

Accessibility Statement

The Best Western Woodlands Hotel takes the needs and equal treatment of all our guests extremely seriously. Therefore we are committed to ensure our facilities and services are accessible to all.

The Best Western Woodlands Hotel recognises that our hotel will not be able to meet all individual needs and preferences. If you find there is something we have missed and that you need assistance with during your stay to help with your comfort, please do not hesitate in contacting our Reception team to allow us the opportunity to assist you.

Prior to arrival

- Reservations can be made by phone, website, in person or email
- We request that anyone wishing to visit, informs us in advance of any disability where access may be an issue so we can ensure to meet your needs and offer assistance if required on arrival and throughout your stay.
- The nearest train station is in Broughty Ferry which is 1.2miles away, a local bus does run past the bottom road of the hotel which is 5 minutes away

On arrival at The Best Western Woodlands Hotel

- Our large complimentary car park is all one level
- The car park and entrance are lit at night
- There is 2 doors leading into the hotel which can open fully for wheelchair entry

Checking in

- Access to the Reception is available on the ground floor level within the main entrance to the hotel
- Please let the Reception know if you require assistance in the event of an emergency
- We have staff on duty that can assist with luggage if required
- Comfortable seating is available in the reception area which you are welcome to use during the check in process

Bedrooms

- We have 3 fully accessible bedrooms with wet room showers, shower seats and handrails
- We also have a further 25 bedrooms with walk in showers
- All rooms have direct dial telephones
- Room service is available during meal times - Lunch: 12pm – 1.45pm Dinner: 5pm – 8.30pm we can arrange room service breakfast but we do ask this to be ordered in advance if possible
- The fire alarm is audio only but safety measures have been put in place to ensure the safe exit of all guests. If you have any concerns our General Manager and Duty Manager will be please to talk to you about these procedures
- All televisions are remote controlled smart TVs

The ground floor

- Restaurant and bars are on the ground floor and both are on one level whilst the bar may be too high for those in a wheelchair table service can be offered
- There are accessible toilets on the ground floor

The Bar & Restaurant

- Most dietary requirements can be catered for, menus are available to view in advance on our website
- All chairs are non-fixed in the restaurant, some are designed with arm rests
- Table service is provided
- Lighting is a mixture of natural daylight, lamps with wall lights and overhead lighting

Conference and meeting rooms

- We have 2 function rooms which are both situated on the ground floor
- Accessible toilets are on the ground floor past the Reception desk

Other information

- Assistance/Guide dogs are welcome at the hotel
- Wi-Fi is complimentary throughout the hotel
- The hotel including all rooms are non-smoking, external smoking areas are sign posted
- The building is fitted with smoke detection in all public areas and bedrooms
- There is a taxi phone available for all guests to use at the Reception Desk, the receptionist on duty are happy to assist with this
- We have tried to be as accurate and comprehensive as possible in preparation of this Access statement. All staff are more than happy to assist in any way possible to ensure you have a very enjoyable stay at The Best Western Woodlands Hotel.