



Access Guide

Introduction

The hotel is situated on the Main promenade with beautiful views overlooking the Sea; we have 78 rooms, all en-suite; offering a mixture of Superior studio's, Superior, Executive rooms, Superior Family, Family rooms, Standard Doubles, Standard Twin Rooms.

We aim to provide the highest standards of service to all our guests and encourage this through our company ethos and dedication to maintaining and progressing staffing standards. We look forward to welcoming you to our Hotel and making your stay experience at York House Hotel an enjoyable one.

We offer the following services and facilities:

Pre-Arrival

- For assistance prior to arrival please contact the reservations team on 01323 412 918 or by email at info@yorkhousehotel.co.uk
- The centre of town is a 5- 10 minute walk, some parts are quite hilly in the old town but the main shopping area is flat. The Train Station is located in the centre of town. North Eastern end.
- A bus service is available throughout town (all buses are accessible). There is a 3-5 minute walk from the nearest bus stop to the hotel.
- There is a company who specialise in accessible taxi service please see contact information below.
- You can contact the hotel by phone, email, or in person. We are open 24 hours although response, e.g. to emails, may be reduced from 11pm to 7am.
- We have a list of local equipment hirers that are available on request.

Arrival & Car Parking Facilities

- All guests should use the main entrance of the hotel located on Royal Parade. There are six steps and a dedicated 2 level ramp leading to the entrance. The ground is paved.
- There is a drop off point and loading bay just before/after the hotel adjacent to the East Beach Hotel, vehicles must not be left unattended.
- Parking is available on the roads' surrounding the hotel. At reception parking vouchers are available for £ 1 for zone H pay & display zone, blue badge holders don't need to display a permit, just the badge.
- If you need assistance with luggage, equipment or guidance, Reception is manned 24 hours a day.

Main Entrance & Reception

- The main entrance has six steps and a 2 level ramp option, the lobby area has no steps.
- There are a number of seating options in the reception / lounge.
- The reception desk is 112cm high. Registration can be completed whilst sitting in the reception area which has tables.
- A receptionist will offer assistance on filling in your registration card, if required.
- On check in reception staff are required to note down the information and room number of any disabled guests who have requested assistance in case of an evacuation or emergency.
- Directly in front of the main entrance are two lifts to all floors for bedrooms and Williamsons suite
- The main restaurant is located to the left of the main entrance. The bar and Verandah Restaurant are on the ground floor.

York House Hotel

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Each Best Western® branded hotel is independently owned and operated.

Public Areas – General

- All lifts have audible communication and tactile buttons at a standard height.
- There is one mirror in each lift at the back. The other sides are Chrome.
- The lift doors are automatic. The lifts access all public floors except the swimming pool.
- In the event of an emergency, we have emergency procedures in place to get people out of the lift.
- There is an emergency call button in the lift, which calls the Reception.
- There is signage around the hotel, which uses words, numbers and directional arrows.
- The hotel staircases (4) are carpeted and there is a hand rail all the way up the stairs. Each floor has a landing.
- The corridors also have fire doors with safety glass in.

Public Areas – WC

- There are 1 set of public toilets. They are right from reception.
- There are separate ladies, gents and accessible toilets available here.
- The gents toilets are non-slip tiled
- The ladies toilets are non-slip tiled
- There is one accessible access toilet which provides:
 - Emergency Alarm pull cord.
 - 150 x 160cm free space of obstacle and doors.
 - Floor is non-slip tiled.
 - There are vertical rails either side of the basins and toilets.
 - There are level taps on sinks.
- The corridor to the toilets is carpeted.
- There is a baby changing facility in the accessible toilet.

Restaurant / Dining Room, Bar & Lounges

- Table service is offered in the bar.
- There is a selection of tables, chairs and sofas of varying height.
- The restaurant is located on the ground floor.
- The restaurant is table service; breakfast is self-service, with the option for table service.
- We are able to cater for varying dietary needs, please advise staff on booking.
- Should you have a known food allergy please kindly inform us at the time of booking which will enable us to prepare something tasty for your stay. We cannot guarantee a 100% nut free environment.
- Chairs with arms can be available on request
- Chairs are non-fixed in the dining room.
- A large print menu is available on request.

Functions rooms

- We have 2 function rooms, 1 located on the ground floor at the side of the hotel, there are no steps to these, 1 located in the lower ground floor, there are some steps or lift access to the Williamson room.
- Nearest toilets for the ground floor function rooms are located next to reception; the Williamson has gents and ladies' toilets in the room.
- All function rooms have fire exits.
- All function rooms are no smoking

Swimming Pool

- The swimming pool is located on the lower ground floor, opposite the restaurant.
- There are 16 steps down to the swimming pool and another 6 from the changing room to the actual swimming pool.
- There is NO lift access to the swimming pool.
- The changing room has non-slip flooring however care must still be taken
- The swimming pool has non-slip tiles however care must still be taken
- The stairs have a railing at the side.

Bedrooms

- There are 78 bedrooms, spread over 3 floors. The lifts go to all floors.
- Due to the building structure, some bedrooms are situated on “half landing’s” which requires stair access. If we are aware in advance that stair’s maybe a difficulty then we are able to allocate a more suitable Room.
- We have 2 graded M2 accessible rooms on the ground floor. This grading is provided by Visit England if you wish to familiarise yourself with the ‘M’ gradings please visit: <http://www.qualityintourism.com/wp-content/uploads/2014/09/NAS-Serviced-Standards.pdf> Page 32
- All our bedrooms have natural day light as well as ceiling spotlights, bedside lights.
- Bedroom lighting is of different levels.
- The Emergency procedures are clearly written on the back of all the doors.
- The fire alarm is audio only however systems have been put to ensure the safe exits of all guest in case of an emergency.
- All rooms are non-smoking.

Other information’s

- If you require any assistance during your stay please contact reception, the Duty Manager can also be contacted via reception.
- Reception is covered 24 hours a day.
- Guide dogs are welcome.
- The Hotel is pet friendly, pets are welcome in communal areas except the restaurant and swimming pool, if you would like to dine or have breakfast with the pet a table can be set in the bar (guide dogs are exceptions and are welcome in the all hotel).
- The Hotel has no signs or literature in Braille.