

The Ebrington Hotel Accessibility Policy

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Commitment

The Ebrington hotel is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the law.

General Provisions

Training

We will ensure that training is provided on the requirements of the law as it relates to persons with disabilities. Training will be provided in a way that best suits the duties and responsibilities of employees and other staff members.

The Hotel

Car parking

Parking bays for disabled guests can be found at the front of the hotel and in Hotel Carpark. There is a drop off at both sides of reception with 2 entrances that are fully accessible

Reception

There are no steps at the entrances to Reception. There is a ramp from both drop off areas through to accessible door. Reception is fully accessible with desk lowered in one area for checking for guests using wheelchair aids. Restaurant, Bar, Spa, Ball room and conference facilities area all located on the ground floor and fully accessible. Our concierge will happily assist any guest who requires assistance with access and luggage

Bedrooms

We have 4 specially adapted spacious accessible bedrooms for customers with disabilities - 2 room have fully disabled access with a wet room and walk in shower plus emergency pull cords and 2 have partial accessibility; both room types are easily accessible by wheelchair. Please contact our reception team before booking so we can be sure to find you a room to suit your requirements - if you have difficulty walking but do not need a specially adapted room please request a room near the lift areas for easy access.

Restaurants, Bars, Meeting & Event Spaces

The Oak Room Restaurant, Corner House Pub & Lounge, Drawing Room Ballroom & Clock tower suite Lobby & spa are located on the ground floor and have direct access from the entrance, with no steps. The outside Terrace can be accessed via a door from restaurant. Rooms are accessed from the main lobby by two lifts.

Our first-floor pub lounge, which is used for parties and private events is accessed by stairs but if required we can go via hotel first floor lift. Alternative event spaces are available with ground floor and lift access.

Our ballroom, clocktower suite and clocktower ballroom are all located on the ground floor and are fully accessible with accessible toilets located within the room. Our first-floor conference and events space – Rafters is accessed by lift. There are no steps into this building. Accessible toilet in this building is located on the ground

We have small platform lifts that change from stairs to ramp in Corner house pub to allow guests to enjoy both levels of the bar.

Toilets

There are disabled toilets in the bar, lobby and function room on the ground floor, just along from reception. The toilets have vertical rails either side of the toilet and an emergency alarm pull cord.

The Spa

Access to the spa treatment on ground floor is via the central lobby. The hydrotherapy pool is accessed via 2 steps and there is a handrail to assist entry. It is not suitable for wheelchair users. An emergency button is located at the poolside. There is a disabled changing room with an emergency alarm cord. The thermal suite is not manned.

Additional Information

- Guide dogs are allowed in the hotel
- A wheelchair is available to borrow from Reception
- Automatic Ramp lifts are available in 2 parts of the hotel for wheelchair access.

Information and Communication

We are committed to meeting the communication needs of people with disabilities. Where appropriate, the company will consult with people with disabilities to determine their information and communication needs.

Accessible Emergency Information

We will provide customers and clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Accessible Formats and Communication

Upon request, we will provide, or will arrange for the provision of, accessible formats and communication systems for persons with disabilities in a timely manner that take into account the person's accessibility needs due to disability. We will consult with the person making the request to confirm the suitability of such systems.