

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 Brookside Hotel

Introduction

Situated in the Historic City of Chester the Brookside Hotel is the perfect place to stay whether you are visiting for business or leisure. The hotel is family run and situated on a very slight gradient with a gradual approach. Being a 10 minute walk from the hustle and bustle of the city center the Brookside Hotel allows for a peaceful and relaxing night's stay.

We have 27 bedrooms with 2 accessible bedrooms suitable for wheelchair users situated on the ground floor. Of these rooms one has a walk in shower with a step over of 108mm/7 inches and the other bedroom has a bath and shower combined. A new portable toilet frame can be insitu upon request.

A further 2 bedrooms have limited mobility access one with bath and shower and the other with large walk in shower with a 203mm/9 inch step & hand rail.

All our bedrooms are en-suite.

We look forward to welcoming you and catering to your individual needs.

If you have any queries or require any assistance please phone 01244 381943 or email info@brookside-hotel.co.uk.

Pre-Arrival

- For full details and maps of how to reach us please see the directions tab on our website.

- Alternatively, you can plan your journey by car or public transport using www.transportdirect.info; simply enter your postcode and ours, which is Ch2 2ap to get directions.
- The nearest railway station is Chester Bache station which is 0.5 miles away (10 minute walk) or Chester central which is 1.1 miles away (a 15 -20 minute walk) Taxis are available at the Chester central station. If you require an accessible taxi this can be booked in advance, see contact information for details. The nearest bus stop is just opposite the hotel. There is a seat and shelter. The number 51 bus runs to and from the city center and takes about 5 minutes every 15 minutes Monday - Saturday and every 30 minutes on Sundays.
- The main road outside the hotel has a wide tarmac path.
- A local company supplies equipment for hire, see contact information for details.
- This access statement is available in larger print upon request via mail.

Car Parking and Arrival

- We have two car parks. The nearest one is adjacent to the hotel and we have a parking bay with a disabled parking sign. If more than one space is required please contact reception where we can reserve a space for you. The car park surface is concreted with a tarmac path to the hotel main entrance. The car park is well lit at night and the public path has street lighting
- There is a drop off point at the main entrance of the hotel, but with no dropped Kerb
- There is a small 100mm/4 inch lip leading to the main entrance. The main entrance door is manual, 902mm/36 inches wide, light to push and opens inward. If door is closed please ring the doorbell.
- A portarage service is available 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 is carpet short pile.
- The area is evenly and well lit with overhead lighting and wall lights
- A magnifying glass, pen and pad of paper are available on request.
- 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 4 ground floor accessible bedrooms. These rooms provide specific facilities for guests with disabilities, these include:
- All entry doors are between 701mm/28.5 inches and 801mm/32 inches wide
- Furniture can be easily removed or rearranged in the room if requested

- Twin or double bedrooms are available. In two rooms there is a transfer space of 706mm/30 and 801mm/32 inches respectively on one side of the bed.
- The height of the beds from the floor to the top of the mattress is 508mm/23 inches
- Rooms are bright and evenly lit. There are also bedside and table lights in each room.
- These and all bedroom doors are marked with raised numbers.
- Lighting as above, short pile carpet, all bedding is non-feather, 506mm/22 inch wide screen digital television with remote control or one 1007mm/42 inch television with remote control, subtitles.
- vibrating pillow pad and alarm clock with flashing light are available on request.

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

- All of the 4 ground floor accessible bedrooms have en-suite bathrooms some providing specific facilities for guests with disabilities, these include:
- Doors 601mm/24 inch to 709mm/31 inch wide and easy to open
- Step in shower with hand rail.
- Portable toilet frame.
- The flooring is non-slip.
- Seat raisers and shower chairs available where required.
- Well lit with overhead lights and a fluorescent light over mirror.

Public Areas - Halls, Stairs, Landings, Corridors

- All public areas, halls, stairs, landings are well lit using a combination of ceiling and wall lights. Corridors are slightly dimmer lit by wall lights.

- Corridors are up to 1007/42 inches wide and the floor covering is short pile carpet.

Public Areas - Lounges, Lobbies

- The lounge area is situated on the ground floor with level entry from the reception and main entrance.
- The lounge door is 36 inches wide
- Two areas of the lounge have steps leading to them. One opposite the reception desk and the other opposite the public restrooms.
- The lounge has a mixture of seating with sofas and soft chairs together with low coffee tables
- lighting is natural daylight and by night overhead spotlights as well as wall lighting and table lamps around the room
- The flooring is short pile carpet in both the lounge and the lobby
- Bar food and drink can be served in the lounge, just ask at the bar for menu details.
- The nearest toilets are in reception and include an accessible toilet

Restaurant/Dining Room, Bar & Bar area

- The restaurant and bar are situated on the ground floor with level entry from the reception and main entrance area.
- Triple doors to this area are normally open.
- 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 703mm/28ins, with upright chairs without arms.
- The bar area has soft chairs with low tables. Service can be either at the bar or at the table.

- Lighting is natural daylight and by night overhead and wall lighting used as well as table lamps around the room. Candles are lit on tables in the restaurant.
- 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 breakfast and dinner. Lunch snacks are from the bar menu and are table served.
- Large print menus are available. Specials of the day will be communicated by a member of staff. All staff can assist you by running through menus with you.
- Crockery is colour contrasted where possible and in most cases.
- The nearest toilets and accessible toilet are in the lounge close to reception.

Public Toilets

- Public toilets can be found on the ground floor with level access from the main entrance, reception, lounge, bar and restaurant areas.
- One of the toilets has a unisex accessible toilet. described below:
- Entrance door is 804mm/33inches wide and level entry into the toilet.
- 804mm/33 inches transfer space to the right of the toilet
- The toilet height is 309mm/15.5 inches
- The toilets are well lit with florescent overhead lighting.
- The flooring is non-slip tile.
- There is good colour contrast, tiles are beige, toilets & washbasins are white

Additional Information

- All of our staff receive regular training that includes disability awareness training.
- 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 welcome trained assistance dogs. A water bowl is available just outside the main entrance for assistance dogs and one can be supplied for bedrooms where necessary.
- Room service is available
- 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 1.1 miles away. The nearest doctor's surgery is 0.5 miles away. Please contact reception for further information.
- Free Wi-Fi Internet access is available in the lounge, bar, restaurant and reception areas.

Future Plans

- We are planning a review of our website next year
- We will be installing Wi-Fi in all bedrooms in the near future

Contact Information

Address: Brookside Hotel,
Brook Lane,
Newton,
Chester,
Cheshire. Ch2 2ap

Telephone: 01244 381943

Email: info@brookside-hotel.co.uk

Website: www.brookside-hotel.co.uk

Hours Of Operation: 06.30-24.00

Local Equipment Hire: Yes Mobility Scooters & shop

Local Accessible Taxi: Black Cabs Chester

Local Public Transport: # 51 Bus from the central bus station