

The Highfield Hotel & Restaurant and the National Accessibility Scheme

Access Statement

Introduction

The Highfield Hotel provides guest accommodation and services for visitors to Keswick. Our goal is to provide a range of accessibility features within the hotel so we can therefore adhere to the NAS guidelines and provide the best level of service for our guests with differing needs.

Pre-Arrival

Before arriving at the hotel the Highfield team would be able to provide email communication for the hard of hearing. We would also be able to liaise with guests with written material which is of an increased font size. We will aim to provide further information (for mobility impairment / visual / hearing impairment) geared towards providing information on accessibility for services and attractions within the Keswick area

Arrival & Car Parking

The private gravel covered car park at the rear of the hotel provides enough space for 20 cars to park. There are no designated parking spaces for disabled guests. The Highfield telephone number is given on all correspondence so guests can contact us on arrival at the hotel should they require assistance. Help with luggage can be offered to our guests. There are 7 steps down from the car park to a level area which leads to the hotel rear entrance. These steps are fitted with a hand rail. No ramps are provided at the moment.

Main Entrance & Reception

There are two entrances to the hotel & restaurant. The rear entrance is accessed from the car park down 7 steps. The width of the door is 83cm. The front entrance is accessed up 14 steps and a gravel path, the front door width is 110cm. Assistance from the Highfield team with luggage and guidance can be offered.

A pad and pen are available on arrival at reception. Lighting is prominent and is dimmable throughout the public rooms. Plenty of comfortable seating is available in the reception area. Reception is manned through out the day. The ground floor of the hotel has only one step through out. We have two bedrooms on the ground floor (entry level). No ramp or lift is provided to any floor in the hotel.

Public Areas - General (Internal)

No lift or stair lift is available. No Braille is available. No automatic doors available. Emergency procedures are in place. Entry to rooms is over 3 floors including ground level. Flooring is all carpeted. No public televisions are available. Rails are provided on all stair cases (in the form of a banister) on all floors. Baby changing facilities can be made available.

Public Areas - WC

Available on the ground floor. Not adapted to meet NAS

Restaurant & Lounges,

The Restaurant floor area is level with ample space between tables, Lighting is prominent and is dimmable in the Restaurant and Lounges. Door width to the lounges and restaurant is 89cm. Menus can be provided on request with increased font size.

Bedrooms

No rooms are specifically geared for the NAS however when conducting our refurbishment program we will look into this area.

Bathroom, Shower-room & WC en suite

Nothing adapted to the NAS at present, however to be considered with any refurbishment scheme.

Contact Information

Address: Highfield Hotel & Restaurant, The Heads, Keswick, CA12 5ER

Telephone: 017687 72508

Email: info@highfieldkeswick.co.uk

Web site: www.highfieldkeswick.co.uk

Local equipment from hire companies: Available on request and depending on requirement

Local public transport numbers: Travel Line 0871 200 2233

National Rail Enquires 08467 484950

Local accessible taxi numbers: Davis Taxis 017687 72676