



LAKE VYRNWY
HOTEL & SPA



ACCESS STATEMENT

LAKE VYRNWY HOTEL & SPA

August 2014

Access Statement for Lake Vyrnwy Hotel & Spa

Overview: On the site at Lake Vyrnwy is a 52-bedroom Hotel, a formal Restaurant open to both staying guests and the general public. There is a Public House (The Tavern) with informal eating area, and a 250-seat conference facility, and a full spa and treatment complex. This is situated on a fairly level site cut into a hillside above Lake Vyrnwy in the Berwyn Mountains Mid Wales, and is serviced by a steep drive up from the main highway. The ground floor of the Hotel has good and generally level access; however the Hotel does have the benefit of a platform lift situated in a newer extension. Adjacent to this lift on the first floor, are two rooms fully equipped for wheelchair users. An additional adapted room with the benefit of a lake view was completed in 2011, and is located on the second floor, just a short distance from the lift.

Statement of intent: Whilst the limitations of the site, and the age and construction of the building impose certain physical constraints on what can be achieved, the management fully intend to comply with current regulations and good practice. They intend, over time, to make the whole business accessible, considering not only physical but also sensory and intellectual access, in line with their obligations as Service Providers under the Disability Discrimination Act 1995. Their ongoing aim is to improve accessibility within the future capital development and maintenance plans.

Planning permission exists to develop improved disabled access to the existing building with provision of a new passenger lift to the first and second floors. This adaptation and the installation of the lift is dependant upon trading performance.

In terms of the Hotel's ongoing management obligations under the DDA, it is intended to continue to undertake regular staff training in order to ensure a welcoming and non-discriminatory service.

Sources of Guidance: Sources of advice include Chartered Building Surveyor, Mr Roger Davies, who is the new building / extension project liaison with Powys County Council Building Control Department for approval under part M (Access to and Use of Building) Building Regulations 2004, and Mr Colin Antwis, who is also the Disability Access Advisor to the Wales Tourist Board.

The Hotel's Approach: The approach is off a steep drive up from the main highway, the ground directly around the Hotel is however flat with gentle undulations, suitable for wheelchair use.

Car Parking: The Hotel has the benefit of several parking areas; parking spaces adjacent to the Hotel reception and Hotel spa are reserved for the use of blue badge holders. There is level access from the main car park; access from the remainder however is down a fairly steep incline not suitable for wheelchair use. Work to re-pave the car park and access areas undertaken during 2008 has provided a very smooth surface excellent for wheelchairs.

Entrances: There are level, well-lit and wide accesses to the main foyer to the Hotel, the entrance to the Tavern and conference rooms, and also the spa entrance.

Bedroom Provision: The Hotel has 52 rooms; all en-suite on two floors in three blocks joined by an internal landing which has stair access at one end, and has both stair and lift access at the other. All the Hotel bedrooms are individually furnished, and 3 have been specifically designed with the less able in mind. All have full wheelchair facilities with the benefit of full "wet" wheel-in bathrooms. 2 of the adapted rooms have also been fitted with vibrating fire alarm systems for the hard of hearing. Many of the remaining rooms are large with very wide access; some also have the benefit of sizeable bathrooms which have both bath and shower.

There are two interconnecting bedrooms that allow for carer supervision, but these do not have any specialised adaptations, and are not accessible via the lift.

Access to Upper Floors: Access to the upper floors at present is by staircase at one end of the building (the old wing), and stair and lift access at the other. All stairs are carpeted with a wide tread, none have clearly marked edges, and they have the benefit of a wooden banister rail. All corridors are carpeted, and well lit; most have the advantage of a dado rail in a contrasting colour.

Access to Hotel Facilities: The ground floor of the Hotel and the Tavern, the conference rooms and the spa are all level and suitable for wheelchair access. Flooring is a mix of quarry tile, carpet and wooden parquet. There is plenty of natural and artificial light, a mix of furniture is provided.

The existing architecture of the Hotel precludes ground floor travel for the customer from one end to the other, (the Hotel kitchens are situated in the middle of the building and are therefore only accessible to staff). The result is

that customers must travel along the exterior of the Hotel from reception to reach the Tavern, conference facilities, spa and the lift. As well as from the lift to access reception or the Tower Restaurant and lounge bar.

There is high-level access from the first and second Floors, a full traverse however requires use of stairs and may not be suitable for some less able-bodied persons, and is not suitable for wheelchair users.

Awareness training has and will continue to be given to staff so as they may assist in the correct manner.

As part of our service policy to both able-bodied and less able guests, a room-service menu is available for those who wish to eat in their rooms.

Restaurant: The restaurant has the benefit of level access with close proximity to the lounge bar and reception, the seating is easily adapted to accommodate wheelchairs. There are areas of low lighting at times to maintain ambience, however portable task lighting is available on request.

Conference Facilities: The conference facilities are level and very well lit, are close to the lift to the new wing, and have the benefit of a fully adapted unisex toilet. They also have the benefit of a portable induction loop.

Tavern: The tavern is of mixed construction, and is level throughout. It is close to disabled toilet facilities, and the furniture is easily adapted for wheelchairs. One side of the facility has the benefit of much natural daylight, however the older part may prove challenging to the visually impaired at times.

Spa: The spa is designed with the disabled in mind; it has the provision of a fully adapted changing room with a full wheel-in shower. The lift from the bedroom floors opens into the spa foyer.

Whilst the sauna and steam room are designed for wheelchair use, some movement from wheelchair to seat is required in the Rasul treatment area. The spa bath has steps to it, with a deep step down. There is a hand rail, there is however no hoist installed.

Toilet Provision: There are toilets provided next to the Hotel reception, some at the Tavern, and also adjacent to the conference facilities. Whilst the toilets adjacent to the Tavern are not adapted, the ladies toilets next to the reception are partially adapted with assistance bars etc, they do not however strictly conform to regulations, as the physical constraints make this unfeasible.

The conference and spa area have the benefit of a fully adapted unisex toilet. There is also a shower and changing facility within the spa complex.

Signage: There is clear signage around the building, and all fire signs are to present required standards. Some of the older signs, whilst in keeping with the character and ambience of the building may prove challenging for the visually impaired.

Any replacements and all newly installed signs will be consistent in design, of good colour contrast and to the recommendations of the "Sign Design Guide".

Means of escape: The Hotel has a full Fire Risk Assessment and an automated fire alarm system.

Staff have, and will continue to undergo, basic training in evacuation procedures. It is policy that staff will attempt to assist when required in getting visitors out of the building, paying special attention to the most vulnerable. A log of less able persons is kept at reception, in the daily "Fire File".

The adapted rooms have been provided with an "Evacuchair" to enable trained staff to manage the evacuation of any wheelchair bound or disabled guests to a place of safety.

Provision of Other Equipment: Some equipment and materials are maintained to assist, in particular, sensory impaired individuals. The specially adapted rooms have portable task lighting, vibrating pillows and strobe light alarm signals. All rooms have TV remote controls and cordless kettles.

In addition the Hotel has a portable induction loop.

Information is available in alternative forms, large print etc. The Hotel's website is designed to meet the requirements of WC3.

Telephones: There are two public telephones in the building, one by the Hotel reception and one in the Tavern. All bedrooms have the benefit of direct dial phones with operator service if required. There is only one mobile network available at present "EE / Orange / T-Mobile".

Staff Training: Staff Training in Disability Awareness and the use of equipment will continue to be undertaken as part of the Hotel's ongoing staff development programme.

Reference material:

ODPM 2004
DRC Codes of Practice
BS 8300
Sign Design Guide
Code of lighting 2001
Part M Building Regs

Anthony Rosser
August 2014