

Access Statement

The Best Western Heronston Hotel aims to and is confident that all our guests are equally comfortable and welcomed to the hotel. All requests are dealt with in a professional friendly and efficient manner to ensure our guests enjoy their stay at the hotel, however long or short that may be.

Transport, Car Parking & Location

- On – site level car parking facilities with designated disabled spaces free of charge.
- Assistance offered on request with parking, luggage etc.
- Nearest town is Bridgend, 1 mile from hotel
- Train station is in the centre of Bridgend Town
- Taxi or bus service is available to / from the hotel (Bus stop 200 yard from hotel entrance)
- Shop mobility scheme available in the town centre

Main entrance / Reception facilities

- Open 24 hours
- No steps into reception main entrance, level to ground
- There are no revolving or automatic door – lower level door handles
- Reception has a seating area
- The reception desk does not have a lower level, but receptionist are trained to give registration cards to people with restricted growth and/or wheelchair users on a clip board for easy of use.
- We have a mobile loop system for deaf or hard of hearing guests and staff always have pen and paper to hand.
- The floor is level through out
- There is an accessible unisex toilet through reception into the main bar and public toilet area.
- There is a public phone in reception at an accessible height.
- All corridors are well lit.
- All corridors and doors are wide enough for a wheelchair, zimmer frame or push chair

Accommodation

- We do not have raised numbers / lettering on our signage, it is engraved.
- There is a good colour contrast between walls, floors and doorways
- We do not currently have a colour contrast on the stair nosing between the ground and first floors
- We have one bedroom fitted for a wheelchair user (Bathroom fully fitted with all handrails, electronic bath seat, lower light switches and heating controls, alarm fitted in bathroom, bed blocks available to raise bed) This room has one double bed.
- Assistance dogs are welcome in the hotel

- The dogs can 'run free' on the lawn area at the back of the hotel
- Room service is available 24 hours, however hot meals are available between 11.00am to 2.30pm and 6.00pm to 9.30pm Sunday to Monday. Available from 11.00am to 9.30pm on Saturday.
- Task lighting (Angle poise / swan neck lamps) can be provided on request.

Lift

- The hotel is situated over 2 floors – ground and first floor
- There is one lift, which is not currently a talking lift with Braille signs – this has been ordered to be installed by September 08.

Bar Area

- The accessible unisex toilet is in this area
- There are no steps between levels and is situated on the ground floor
- The main outside entrance into the bar has a ramp access
- The bar counter does not have a lower level, but staff are trained to either take guests drinks to their table or served directly to them not placed on the counter.
- There is no loop system in this area, but the portable loop from reception can be used and staff always have pen & paper to hand
- Outdoor area has a level access and is available for drinks or bar meals.

Restaurant

- Ground floor level with no steps or ramps
- There is no accessible toilet in this room, however the bar is next to the restaurant
- There is no loop system in this area, but the portable loop from reception can be used and staff always have pen & paper to hand
- The menu 's are not printed in Braille or large print, but the staff are trained to read the menu's and prices to any blind or impaired vision guest.
- Chairs with arms are available to any guests that require them.
- The area is spacious with variable seating arrangements are available.
- Any dietary requirements can be catered for, any unusual requests please inform hotel as soon as possible.
- There is an outdoor area, outside the bar where bar meals are served this has a level access.

Conference rooms

- We have 7 conference rooms in total
- 3 ground floor rooms, the Mallard Room, the Ibis Court Suite and the Huckleberry (The Huckleberry Room is a distance away from the accessible unisex toilet).
- 4 first floor conference rooms, of which two are very easily accessed via the lift (Boardroom and Kingfisher Suite. The Bittern is accessible if the Kingfisher Suite is not in use and the Wren is accessible, but is a distance away from the accessible unisex toilet and the lift.
- Once on the first floor there are no ramps or stairs

- We have a mobile loop system for deaf or hard of hearing guests which has a 2 meter radius
- All meeting rooms have variable seating arrangements (Except the Wren & the Huckleberry).

Leisure Club

- This area is not currently very accessible; however this area is being refurbished in November & December 2008, where it will become more disabled user friendly.
- No accessible toilet in this area
- A bedroom is usually offered to a wheel chair user, as changing rooms are unsuitable
- There is not a hoist available for wheelchair users to get into or out of pool and spa pool area.
- There is a lip to get into the sauna and steam room.
- The spa pool is accessible up three steps, approx. 1 meter high.

Other information

- Staff are trained in disability awareness every 6 months
- Mobile phone networks are all available in the hotel.
- The hotel has an evacuation chair should it be required.
- A wheel chair is available to be used in the hotel
- Large print menus are available on request
- Additional information can be sourced by either telephone or email for guest's specific requirements. TEL:01656 668811 or email reception@bestwesternheronstonhotel.co.uk