

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 room for your specific requirements.

## AT A GLANCE

### General

- The hotel is rated by the National Accessible Scheme as suitable for older and less mobile guests.
- There is an accessible public toilet on the lower ground floor (-1) in the Bay Tree Bar & Grill.
- Guest information files are accessible from our bedrooms with details of local services and emergency procedures.
- The hotel has no signs or literature in Braille.
- The hotel is pet-friendly (charges apply); pets are welcome in communal areas except the restaurant.
- Guide dogs are welcome throughout the hotel.
- Mobile phone reception is variable depending on your network.
- Free WiFi is available throughout the hotel.
- We have emergency evacuation procedures for disabled visitors.
- Staff are available 24 hours a day.

### Level Access

- The hotel's main entrance has nine steps however there is a permanent ramp with level access via the Bay Tree Bar & Grill entrance at the side of the hotel with a lift to all floors and bedrooms. For assistance prior to arrival please contact the reservations team on 01303 255301 or by email at [reservations@theburlingtonhotel.com](mailto:reservations@theburlingtonhotel.com).

### Access with steps

- There are nine steps at the main entrance to the ground floor and reception area and to the communal garden.

### Bedrooms

- The hotel has two lifts to all floors for bedrooms.
- We have one room with steps at the entrance.
- We have two rooms with level access on the ground floor which have been assessed and awarded M1 (Mobility One) status under the NAS.
- The routes to the bedrooms are 700mm wide, or more.
- The bedroom door is 750mm wide, or more.
- Standard rooms have unobstructed floor space of 1,200mm by 900mm or more.
- Some bathrooms have a level access shower.



## GETTING HERE

Burlington Hotel  
Earls Avenue  
Folkestone  
Kent  
CT20 2HR

### Travel by public transport

- You can get to Folkestone by bus and train.
- The nearest bus stop is in Trinity Gardens Bus Stop in Folkestone. The bus stop is 0.2 miles / 0.3 km from the hotel.
- The nearest train station is Folkestone Central. The train station is 0.7 miles / 1.1 km from the hotel.

### Travel by taxi

- You can get a taxi with Folkestone Taxi by calling 01303 252000 or Channel Cars by calling 01303 252252. Both taxi companies have wheelchair accessible vehicles.

### Parking

- Our car park has 12 unreserved spaces including one designated accessible parking bay.
- Parking is free and on a first-come-first-serve basis.
- There is a drop-off point with limited space at the main entrance to the hotel.
- From the car park to the Bay Tree Bar & Grill entrance at the side of the hotel, there is level access with a permanent ramp.
- There is chargeable on-street parking at the front of the hotel on Earls Avenue. Permits can be purchased from reception when you check-in.
- There is free on-street parking at the side of the hotel.

## ARRIVAL

### Path to main entrance

- From the street to the main hotel entrance, there is level access
- There are nine steps at the main entrance into the hotel.
- The path is 1,080mm wide, or more.
- The path is sloped.

### Main hotel entrance

- There are steps to the main entrance of the hotel.
- The doors are 1,400mm wide.
- The main doors are side hung and manual.
- When you arrive, we can help carry your luggage.

### Bay Tree Bar & Grill entrance

- There is a level access with a permanent ramp to the Bay Tree Bar & Grill entrance.
- The Bay Tree Bar & Grill has restricted opening times, please contact the hotel if access is required when closed.
- The door is 2,000mm wide.
- The door is an automatic sliding door.

## GETTING AROUND INSIDE

### Hearing

- The bedroom TVs have subtitles.

### Visual

- The walls and doors have high colour contrast.

### Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, bedside lamps and natural daylight.
- All bedrooms are non-smoking.
- All bedrooms are ensuite.

### Accessible bedrooms

- The route to the bedroom is 860mm wide, or more and has a ramp.
- The bedroom door is 860mm wide.
- There is 450mm at the side of the bed. The bed is 600mm high. There is 200mm under the bed.
- The bedroom is flexible (either double or twin). The bathroom is ensuite. The bathroom door is 860mm wide.
- The bathroom has a level access shower. There is a shower chair available. The level access shower has handrails.
- The toilets have handrails. The direction of transfer onto the toilet is to the left. There is over 870mm at the side of the toilet.
- There is 1,000mm in front of the toilet. The toilet seat is 470mm high.
- The taps are lever operated. There is space under the basin, with no pedestal or boxing.
- The walls and the bathroom fittings have high colour contrast.
- The shower head can be lowered to 1300mm from the floor if required.

## GETTING AROUND OUTSIDE

### Communal Garden

- From the reception area to the garden, there are 3 steps. There is no lift and no ramp.

### Martello Patio

- From the reception area to the patio, there is 1 step.
- From the patio to the communal garden there are 2 steps.

### Bay Tree Bar Terrace

- From the reception to this area, there are stairs or lift access.
- There is level access on the lower ground floor (-1) in the Bay Tree Bar & Grill to the terrace.
- To get to a table, there are no steps.