex accessible cubicle, one on the ground floor in the reception, one on the first floor between the function rooms, and one in the golf club house
- All toilets have a level access and tiled flooring
- All accessible toilets have lower taps and sinks
- There are lever taps on all sinks
- All accessible toilets have horizontal and vertical rails either side of toilets and near the basin and door
- Accessible toilets have emergency alarm pull cords

Bedrooms

- We try as far as possible to allocate bedrooms based upon individual guests needs.
- There are 36 bedrooms on the ground floor, all with a level access. A further 3 bedrooms have been set aside as dedicated accessible bedrooms, namely 33, 34 and 35. These are included in the previous total.
- Emergency push buttons are located in the accessible bedrooms, which is linked into reception

- All accessible bedrooms are equipped with audio (siren) visual, (flashing lights) and sensorial (vibrating pillow pads) in the activation of the fire alarm
- Emergency procedures are posted on the back of the door to each bedroom. These can also be explained upon check in to any guest upon request
- Every bedroom has a flat screen television, with remote control
- Bedroom flooring varies from carpeting, tiles and wooden flooring, depending on the class of bedrooms.
- Bedroom lighting can be switched on at the entrance and also from inside the room. There are also bedside lights in rooms
- We provide non-allergenic bedding as required. Pre-booking is essential
- Furniture within the bedroom can be moved
- All rooms are non-smoking in compliance with current legislation
- Room service is available 24hrs

Bathroom, Shower and WC

- All bedrooms have ensuite bathrooms
- All bathrooms have level access from the bedrooms
- Accessible bedrooms, namely 33, 34 and 35 have wheel-in showers, equipped with support vertical and horizontal support bars, and lowered surfaces / basin
- There are lever taps on all sinks
- Accessible bathrooms have emergency pull cords, monitored at reception

Laundry

- Laundry service and dry cleaning is offered
- Bags are available in the bedrooms and can be collected by contacting reception. Bags are sent out at 9:00 each day and returned by 17:00 (except on Sunday when there is no laundry or dry cleaning service). Please note that this service is through a local company, and times are subject to change.

Conference & Meeting Rooms and Banqueting

- Our function rooms are located throughout the property.
- All function rooms are reached through double doors.
- Ground floor rooms have level access.
- There is a staircase and lift in hotel reception, and in the leisure reception, in order to access the first floor function rooms. These too, all have level access into the rooms.
- There is a ramp to access the hotel conservatory, which is located on ground floor, and a further ramp inside the rooms to exit onto the back patio from the conservatory. Please ask for assistance if required.
- Lighting is a combination of natural and electric light. Electric lighting can be dimmed by individual conference organisers, in the individual rooms.
- Please notify the conference organizers in advance if any additional services are required.

Leisure Facilities

- The leisure facilities are open 6:30 – 22:00 week days and 8:00 – 21:30 on weekends
- Leisure facilities consist of the gym, swimming pool, sauna, steam room, whirl pool, three squash courts, three tennis courts, three studios, junior activities facilities, crèche and full day nursery
- Wet changing rooms are located on the ground floor and dry changing rooms on the basement level. Access to these changing rooms are via the stairs or lift.
- The swimming pool can all be accessed via level access doors at the rear of the gym, and access from the wet changing rooms onto poolside via a small slope inside the wet changing rooms. There are steps leading up to the steam, sauna & whirl pool.
- Pool depth is constant 1.2 meters across all areas of the pool, and 20 meters in length
- The pool is accessed via steps on the left hand side, or via a fixed ladder. There is a handrail on both to assist entry.
- An emergency button is located on poolside, and at the sauna, steam and whirl pool, which is monitored at leisure reception

Additional Information

- Service dogs (only) are allowed in the Hotel
- The hotel has one wheelchair, which is kept with Concierge. Please note that this is subject to availability.
- If you require any assistance during your stay please contact reception
- The Resort Duty Manager is available 24hrs and can be contacted via reception
- We have a property specific fire evacuation plan, which has detailed and precise procedures for the care and assistance of both temporary and permanently disabled guests. These can be explained by the Duty Manager, upon request
- All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms
- Wi-Fi is available in the lounge, function rooms and reception areas, with free Wi-Fi in the Vale Bar. Wired broadband is available in all bedrooms
- We have a number of rooms suitable for families or carers

Although we have tried to be as accurate and include as much detail as we can in our Access Statement, we are always willing to give information on any aspect of the Resort if this statement does not answer your particular query.

This statement is also available in large print, if required