

ACCESS STATEMENT

Best Western Swan Hotel Sadler Street Wells BA5 2RX

Introduction

The Best Western Swan Hotel is a 15th Century hotel. Located in the centre of the city it has 48 bedrooms, one suite and 5 self contained apartments. There is car parking, which is available on a first come first served basis. There are two designated car parking slots for disabled badge holders. Hotel is completely non smoking.

Pre-Arrival

- The reception desk is manned 24 hours. Fax and Wifi facilities are available
- If requested, confirmation of your booking can be printed in a large font
- There is wheelchair access to the main hotel, restaurant, the main function room and two rooms in the Coach House
- There is a disabled toilet on the ground floor
- A transportable hearing loop is available
- The nearest train station is Castle Cary (approx 11 miles)
- City Centre location on main bus route
- Shop Mobility Scheme with equipment hire is situated at Wells Bus station – approx 5 minutes from the hotel

Arrival & Car Parking Facilities

- The hotel has a car park for 25 cars including 2 designated disabled places
- Access and exit is the same route and due care and attention must be taken
- When entering the city follow the signs for hotels and deliveries
- Porterage is available
- Drop off points exist throughout the hotel
- The Car park is tarmac with a slight incline
- Dog Bowl in Garden area
- Clear signage throughout the hotel
- Door bell at front of hotel to gain attention of night porter during the night
- Ramp access to the 2 disabled rooms

Main Entrance, Reception & Ticketing Area

- Reception is located in the main building along with the lounge and the bar. Normal access is via Sadler Street although during summer months, access is open from the High Street.
- Reception desk is waist height and if guests are in a wheelchair, the receptionist will conduct check in procedure on a 1:1 basis in the lounge area
- Portable Loop system available
- Good lighting throughout the hotel
- Main hotel is open from 6am - midnight when the doors are locked. However, a night porter service is available throughout the night
- Handrails in all baths
- No lift

Public Areas - Hall, Stairs, Landing, Corridors etc

- The hotel is located in 3 buildings - The main hotel, The Coach House and the Swan Mews
- There are 3 floors in the hotel (including ground) and the hotel does not have a lift
- 2 rooms based in the main hotel have only 2 steps to gain access
- 2 rooms in the Coach House have a wheel chair ramp access but are located in a separate building from the main hotel
- The hotel has 2 sets of toilets located on the ground floor including a disabled facility
- Baby changing facilities are available in one of the disabled toilets
- No dogs allowed except hearing and seeing dogs

Public Areas - Sitting room, lounges, lobbies etc

- The hotel has a ground floor lounge and bar overlooking Wells Cathedral
- It has a Walled Garden to eat Al fresco
- No lift facility

Public WCs

- Public toilets are located on the ground floor - one disabled toilet with emergency pull cord and wide access with coat hooks. Floor surface is tiled in main hotel and non slip flooring in the Oak Room foyer

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

- Access to the restaurant is via 2 steps although a ramp is available
- Wide aisle through middle of restaurant
- We cater for specific dietary requirements, but cannot guarantee cross contamination via nuts
- Menus are available in large print
- All the hotel is non smoking

Laundry

- No public laundry facility is available

Shop

- No shop on site although emergency toiletries are available

Treatment room/s

- There is a treatment room on site. Treatments must be booked in advance

Leisure Facilities

- There is a health suite on site containing weights, a rowing machine, cross trainer, treadmill and saunas

Outdoor Facilities

- Outdoor facilities include a walled garden where drinks and snacks may be consumed

Conference & Meeting Rooms, Banqueting

- Conference centre is air conditioned with two meeting rooms, one on the ground floor (Quantock)
- 2 toilets on the ground floor
- 8 hour conference chairs
- Black out shutters
- Wifi throughout
- Various set up/ conference layout options
- Numerous foreign staff available for translation

Clubs & Entertainment

- N/A

Bedrooms & Sleeping Areas

- 2 ground floor standard bedrooms located in our Coach House suitable for wheelchairs, (Rooms 50 & 51) with disabled toilet facilities. Access is via a ramp. Twenty metres from main reception, restaurant and bar areas. There are also 2 rooms in the main hotel on the ground floor however there are 2 steps (Rooms 4 & 5)

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

- All rooms are ensuite
- Rooms 50 & 51 shower only with disabled facilities (e.g. Arm pullies)
- All baths have grab rails, taps are turn types
- Rubber bath mats are available in all bathrooms

Self-Catering Kitchen

- N/A

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.)

- A selection of brochures for the local area is available in reception

Grounds and Gardens

- The Walled Garden is accessible from the main hotel. This is an informal area for alfresco eating and smoking

Additional Information

- The hotel is located in the city centre and therefore is prone to noise
- Rooms located at the front are susceptible to noise
- We only allow hearing and seeing dogs
- The city does have a Mobility Facility
- We do need notification of any assistance required e.g. hearing seeing mobility etc prior to arrival
- With the exception of the Walled Garden the Hotel is non smoking
- The hotel is manned 24 hours a day
- No interconnecting rooms

Contact Information

Address: Best Western Swan Hotel
Sadler Street
Wells
Somerset
BA5 2RX

Telephone: 01749 836300 Main Switchboard
01749 836319 Function Enquiries
01749 836316 Accounts Enquires

Fax: 01749 836301
Minicom: N/A
Email: info@swanhotelwells.co.uk
Website: www.swanhotelwells.co.uk

Grid reference: Wells City Centre. Follow signs for hotels and deliveries

Hours of operation: 24 hours a day, 365 days per year

Emergency number: Main Switchboard - 01749 836300

Local carers: N/A

Local equipment hire companies: 01823 253310 - Orchard Mobility, Taunton.

Local public transport numbers: National Rail Enquiries - 0845 7484950
Bus - National Express - Disabled Person Travel Helpline 08717 818 179
Local Bus Service - 0871 200 2233

Local accessible taxi numbers: Wookey Taxis - 01749 678039
Cathedral Taxis - 01749 672244

Future Plans

- The hotel has a continual refurbishment programme
- Current plans include the relocation of reception and the ground floor area becoming a more open planned eating environment
- Future plans include improved car parking and treatment rooms

Contact Telephone and Email Address

We welcome feedback to help us improve. If you have any comments please phone 01749836300 or email info@swanhotelwells.co.uk