

## **Access Statement for Stoke by Nayland Hotel, Golf & Spa**

### **Introduction**

Stoke by Nayland Hotel, Golf & Spa is situated in the countryside, with the hotel positioned at the bottom of a dip after taking a long, windy and hilly approach to reach the hotel. We have 80 hotel bedrooms with 27 of those being situated on the ground floor, some of those bedrooms and bathrooms have twin sinks that are particularly useful for disabled guests.

### **Pre-Arrival**

The nearest train stations from the hotel are Sudbury (6 miles away) and Colchester (10 miles away). There is easy access for taxis to and from the hotel. A bus goes to and from Stoke by Nayland village Monday to Saturday but this is still a little way from the hotel itself. The surrounding areas are paved but reasonably hilly.

### **Car Parking and Arrival**

Car parking is available directly in front of the hotel and is free of charge with no blue badge parking. The car park is tarmacked with gravelled spaces. The car park is also on a downward slope toward the hotel and is well lit from the front of the hotel. There are also markers around the car park. There is a drop-off point directly outside the front of the hotel, there is no intercom or call button to gain access to the hotel. There are no steps/ramps needed to gain access to the hotel with all doors being automatic.

### **Main Entrance/Reception/Welcome Area**

The Hotel Reception is located directly at the front of the hotel at the main entrance. There are no steps or ramps as the ground is flat. The layout of the reception and main entrance is level throughout, with room around all furniture in the welcome area for wheelchair access. The front desk is wheelchair accessible also. Seating is available with lots of furniture and tables in the welcome area, the flooring at reception is tiled and the welcome area is carpeted. The reception is very well lit by lots of natural light and lighting from ceiling and wall lights. Guests can only be checked in at reception and there is no hearing loop system available at the hotel.

### **Bedrooms**

The hotel has 27 ground floor bedrooms and it offers twin, doubles, singles and zip line occupancy rooms. Each room has its room number on a plaque on the door. Ground floor rooms are wheelchair accessible but approximately three rooms in the hotel are disabled friendly. Rooms are very well lit by wall and ceiling lighting as well as natural light. Rooms contain fire alarm devices for deaf occupants, and all bedrooms are carpeted. The televisions in all rooms can be adjusted so that they show subtitles if required.



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### **Bathrooms, Shower-rooms and Toilets**

Bathrooms in bedrooms are level access and feature tiled flooring. They all have mirrors within and some rooms are wet rooms. Some bathrooms contain twin sinks that stand at an average height.

### **Public Areas – Halls, Stairs, Landings Corridors**

Corridors are well lit throughout by wall and ceiling lights with some areas being extremely well lit by natural light, particularly the reception/welcome area. The hotel is carpeted throughout, including stairways. Floor numbers are marked and signed clearly. Handrails are provided on all stairwells. Corridors and stairs are approx. 1.5-2 metres wide.

### **Public Areas – Lounges, Lobbies**

Lounge/Lobby rooms are all level access with no stairs or ramp required. There is ample room around furniture to allow wheelchair access. Tables and chairs in these areas are at an average height and size, and there are sofas available for seating more than one person or a group of people. The lounges and lobby areas are well lit with wall and ceiling lights and some areas allowing lots of natural light. Flooring is carpeted in all areas except the reception lounge which has some tiled flooring, food and drink can be served in all of these areas.

### **Restaurant/Dining Room, Bar & Bar Area**

Inside the clubhouse, there are 2-3 steps leading down into the bar. These are within the bar as opposed to being entrance steps. All restaurants and dining areas are level with no ramp or steps needed to gain access apart from The Gallery Restaurant which can be accessed via a lift. These areas allow plenty of room for wheelchairs and pushchairs and all are carpeted, well-lit throughout with wall and ceiling lighting and some rooms very well lit by natural light. All chefs are made aware of dietary requirements and are happy to cater for them. Food is available via table and self-service at certain times. WCs are available throughout the hotel on the ground floor and Spa areas only.

### **Leisure Facilities**

Gym, pool, sauna and studio are all available to guests, there are steps down to these facilities (approx. 25) and lift access is also available. Once down into the gym and spa the access is level throughout with no ramp needed, apart from the fitness studio which has steps. Changing rooms are accessible for wheelchair users. The area is very well lit by wall and ceiling lights, with the gym and poolside well-lit by natural light. The flooring in these areas is tiled throughout. There are WCs in changing rooms and these facilities are open from 6:30am-10pm. The spa and fitness managers/team can be contacted at any time via phone to book appointments or to discuss anything.

### **Grounds and Gardens**

The surrounding areas include lots of woodland and terrace areas that overlook the two golf courses. The grounds are very hilly with lots of undulation and there are buggy paths all through the grounds that are clearly marked and visible, as well as some being lit at night. These buggy paths are



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approximately 2 metres wide and many are paved or covered with tarmac. The terraces also include ample seating with food and drink being served to these areas throughout the day.

### **Treatment Rooms**

Treatment rooms are located in the spa and therefore are accessible via steps and a lift if required, again these areas are level throughout and are all tiled flooring. The areas are well lit by wall and ceiling lights. WCs are situated in the changing rooms, and the spa is open from 6:30am-10pm. Appointments and enquiries can be taken by spa manager and spa reception via phone and email.

### **Conference and Meeting Rooms**

All conference and meeting rooms are level access apart although the Gainsborough Room has a single step to the central part of the room. All meeting and conference rooms are very well lit by wall and ceiling lights, alongside natural lighting. All rooms are carpeted. Furniture can be moved however required, as long as this is made aware to the hotel prior. Contact the sales team to book or make any enquiries regarding conference/meeting rooms. WCs are located throughout the hotel on the ground floor and Spa only, and are therefore a short distance from any of the meeting/conference rooms. There is no hearing loop system in place currently.

### **Additional Information**

The nearest hospitals are Colchester General Hospital being approx. 8 miles away and West Suffolk Hospital at approx. 20 miles. The nearest doctor's surgery is Nayland Surgery and is only 3 miles away. Free high-speed WiFi is available throughout the premises with sign up required. Room service is available to all rooms in the hotel and details of this can be found in the rooms. Energy efficient lighting is used throughout the hotel.