



ACCESS STATEMENT

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WELCOME

We are pleased to provide you with some information that we hope will make your visit to The Yarrow Hotel an enjoyable one, regardless of whether your life is affected in some way by a medical condition, disability or impairment.

We understand that everyone's needs are different and we will therefore try to assist in any way that we can. If you are concerned in any way that a particular aspect that you might be looking for is not covered in this document then please contact us.

PRIOR TO YOUR ARRIVAL

- Enquiries and reservations may be made by telephone or email. The Hotel may be contacted on +44 (0)1843 460 100 or by email at reception@yarrowhotel.co.uk
 - Should you require a taxi from Broadstairs Railway Station (3 minutes' drive), we use a reliable company and would be able to book them on your behalf.
 - There is a bus stop directly outside the hotel with raised kerb.
 - Directions to the hotel can be found on our website www.yarrowhotel.co.uk or we would be pleased to forward them to you by post.
 - We welcome registered assistance dogs only. Please see the section on assistance dogs for further information.
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ON ARRIVAL AT THE HOTEL

- There is a drop off point at the main entrance to the hotel. This entrance has 5 steps into the hotel and there are handrails installed on either side of the steps. Hotel reception staff will be on hand to provide any help that you may need to enter the hotel.
 - There is an accessible entrance on the lower ground floor, with two designated spaces for disabled guests directly outside this entrance.
 - There is also general car parking (30 spaces) at the front of the hotel.
 - The car park has lighting which is on 24 hours per day.
 - Porterage is always available and luggage can be fetched from your car and delivered to your room.
 - Access to the reception from the accessible entrance is via a lift. The lift has an internal area of 1.1m by 1.4m and there is ample space for manoeuvre outside the lift space on each floor. There is a mirror at the back of the lift and all the buttons are embossed with braille identifiers.
 - The lift covers the lower ground floor where the Sir Alfred Yarrow Function Suite is located, the upper ground floor where the reception, bar, restaurant, spa and salons are located and the first floor where the accessible bedrooms are located. The lift does not extend to the second floor.
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RECEPTION AREA

- Reception area is all on one level on the upper ground floor.
 - Floor is tiled and has a non-reflective surface.
 - Reception desk is 1.2m high.
 - Seating is available in the reception area.
 - All printed information can be enlarged or printed on coloured paper as required.
 - There is a portable hearing loop induction system available.
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- Staff are always available to assist with check in and all guests are shown to their room.



PUBLIC AREAS

- All corridors are well lit and floor coverings are either short pile carpet, wood or tiled flooring which is non reflective There are large rugs in the middle of the two bar areas.
- The bar / lounge is on one level and accessible from the main entrance or accessible via the lift.
- The Restaurant is on the same level as reception and the bar with no steps between.
- There are two generous sized conference / function rooms on the lower ground floor. The Sir Alfred Yarrow and the Function Bar have level access off the lower ground floor, one floor down from the main reception. Both are accessible via the lift.
- Any doors in these areas are on auto closures.



- All stairs are covered with short pile carpet and there is no contrast nosing. Because the Hotel was originally built as a children's convalescent home, the stairs, which are listed, were built to accommodate small feet! The height of the stair treads is therefore unusually shallow at 11cm and the width of the treads is 1.27m. Trained staff are always on hand to support with any customers who require assistance on the stairs.
- Some corridors have motion sensors which turn the lights on when you enter the area.



TOILETS

- We have a disabled toilet on each public level (upper ground and lower ground).
- Ladies and gents toilets are on the upper ground and lower ground floors adjacent to the disabled toilets.
- Toilets are fully equipped with emergency pull cords and hand rails. The wash basins and hand dryers are installed 74cm from the floor.
- Flooring in all toilet areas is non slip.

THE RESTAURANT

- There is ample movable seating and there are chairs with or without arms available.
- There is no background music in most areas.
- Service is a mixture of self service and table service. Full waiter service is provided if required.
- There is a mixture of natural and artificial light in all areas.
- Menus can be provided in larger print if required.

ACCOMMODATION

- Of the 28 bedrooms in the hotel, 23 are on the first floor and accessed by two flights of stairs, which are covered with short pile carpet, or the lift. Should you require any assistance on the stairs, there are always trained staff available to support.
- We have two accessible rooms, both with interconnecting doors to a second room.
- Doors to the accessible bedrooms are 90cm wide and two wheelchairs can be accommodated in the bedrooms. Plug sockets and switches by the bed are installed 68cm from the floor.

- The height of the bed is 65cm.
- Bedding is hypoallergenic and feather pillows can be provided on request.
- There is transfer space of 1.2m on one side of the bed.
- There are audible fire alarms in all bedrooms. A vibrating pad is available on request.
- There are telephones in all rooms
- TV remote controls can provide subtitles
- 24 hour room service is available.
- Both accessible rooms have walk in shower / wet rooms and appropriate grab rails to assist. The hand basin is installed 74cm from the floor.
- Please note that there is no emergency pull cord installed in the bedrooms or shower / wet rooms.



FIRE ALARM

- The fire alarm is a high pitched siren and has flashing lights.
- Deaf guards linked to the addressable fire alarm system are available for those with impaired hearing.
- An evacuation procedure can be agreed with all guests on arrival. Please alert hotel staff on arrival if you need a personal evacuation procedure arranged.
- There are safe refuge areas on each floor of the hotel. Please speak to a member of staff or refer to the hotel information pack in your room.
- Emergency evacuation plans are available in each room. Please make yourself familiar with them for your own safety.

ASSISTANCE DOGS

- We are happy to accommodate registered assistance dogs at no additional charge. A registered assistance dog is one which has been trained to assist a disabled person and which has been qualified by one of the charitable organisations registered as members of Assistance Dogs UK.
 - Bowls can be provided for assistance dogs for food and water. There is no surcharge for the maintenance or cleaning fee for guests with an assistance dog.
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ADDITIONAL INFORMATION

- There is outside seating at the back of the hotel. This is accessible only through the Sir Alfred Yarrow Function Suite.
- Small fridges are available on request for the storage of medication.
- The following additional equipment is available. Please reserve any items that you may need when booking. If you require other equipment not listed, please contact us and we will help to arrange hire.
 - Bath seat
 - Raised toilet seat
 - Cot
 - High Chair
- We are happy to cater for a range of dietary needs. Just let us know when you book if you have any special requirements.
- If you have a medical emergency, please call the 24 hour reception for assistance.
- The nearest pharmacies are in Broadstairs town centre.
- The nearest hospital is Queen Elizabeth, the Queen Mother, St Peter's Road, Margate.

We have tried to be as accurate as possible in our Access Statement but are always willing to give further information on any aspect of the hotel if you have a particular query. We undertake to continually improve our access arrangements based on feedback and guest experience. If you require further assistance then please do not hesitate to contact us.