



THE GRAND HOTEL

## **ACCESS STATEMENT**

Please find below information we hope will ensure you enjoy your visit to The Grand Hotel, regardless of whether your life is affected in some way by a medical condition, disability, impairment or specific learning difficulty.

### **Prior to your arrival**

- Enquiries and reservations may be made by phone or email.
- Bookings may be made by phone, email or on-line through our website.
- Should you require a taxi to the hotel from Plymouth or Exeter airports, we use a reliable company on a regular basis and we would be delighted to book them on your behalf, however, settlement of any fares must be done directly between our guests and the taxi company concerned.
- Hire of motorised or push wheelchairs.
- Hotel is directly opposite Torquay train station.
- Directions to the hotel may be found on our website.

### **On arrival at the hotel**

- We have designated disabled parking and valet parking available.
- Entrance to the hotel is by way of steps or a graduated slope suitable for wheelchairs.
- We are more than happy to help you with your luggage and will collect it from your car and deliver it to your room, if preferred.

### **Reception area**

- Floor is suitable for wheelchairs.
- Reception will assist with check in.
- Reception is all on one level.

### **Public areas**

- Our corridors are well lit and carpeted.
- The Restaurant, Bar and Lounge are on one level and are accessible from the front entrance of the hotel.
- There are no doors from reception.

### **Toilets**

- Our disabled toilet is situated on the ground floor in the reception area and is easily accessible from the Restaurant, Bar and Lounge.
- Baby changing facilities are available in the disabled toilet.

### **Fire alarm**

- The fire alarm system is bells and does not have flashing lights. Assistance is given if evacuation is necessary. Please notify reception, on arrival, if assistance is required.

### **Restaurant and Bar**

- There is ample movable seating in both and there are chairs without arms.
- Background music in both.
- Full waiter service (some elements of breakfast are self-service but assistance can be provided, if required).
- Restaurant tables are laid with white table linen.
- All areas are well lit.
- Menus printed on white paper.

### **Accommodation**

- Three rooms are available on the ground floor. Please request availability upon booking, if required.
- We do not have adapted bathrooms and grab rails are not in the bedrooms as standard, however, if required and with prior notice, bath seats, raised toilet seats and grab rails can be made available.

### **Leisure suite**

- There is a lift down to the leisure suite, with 3 steps to the indoor pool and gym. There is a staircase to the outdoor pool.
- All corridors and public areas are well lit.
- All doors and corridors are wide enough for Zimmer frames/pushchairs.
- Service dogs (only) are allowed in the leisure suite.

### **Conference and Banqueting suites**

- The Devonshire, Chatsworth and Cavendish are all on the ground floor and accessible from the front of the hotel.
- A disabled toilet is available on the ground floor of the hotel.
- Baby changing facilities are available in the disabled toilet.

### **Additional information**

- Dogs are welcome at The Grand.
- Small fridges are available, on request, for medication or baby food.
- We are able to use the front doors in event of evacuation. The bells will ring continuously if evacuation is needed. If you require assistance for evacuation, please notify us, on arrival.

We have tried to be as accurate as possible and have included as much detail as we can in our Access Statement. We welcome feedback to continuously improve on the information we provide. If you have any queries, please contact us on 01803 296677.