

ACCESS STATEMENT

Introduction

The BEST WESTERN PLUS Swan Hotel is a 15th century hotel. Located in the centre of the city it has 48 bedrooms, one suite, a courtyard building 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. The 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 in Priory Road - approx 5 minutes from the hotel
- Electrical car re-charging unit is available in the car park, free of charge.

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
- The car park is tarmac with a slight incline
- 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
- Hotel entrance is 3m wide and 2.65m high

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 through the Walled Garden Café.
- Reception desk is elbow 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 5 buildings - The main hotel, The Coach House, The Courtyard, The Conference Centre and 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 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 two al fresco dining areas.
- 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. Baby changing facilities are available.

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 the Walled Garden Café and Swan Terrace 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

- A fully equipped self-catering kitchen can be found in the Swan Mews and Courtyard 1

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 Café and Swan Terrace are accessible from the main hotel. These are informal areas for al fresco 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 Café and Swan Terrace, the Hotel is non smoking
- The hotel is manned 24 hours a day
- The bedrooms in the Courtyard Building are interconnecting.

Contact Information

Address: BEST WESTERN PLUS Swan Hotel
Sadler Street
Wells
Somerset
BA5 2RX

Telephone: 01749 836300 Main Switchboard

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
- Future plans include improved function facilities

Contact Telephone and Email Address

We welcome feedback to help us improve. If you have any comments please phone 01749 836300 or email info@swanhotelwells.co.uk