

Accessibility Statement for the Park Head Hotel

Email: reception@parkheadhotel.co.uk

Tel: 01388 661727

Website: www.parkheadhotel.co.uk



Welcome

At the Park Head Hotel we want to make everyone's stay as enjoyable as possible, and are committed to providing suitable access for all our guests, whatever their individual needs. We aim to accurately describe our facilities and services to give you the confidence to book the right hotel for your specific requirements.

At a Glance

Level Access

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
 - Accessible toilet
 - Bedroom: Twin bedrooms
 - Bedroom: Double Bedroom
 - Bar, Function Room and Restaurants

- Courtyard and Beer Garden

Access with steps

- There are steps from the Courtyard to the Centre of the courtyard.

Bedrooms

- We have 11 ground floor rooms.
- 1 ground floor room available with a walk-in shower (slightly raised).

Level access bedrooms

- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.

Hearing

- The (bedroom) TVs have subtitles.

Visual

- We can offer information in large print if required.

General

The hotel is generally suitable for:

- Older and less mobile guests
- Part-time wheelchair users
- Assisted wheelchair users
- Visually impaired guests including guide dogs



- Staff are available 24 hours a day.
- We have emergency evacuation procedures for disabled visitors.

Getting here

Park Head Hotel

New Coundon

Bishop Auckland

County Durham

DL14 8QB

Travel by public transport

- You can get to the Park Head Hotel by bus and train.
- Buses to Bishop Auckland stop 50 meters next to the hotel.
- Buses from Bishop Auckland is opposite the hotel, approximately 100 meters away.
- The nearest train station is Bishop Auckland which is approximately 2.2 miles from the hotel.
- You can get a taxi with S&S Travel by calling 07789 002423. The taxi company has a wheelchair accessible vehicle. (8am-8pm, Monday-Sunday)

Parking

- We have a secure car park. There are two designated accessible parking spaces. The parking is approximately 10 meters from the main entrance. Parking is free.
- There is a drop-off point which is approximately 10 meters from the main entrance.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The route is 1080mm wide, or more.



Arrival

Path to main entrance

- From the car park to the main entrance, there is level access.
- The path is 1080mm wide, or more.
- The path is slightly sloped.

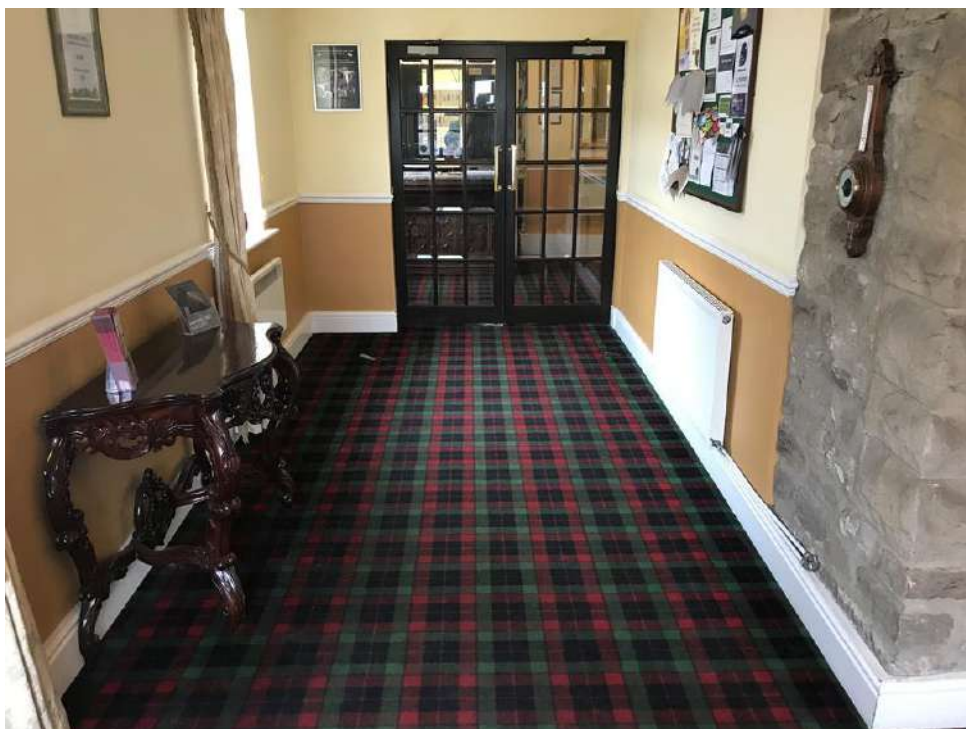
Main entrance

- The main entrance has ramped access.
- The main doors are side hung and manual with hooks.
- The entrance has double doors.
- When you arrive, we can help carry your luggage.



Getting around inside

- All of our public areas are accessible
- Either flat or permanent ramped access
- We have an accessible toilet located next to reception.





Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, bedside lamps and natural daylight.
- TVs have subtitles.
- All bedrooms are non-smoking.
- We can move the bedroom furniture where possible, to improve accessibility.

Customer care support

Accessibility equipment

- The nearest toilet area for assistance dogs is located in the garden at the entrance to the hotel.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- You can hire mobility equipment from Wright Mobility Service by calling 01388 531010.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- We have information in large print.
- Visitor information is also available in Easy Read format.
- Staff are available 24 hours a day.
- Mobile phone reception is variable depending on your network. A telephone is provided within the bedrooms.
- Our staff are happy to help with any additional support required.