

Access Statement for Hazlewood castle Hotel

Introduction:

We aim to cater for the needs of all who visit Hazlewood castle. We have 32 guest bedrooms, 12 of which are on the ground floor.

We aim to provide the highest standards of service to all our guests & encourage this through our culture & detailed staff training. We look forward to welcoming you to the Hazlewood Castle Hotel & making your stay an enjoyable one.

We offer the following services & facilities:

Pre-Arrival

- For assistance prior to arrival please contact the Reception Team on 01937 535353
- There is a company who specialises in accessible taxi service please see 'contact information' below.
- Our website www.hazlewood-castle.co.uk - provides pictures of all of our guest rooms & further information about the services we provide.
- You can contact us by telephone, email or fax. We are open 24 hours a day although response, e.g. to emails, may be reduced from 11.00pm to 06.00am
- We have a list of local equipment hirers that is available upon request.

Arrival & Car Parking Facilities

- All guests should use the main entrance of the hotel which is clearly signposted. There are 21 steps & the ground is paved. There is a hand rail.
- The main entrance has 2 manual doors.
 - We also have a secure non residents car park (you can not exit without a code), 2 minute walk to the hotel.
- The car park is illuminated in hours of darkness.
- There is a drop off point at the side entrance to the hotel, there are 12 steps & the ground is paved. There is a hand rail.
- There is a wheelchair lift at the Restaurant entrance of the hotel.
- Concierge are available for Valet Parking & Luggage assistance, please advise us of your anticipated arrival time so that we can be sure we are here to welcome you.

Main Entrance, Reception & Ticketing Area

- There are a number of sitting areas in the reception.
- There are no steps in the main reception area.
- If you arrive from the drop off point via the lift, reception is through the Library & on your left. The Front Desk is through the door to the right when entering the main entrance.
- The main Restaurant is on the ground floor with external access via a slope
- Familiarisation Tours can be given where required
- On arrival guests are required to complete our registration form & are then shown to their rooms & our facilities are explained.

Public Areas - Hall, Stairs, Landing, Corridors etc

- Our Front Desk, Conference Rooms, Lounges & Dining Room are on the ground floor. The library is carpeted as is the area outside the State Drawing Room. The covering on the stairs & upstairs corridors in the castle is deep pile fitted carpet. There are 30 stairs leading to a large landing & all 9 castle bedrooms (2 Double en-suite rooms, 4 Master Suite en-suite rooms (can be used as family rooms) & 3 Four Poster en-suite rooms). The stairs are 115cm wide & 12cm deep.

- To access our St Margaret's wing, you need to cross a small Courtyard which has block paving. There are 2 steps into the building.

- The covering on the floor & stairs is short-pile fitted carpet. The ground floor corridor leading to our rooms is 90cm wide. The corridor leads to 1 Double en-suite room, 3 Superior en-suite double rooms, 1 Courtyard Suite with en-suite bathroom (can also be used as a family room) & 1 Courtyard Master Suite with en-suite bathroom (can also be used as family room).

- All stairs within the castle and St Margarets building have handrails and have white wooden skirting.

- All internal fire doors within the castle and St Margarets building are wood with glass panels.

To reach St. Leonards rooms access is through the library or from the courtyard externally there are 12 stairs between the two floors of St. Leonards, fire doors are wood with glass panels.

Public Areas - Sitting room, lounges, lobbies etc

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Public WCs

- There are 3 sets of public toilets within the Main castle Building, one set in the Restaurant and two sets within the conference and banqueting facilities.
- One Set of toilets within the banqueting facilities has a unisex access toilet:- The flooring is short pile fitted carpet, there is a low sink.

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- Nearest toilets to the Restaurant & Bar are to the right of the Reception - details can be seen in the Public Areas WC section.
- There is a bar area situated on the ground floor level to the right of Reception.
- The bar area is open plan with a slate flooring. The bar area is on the right & has tall chairs around it & soft furnishings.
 - Table service is offered in the bar.
- Lighting is mainly natural day light whilst parts of the bar have low level lighting at night. There are areas that are well lit also.
- There is a Restaurant on the ground floor which is located in the same place as the bar.
- There is a Host Station on entry to the Restaurant where staff will seat you at a table.
- Lighting is mainly natural day light whilst for the evening meal lighting is low level with candles on the table. Lighting can be increased at certain tables if required.
- We are able to cater for varying dietary needs, please advise staff on booking.
- Soft background music is played during service.
- Chairs are without arms, a child's high chair is available if required.

Laundry

- Laundry service & dry cleaning is offered. Bags are available in bedrooms & are collected by 9am each day & returned by 5pm (no dry cleaning on Sunday's). Bags are collected from Reception.

Shop

- There is a cabinet in the main Reception area which contains items for sale. These can be purchased through our Reception Team. There are Hazlewood Souvenirs' such as Wine, Books & Hampers.

Leisure Facilities

- A number of outdoor activities can be arranged through reception.

Outdoor Facilities

- We have 77 acres of woodland & parkland to explore.

Conference & Meeting Rooms, Banqueting

- We have 4 main conference rooms on the ground floor which are accessed via the lift or staircase.
- Each room has natural day light.
- Please notify conference organisers in advance if any additional services are required for conferences e.g. specific seating or staging, we do try to accommodate everyone's needs where possible.
- There are toilets available to the right of reception, near the Boardroom which also has an accessible toilet to the same specification as the public toilets listed above.

Clubs & Entertainment

- N/A

Bedrooms & Sleeping Areas

- There is central heating throughout the house. The temperature of each guest bedroom is controlled by thermostatic controls on the radiators.
 - The beds are made with all-season duvets. Each bedroom has a hospitality tray with tea, coffee, hot chocolate & a bottle of water. In each room there is a hair dryer & satellite T.V. with teletext. Each room has storage space which normally consists of a wardrobe, chest of drawers & bedside cabinet.
- Twin or double bed combinations are available.
 - Flooring in bedrooms is short-pile carpet.
 - Flooring in bathrooms is tiles.
 - Reading lamps are provided.

- Room service is 24 hours
- Feather & polyester bedding is available.
- Non smoking rooms.

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

- 23 Bedrooms have en-suite bathrooms, 2 bedrooms in the keep building share a bathroom.
- 22 of the 23 bathrooms have a bath with shower facilities over the bath. 1 bathroom has a separate bath and shower.
- Bathrooms are a mixture of tiled and short-pile flooring.

Caravans, Holiday Homes & Twin Units

- N/A

Touring Facilities (Holiday Parks)

- N/A

Boats - Narrow Boat, Cruiser & Hotel Boat

- N/A

Attractions (Displays, exhibits, rides etc.)

- N/A

Grounds and Gardens

- There are extensive Gardens available for our guests to relax in with a number of benches and tables available.

Additional Information

- If you require assistance during your stay please contact reception or concierge on '0' on your bedroom telephone. The Duty Manager can also be contacted on this number between 7am and 11pm.

From the hours of 11pm to 7am there is a Night Porter available to provide assistance.

- Children are welcome at Hazlewood castle
- Hazlewood castle Hotel is a non-smoking Hotel.
- A selection of local information is available in the lobby area of the Hotel.

- There is a folder in each guest bedroom which gives tourist information about Yorkshire.
- There is a good phone network coverage throughout the Hotel. Complimentary Wi-Fi is also available in the main castle and some bedrooms.

Address: Hazlewood castle Hotel Paradise Lane, Tadcaster Nr Leeds & York North Yorkshire LS24 9NJ

Telephone: 01937 535353

Fax: 01937 535316

Email: info@hazlewood-castle.co.uk

Website: www.hazlewood-castle.co.uk

Hours of operation: 24 hours

Emergency number: 01937 535353

Local carers: York Carers Centre 01904 715490

Local equipment hire companies: Savilles of York 01904 520680

Local public transport numbers: National Rail Enquiries 08457 484950

Local accessible taxi numbers: Calcaria Private Hire 01937 835205

Future Plans

- Provision of a Tennis Court
- Provision of additional bedrooms

We welcome your feedback to help us continually improve if you have any comments please phone 01937535353 or email info@hazlewood-castle.co.uk

Created: 14 May 2010- Updated September 20th 2013