

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Marsham Court Hotel

Introduction

Situated in the seaside town of Bournemouth, the Marsham Court Hotel is the perfect place to stay whether you are visiting for business, pleasure or leisure. The hotel is situated on the East Cliff and being in the centre of the Town we are just a 5 minute downhill walk from the main attractions, shops, restaurants, cafes and beaches.

We have 95 bedrooms, including 4 accessible bedrooms situated on the 1st and 2nd floors which are suitable for wheelchair users - access is via a lift from the ground floor. Rooms have private en-suite shower rooms, 3 of which are wet rooms, the other having a large walk-in shower (small step up). All have handrails fitted.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01202 552111 or email reservations@marshamcourthotel.co.uk.

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours, which is BH1 3AU (directions to our car park at the rear of the hotel) to get directions.
- The nearest railway station is Bournemouth, which is 0.5 miles away (a 10-15 minute walk). Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.
- The nearest bus stop is 50m from the rear entrance of the hotel - ask the driver for the stop at the top of Bath Hill. There is shelter and seating. All buses can accommodate one Wheelchair and there are several services with both Yellow Buses and More Buses that run to Bournemouth Pier and The Square via Bath Hill. Services run approximately every 10 minutes but more information

can be found on their respective websites: www.yellowbuses.co.uk and www.morebus.co.uk

Car Parking and Arrival

- There is a level car park at the rear of the hotel with approximately 90 spaces. We have 2 dedicated disabled parking bays situated close to the rear entrance/exit of the hotel which are available to pre-book for blue badge holders only. Please contact the hotel for further details and to book.
- The car park surface is tarmac with a level path leading to the pedestrian entrance. The car park and pathway is lit at night.
- There is a drop off point at the main front entrance of the hotel, but access to the hotel is via 9 steep steps with no wheelchair access from this entrance. If you require wheelchair access and are arriving by taxi or bus, please use the entrance at the rear or the hotel. *Please note that we are currently looking at options to improve accessibility at the front of the hotel. We are somewhat restricted due to being situated in a conservation area, but we are exploring all the options with the planning officers and intend to make improvements as soon as we can.*
- There is a bell at the bottom of the steps at the front entrance if you require assistance.
- The main entrance doors at the front and the rear of the hotel are automatic.
- We have a porter service available 24 hours a day to assist with your luggage.

Main Entrance / Reception / Welcome Area

- Reception is on the ground floor and has level access throughout.
- The floor surface throughout the lobby and to the lifts is carpet.
- The area is evenly and well lit with overhead lighting and wall lights.
- Part of the reception desk is lowered.
- There is a choice of seating in the lobby area, which can be used as an alternative space for check-in.
- A familiarisation tour is available on request.

Bedrooms

- There are 2 second floor accessible bedrooms and 2 first floor accessible bedrooms reached via the lift on the ground floor. These rooms provide specific facilities for guests with disabilities, these include:
- Entry doors are 787mm/31ins wide, light and easy to open.
- Furniture can be easily removed or rearranged in the room if requested.
- Beds are zip and link so twin or double bedrooms are available.
- In each room there is a transfer space of at least 1200mm/47ins on one side of the beds.
- The height of the beds from the floor to the top of the mattress is 610mm/24ins. Blocks to raise the height of the bed are available on request.
- Rooms are bright and evenly lit. Overhead and wall lighting is used. There are also bedside and table lamps in each room.
- The height of the wardrobe rails can be adjusted.
- These, and all other bedrooms in the hotel, offer the following: Lighting as above, good colour contrast between the floor, walls and doors, short pile carpet, non-feather bedding is available on request, digital television with remote control, alarm facility, subtitles and audio description facilities. A vibrating pillow pad is available on request.

Bathrooms, Shower-rooms and Toilets (Ensuite or Shared)

- All accessible bedrooms have en-suite bathrooms providing specific facilities for guests with disabilities, these include:
- Pull cord panic alarm.
- Doors 787mm/31ins wide, easy to open.
- 3 Wet rooms (1 which includes a separate bath not lowered) and 1 Walk-in shower with small step plus a separate bath (not lowered).
- Seats are fitted in all showers.
- Vertical grab rails are fitted around the shower.
- The toilet height is 419mm/16.5ins.

- Horizontal grab rails are fitted either side of the toilet.
- The wash basin height is 851mm/33.5ins, with clear space underneath.
- Well lit with overhead lights and a fluorescent light over mirror.
- Good colour contrast between the doors, floor, walls and towels.
- The flooring is non-slip tile.
- Seat raisers and shower seats are available where required.
- All other bathrooms have the same lighting, lever taps, floor fitting and good colour contrast as above. However, not all bedrooms have a separate shower and in some cases it is over the bath. If you require a separate shower please request this at the time of booking.

Public Areas - Halls, Stairs, Landings, Corridors

- All public areas, halls, stairs, landings and lifts, are well lit using a combination of ceiling and wall lights (fluorescent lighting and halogen lighting is used in the lifts).
- Corridors are fitted with sensor lighting (this work is still in progress).
- Corridors are a minimum of 1016mm/40ins wide and the floor covering is short pile carpet.
- There are 2 lifts - the larger of the 2 is suitable for wheelchair access with audio announcements and tactile buttons. There is a mirror on the back of each lift, the sides are smooth paneled and the floor is short pile carpet.

Public Areas - Lounges, Lobbies

- The lounge area is situated on the ground floor and is open plan with level entry from the reception and main entrance
- The room has a mixture of seating with sofas and soft chairs with and without arms as well as some stools, together with low coffee tables.
- Lighting is natural daylight and by night levels are controlled by dimmer switches, with overhead and wall lighting used.
- The flooring is short pile carpet throughout.

- Bar food and drink can be served in the lounge, just ask at the bar for menu details.
- The nearest toilets are situated opposite the main hotel restaurant and there is also an accessible toilet in this corridor.

Restaurant/Dining Room, Bar & Bar area

- The Bar is situated in the main reception area. The restaurant is situated on the ground floor with level entry from the reception and main entrance area.
- Double doors lead to the restaurant, which are normally open during service times.
- Both the restaurant and bar have level access throughout. Tables in the restaurant are well spaced apart, with a clear height from the floor of 750mm/29.5ins with a mixture of upright chairs with and without arms.
- The bar area has a mixture of sofas, soft chairs and upright chairs with low tables. Service is usually at the bar, but drinks and food can be served at the table on request.
- Lighting is natural daylight and by night levels are controlled by dimmer switches, with overhead and wall lighting used
- The flooring is short pile carpet.
- We do our best to cater for any dietary requirements; please contact us in advance with any specific requests. Where possible all our food produce is locally sourced.
- The restaurant is table service for dinner. Breakfast is a self-service buffet; however, staff can assist on request.
- Large print menus are available. All staff can assist by running through menus with you.
- Crockery is colour contrasted with the table where possible.
- The nearest toilets and accessible toilet are in the corridor opposite the entrance to the restaurant.

Public Toilets

- Public toilets can be found on the ground floor with level access from the main entrance, reception, lounge, bar and restaurant areas. Alternative toilets can also be found by The Ballroom. No accessible toilet is available in this area of the hotel.
- Accessible toilet entrance door 864mm/34ins wide and level entry into the toilet.
- 864mm/34ins transfer space to the right of the toilet (when facing).
- The toilet height is 457mm/18ins.
- There are vertical rails either side of both basin and toilet.
- There is a horizontal rail on the side wall adjacent to the toilet.
- An emergency alarm pull cord.
- The toilets are well lit with fluorescent overhead lighting and there is a pull cord light switch.
- The flooring is non-slip.
- There is good colour contrast, tiles are blue, toilets & washbasins are white.
- All other public WCs have the same lighting & flooring.

Leisure Facilities

- An outdoor swimming pool is located to the front of the hotel. Access is via the front main entrance where 2 steps down lead to our front sun terrace. The surface of the sun terrace is paved but uneven. From the terrace an uneven sloping path leads to the poolside which has an even finish.
- There are 2 poolside changing areas both with WC. 1 is an accessible changing room with a 813mm/32ins wide door.
- The flooring in the accessible changing room is non slip.
- There are 2 horizontal and 2 vertical grab rails either side of the toilet.
- The pool is accessed via steps into the shallow end of the pool. There are no rails to assist entry.
- The swimming pool is not monitored by a life guard.

Grounds and Gardens

- We have gardens and sun terraces to the front of the hotel.
- Areas closest to the hotel at the rear are flat. The entrance at the front of the hotel is above ground level and accessible only via a flight of 9 steps. *Please note that we are currently looking at options to improve accessibility at the front of the hotel. We are somewhat restricted due to being situated in a conservation area, but we are exploring all the options with the planning officers and intend to make improvements as soon as we can.*

Conference and Meeting Rooms

- Our conference and meeting rooms are on the ground floor (except The Loft and The Bit on the Side) and can be accessed from the main entrance/reception area.
- The Loft is on the first floor with its own steep staircase access.
- The Bit on the Side is on the ground floor but has 3 steps leading to the entrance. However, level access is available via the car park.
- All of the ground floor rooms have level access throughout.
- All doors are at least 787mm/31ins wide, light and easy to open.
- All rooms have natural lighting. Overhead lighting is supplied via strip lighting/halogen lights/ spot lights.
- Upright chairs with or without arms are available. Tables have a clear space of 750mm/29.5ins from the floor.
- The flooring is short pile carpet except the Ballrooms which is wood.
- The nearest public toilet with an accessible toilet is on the same floor opposite the hotel restaurant.
- Please contact our conference manager on Tel: 01202 446644 to discuss any specific requirements you may have.

Additional Information

- All of our key staff receive regular training that includes disability awareness training.
- All Duty Managers are trained in First Aid with some also trained in Paediatric First Aid.
- We have an orange door tag system in place for disabled guests to enable them to make staff aware that they are in their rooms.
- We have a set of evacuation procedures – should you require assistance someone will come to your room and help you with evacuation either out of the building or to a refuge.
- We are a dog friendly hotel and welcome trained assistance dogs in our 7 dog friendly bedrooms. A water bowl is available just outside the main entrance for dogs and we provide a range of doggy items such as bed, blanket etc.
- Room service is available 24 hours.
- Clear signage is used throughout the hotel and large black letters on a white frosted background.
- We have an area where a mobility scooter can be charged, please ask at reception.
- The nearest General Hospital with an A&E unit and walk in NHS facility is 2 miles away - Bournemouth Hospital. The nearest doctor's surgery is 1 mile away. Please contact reception for further information.
- Free Wi-Fi Internet access is available in bedrooms and throughout the hotel.
- We can offer a list of nearby attractions and details of their Access Statements for information, where available.

Future Plans

- We are planning a review of our website next year to make it more accessible; your comments are welcome to assist us with this project.

Contact Information

Address (Inc postcode): 3 Russell Cotes Road East Cliff Bournemouth
Dorset BH1 3AB

Telephone: 01202 552111

Email: reservations@marshamcourthotel.co.uk

Website: www.marshamcourthotel.co.uk

Hours of Operation: 24 hours