

Access Statement for The Bell Hotel

Introduction

Set in the heart of the historic Cinque port of Sandwich, Kent's best kept secret and reputed to be the most complete medieval town in England with more historic listed buildings per acre than anywhere else in the country

Recently restored and refurbished, the present Bell Hotel was built in the 19th century but has a chic, modern feel and a reputation for excellence. It's a stylish, comfortable and beautiful place whether staying, enjoying the restaurant or bars, holding a celebration, wedding or indeed conference. The emphasis is on great hospitality and a passion for serving fresh, seasonal and local food.

We have Disabled access via a ramp into Reception providing access to the restaurant and toilets. Disabled Car Parking is available directly outside the Hotel.

Pre-Arrival

- Phone, Fax and Email Facilities offered on request subject to charges
- All information can be provided in any font of any size subject to paper sizes
- We are a 2 minutes walk to the local shops, maps available at Reception, 4 minutes from the Tourist Information Centre
- Radar Keys can be purchased from Reception
- Taxi service available upon request

Arrival & Car Parking Facilities

- 1 Disabled Parking Bay Reserved, further can be booked on request up to 7.
- Public Car Parking available 30 metres from Hotel with allocated Parking
- We can park your car on request
- drop off Point available either to front entrance with 4 Steps or to Side Entrance 1 Step with Ramp Access available

- You can access all of your car when parked
- The outside area when arriving has Tarmac and brick flooring
- Dog Bowl available on Sun Terrace near the Bar and in Room
- If you need greeting from Car please phone upon arrival
- Route from the car parking area is mostly Tarmac with bricks leading to the front door, it can be a bit slippery when damp. If accessing via Side Entrance the public walk way is stone slabs. Ring the bell on the left side of the door once and we will greet you and bring ramp if necessary
- We can offer portage from your Car, Taxi or any form of Transport

Main Entrance, Reception & Ticketing Area

- 2 Entrances into Reception - Front entrance with 4 Steps or to the Side Entrance 1 Step with Ramp Access available
- Assistance available via Bell or calling the Hotel to greet
- All lighting is uniform and on Dimmers
- Familiarisation Tour offered
- Front Entrance has a revolving door
- Side Entrance handle that turns
- Open 24 Hours a Day, locked after 11pm with Bell. Night Porter on duty through out the night
- Check in can be provided at lower level or sat in the lounge
- The floor is at the same level through out Reception and Lobby
- 2 Doors exiting Reception on Self Closures with warning beep once activated, normally by the Fire Alarm
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Public Areas - Hall, Stairs, Landing, Corridors etc

- We do not have any lifts
- We have 3 Floors
- A mixture of Flooring with mostly Wooden Floors on the ground Floor and Carpets on the Bedroom corridors and bedrooms
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Public Areas - Sitting room, lounges, lobbies etc

- Lounge is on the ground floor accessible via Main entrance through revolving door or Side Entrance with Ramp Access

- Seating is low level and the furniture is moveable
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Public WCs

- Close to Reception
- A mixture of Wooden Floor with a small Carpet just before the Toilets situated on the ground Floor
- Fire alarm Sounders in Toilets
- No current Disabled Toilet (Completed July 2009)
- Currently all doors are push/pull
- Baby Change Facilities available through to the 'The Old Dining Room'
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Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- Lighting is similar in all areas and Dimmable
- Spaces left between Tables suitable for Wheel chairs users
- Tables and Chairs are moveable if necessary
- Menus available in large print and any font
- All Eating Areas are Non Smoking
- Entrance via Reception with Ramp Access and Entrance Bell
- Thick handled cutlery available
- Waiter service available through out Restaurant and Bar
- Restaurant and Bar on separate levels via 6 Steps with hand rails
- Bar Area Access via 1 step
- Toilets available on Restaurant Level near Conservatory 5 Metres and near The Old Dining Room 5 Metres

Laundry

- we offer a Laundry service please leave on bed and let Reception know, we will return Laundry within 24 Hours

Bedrooms & Sleeping Areas

- Currently we do not have any Accessible Bedrooms (1 Room on Ground floor planned for completion Feb 10)
- Currently the only Bedrooms we have are on the First floor (21

Steps)

- We do not have a lift
- All TV's have remote control
- Cordless Kettle with light provided
- Room Service Available
- Hypo Allergenic Pillows and Duvets available
- Full Pet facilities available including Beds' Bedding, Walking and Menu's

Bathroom, Shower-room & WC [Ensuite or Shared]

- Currently we do not have any Accessible Bedrooms (1 Room on Ground floor planned for completion Feb 10)
- Currently the only Bedrooms we have are on the First floor (21 Steps)
- We do not have a lift

Grounds and Gardens

- The Sun Terrace has block pavement with a Tree in the Middle with Tables and chairs
- We have left plenty of space between tables to make it easy to move around
- We offer Table service if required
- One step into Bar Area
- Closest Toilet will be via Bar (8 Steps) or Front (4 Steps) or Side Entrance (1 Step or Ramp upon request)

Additional Information

- Fire Procedures - All Fire Escapes lead to the outside with Evacuation Routes printed in all guest bedrooms.
- All staff trained to provide additional assistance the event of an emergency and evacuation
- Service Dog's can access in all areas
- We operate a No smoking policy in all areas of the Hotel including all Bedrooms
- We offer Wi Fi to all guests Free of Charge
- Full mobile network available from all areas
- Back Ground Music only in Restaurant and Bar, this can be turned

down upon request

- We can provide small refrigerators or store medicines and special dietary food
- A member of staff will always be on hand to assist
- We can accept Type Talk Calls
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Address: The Bell Hotel
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Kent
CT13 9EF

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Fax: 01304 615308

Email: reservations@bellhotelsandwich.co.uk

Website: www.bellhotelsandwich.co.uk

Hours of operation: 24 Hours

Future Plans

- Disabled Toilet (July 2009 Completion)
- 3 x Ground Floor Rooms (February 2010 Completion) including a DDA compliant Room

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01304613388 or email mcollins@bellhotelsandwich.co.uk