

# WHERRY HOTEL OULTON BROAD

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# WHERRY HOTEL OULTON BROAD

## Access Statement

### 1.0. Introduction

The Wherry Hotel is a small independently operated hotel housed in an attractive classic Edwardian Building situated in a conservation area on the shores of Oulton Broad. The hotel offers comfort, traditional hospitality and friendly service with exceptional views over the Broad.

The Wherry Hotel has been refurbished and revised to allow its guests to enjoy its character, hospitality and first-class service. The hotel owners and designers have worked hard to provide as many alterations as possible to allow all guests especially disabled guests to access the facilities. Where possible we have made changes to the building to improve areas that may cause a wheelchair user problems in gaining access to parts of the building or services.

### Our Mission Statement

“We strive to exceed our guest’s expectations so that they will wish to return”

### 2.0. Pre Arrival

- For assistance prior to arrival please contact reservations on 01502 516845 or e-mail [enquiries@wherryhotel.com](mailto:enquiries@wherryhotel.com)
- Our website is <http://www.wherryhotel.com>
- You can contact the hotel by telephone: 01502 516845 or e-mail [enquiries@wherryhotel.com](mailto:enquiries@wherryhotel.com)
- We are open 24 hours although response, e.g. to emails may not be possible between 11.00 pm and 7.00 am
- Wi-Fi is available throughout the hotel.
- Mobility aids can be delivered to and stored at the hotel.
- The hotel is situated on the bank of Oulton Broad. Oulton Broad Village is less than 1 kilometre away and the town of Lowestoft is less than 3 km away.
- There is a regular bus service that runs past the hotel and Oulton Broad North train station is 0.5 km away.

### 2.1. Arrival & Car Parking Facilities

- All guests can use the main entrance of the hotel which has a level access entrance.

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- The main entrance has an aluminium door suitable for wheelchair access.
- The main entrance and reception area allow access to all floors.
- If you need assistance with luggage, equipment or guidance, our team are on duty 24 hours.
- Please contact the hotel prior to arrival if you wish to request any special assistance.
- On site car parking spaces are available.
- Disabled space available – outside the front entrance.

### 2.2. Main Entrance & Reception Area

- There are no steps in the main lobby.
- The front desk is in front of you when you enter the front entrance.
- Entrance doors are not automatic doors.
- There is a sitting area in reception foyer.
- Reception is manned from 7.00 am to 11.00 pm. Night Porter available between 11.00 pm and 7.00 am.
- The main reception desk is 106cm high.
- Registration can be completed whilst sitting in the reception area.
- Guests are asked to inform reception at check in if they will require any assistance in the event of a fire evacuation.
- The floor surface through the reception lobby is carpet and vinyl
- Reception staff provide a welcome and introduction to the hotel.

### 2.3. Public Areas – Hall, Stairs, Landing, Corridors etc.

- There is a lift to all floors for access to bedrooms.
- The lift measures 1350mm (W) x 1510mm (L) with electric door that measures 800 mm in width. The lift is hydraulic and can be utilised for evacuating in an emergency. The lift is not suitable for motorised wheelchairs.
- The main lift is fitted with an alarm
- The main bar and restaurant are located on the ground floor.
- Bedrooms are located on floors 1 and 2.
- The hotel is mostly carpeted throughout. The restaurant and bar have wooden effect vinyl flooring.
- Bedrooms are accessed via a card which is given to you upon check-in.
- The corridors outside the bedrooms range in measure from approx. 83cm and 120cm wide.
- Level access around all public areas is not possible due to the layout of the building
- Baby changing facilities are available in the disabled toilets located on the ground floor.

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## 2.4. Public WCs

- There are male, female and disabled toilets on the ground floor and function Room.
- Coat hooks are provided in the public toilets.
- There are 2 disabled toilets available on the ground floor, in reception area and in the function Room. The toilets are fitted with an emergency pull cord.
- The taps in the disabled toilets have lever handles.

## 2.5. Restaurant / Dining Room, Bar & Bar area and Function Room

- The restaurant has ground floor seating and raised seating areas.
- The nearest toilets to the bar and restaurant are on the ground floor.
- The bar is situated on the ground floor and has level entry.
- There is restaurant and bar seating on the ground floor with level entry.
- Breakfast service is a self-service buffet. For lunch and dinner service there is a table served menu and a self-service carvery. Staff will be happy to assist you if requested.
- Menus can be viewed online, or staff can take you through the menu and choices for the meals.
- We are able to cater for varying dietary needs, please advise our reception staff or manager prior to arrival. Full allergy information for our menus can be found on our website.

## 2.6 Function/Conference Room Banqueting

- We have a function room/ conference room, The Brown Boat suite, which is on the lower ground level and can be accessed via a separate level entrance. There is a disabled toilet with an emergency pull cord.

## 2.7 Bedrooms & Sleeping Areas

- Bedrooms are arranged over the 1<sup>st</sup> and 2<sup>nd</sup> floor, ranging from single rooms, double rooms, suites and family rooms. We have 5 bedrooms with level access from the lift including a double room with wheelchair access and an accessible shower/wet room.
- Level access around all bedroom corridors is not possible due to the layout and history of the building. There are steps of 4 risers on both floors.
- TVs have a remote control.
- Flooring – carpets in bedrooms, non-slip laminate flooring in bathrooms.
- Entrance to bedrooms can be accessed via a lift.
- For reasons of fire safety, the circulation corridors are subdivided by single leaf fire resisting doors.
- Room service is available between 7.00 am and 10.00 pm.
- All rooms are en-suite with shower or bath.

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- Baths are standard height. Non-slip bath mats can be provided upon request.
- Entry is by a key card – additional key cards available.

### 2.8. Outside Grounds

- Hotel set in 1 acre with car parking and outside patio areas for resting, dining and drinking.
- There are raised patio seating areas and level patio seating areas accessible with the use of pathways.

### 2.9. Additional Information

- The hotel is non-smoking.
- If you require assistance during your stay, please contact reception. Reception is 24 hours.
- We have a set evacuation procedure for fire evacuation – alarm sounders are a continuous alarm. Fire evacuation procedures and fire plans are displayed in all individual guest rooms.
- All staff have been fully trained in evacuation procedures.
- All front of house staff receive regular training which includes disability awareness.

Address: Wherry Hotel, Bridge Road, Oulton Broad, Lowestoft, NR32 3LN.

Contact telephone and email address: We welcome your feedback to help us continually improve. If you have any comments please phone 01502 517845 or email [contact@wherryhotel.com](mailto:contact@wherryhotel.com)