

## Access Statement for the Hotel Central

### Introduction

The hotel is on a flat area of Maiden Street in Weymouth town centre. We have 28 bedrooms offering double, twin and family rooms. All shops and amenities are a level walk away.

We aim to provide the highest standards of service to all our guests and encourage this through staff training dealing with both customer service and safety. We look forward to welcoming you to the Hotel Central and making sure your stay is an enjoyable one.

We offer the following services and facilities:

### Pre-Arrival

- For assistance prior to arrival please contact our reception staff on 01305 760700
- The hotel is situated in the town centre and all the shops are a level walk from the front entrance to the hotel.
- A taxi service is available from Weymouth train station or a level 15 minute walk.
- Please note there is level entry to the hotel from the pavement.
- There is also a rear entrance which is most often used. This entrance is level entry but once inside there is a short flight of steps down into the reception area.
- You can contact the hotel by telephone 24 hours a day.
- Our website [www.kingshotels.co.uk](http://www.kingshotels.co.uk) gives information about the hotels, restaurants and bars within our group.
- We have access to local equipment hirers and reception will be glad to deal with any enquiries.

### Arrival and Car Parking Facilities

- Our reception team will be pleased to advise you on arrival procedure during the booking period.
- The Hotel Central is situated to the rear of our Fairhaven Hotel.
- All guests arriving by coach will be dropped off on the Esplanade as it is not possible for a coach to drive to the front entrance of the hotel due to narrow roads. When the Fairhaven Hotel is open, March to the end of October, guests are able to cut through the Fairhaven Dining Room as it is the easiest way to gain entrance to the Hotel Central. However the Fairhaven, which is situated on the Esplanade, has several stone steps up to the entrance. Should this prove to be difficult then the Central is a two minute level walk around the corner of the Esplanade into East Street, first right hand turn into St Albans Street and then first right again brings you into New Street where the rear entrance to the Hotel Central is situated. Even when the Fairhaven Hotel is not open coaches still have to unload on the Esplanade but there will be staff to greet you and walk you round to the hotel.
- If you are arriving by coach your luggage will be delivered to your room by our porters.
- Guests arriving by car should still check in via the Fairhaven when it is open, where our reception team will give you directions to the hotel car park.
- There is permit parking on the Esplanade and nearby but it is not guaranteed.

- The parking is to the rear of the hotel and is accessible by going up to Marks and Spencer turning left and down New Street to the rear of the hotel. There are only 10 car parking spaces here.
- As car parking is restricted and cars do need to be moved around you will be asked to leave your car keys at reception upon check-in. We do have a Fleet Insurance Policy in place to enable staff to drive our guest's cars so no car will be moved without full insurance cover.
- When arriving by car in November and December, when the Fairhaven is closed then drive straight to car park, park the car and use the rear entrance to the hotel where you will find the Reception Area.
- If arriving by car and you need assistance with your luggage please ask at reception and we will do our best to assist you.

### **Main Entrance and Reception.**

- On entering the front door which is up one step then the reception area is straight ahead of you with the reception desk to the rear of this area.
- There is comfortable tables and chairs in the reception area.
- There are four bedrooms on the ground floor, once inside the hotel three bedrooms are to your right before the reception area and Room 1 is to the left of the reception area. There are two steps down to this room but the other three are level entry with no steps.
- The dining room is to your right as you enter the hotel accessible from the reception area.
- There are stairs to both upper floors and a lift situated in the reception area. The lift is large enough to accommodate a wheelchair.
- On leaving the hotel by this entrance you are right in the town centre.

### **Rear Entrance**

- This entrance is extensively used as it is directly accessible to the car park.
- It is situated to the rear of the reception area and is reached by a short flight of steps.
- On leaving the hotel by this entrance to your right is a flight of stairs which leads to more bedrooms.
- This entrance is favoured by guests as it is only a two minute walk to the beach and Esplanade when using this entrance.

### **Public Areas**

- The lift goes to both upper floors and is situated opposite the reception desk.
- There is a toilet available in the reception area but it is down two steps.
- The public telephone is situated on the first floor outside the Bar and Lounge area.
- All public areas are clearly signed.

## **The Hotel Central Bar and Lounge**

- The Bar and Lounge area is on the first floor and is accessible by one flight of stairs or by using the lift. If using the lift it is a level walk to the bar area.
- There is a toilet situated near the lift on this floor for use when in the Bar and Lounge area.
- There is ample seating area and both areas are level entry with no steps inside.
- There is entertainment available on certain nights during the season but guests are able to use the Fairhaven Hotel's facilities subject to the manager's discretion.

## **Dining Room**

- The dining room is level entry from the reception area and there are no steps once inside the dining room.
- This dining room is for hotel guests only and is not used for non-residents.

## **Bedrooms**

- Some bedrooms are accessible directly from the lift without steps at all and there are no steps to the bathroom.
- We also have bedrooms with just showers if guests find using baths difficult.
- There is a telephone in each bedroom which is connected to reception which is manned 24 hours a day via the Fairhaven Hotel.
- We have three ground floor bedrooms for use of guests with walking difficulties. There are wet room type showers but with a small lip into the shower area. There are grab rails and seats in these shower areas.
- Equipment can be hired from local suppliers.
- Flooring in bedroom is short pile carpet.
- Flooring in bathrooms is either non slip laminate or non slip cushion flooring.
- The hotel provides non-smoking rooms.

## **Additional Information**

- If you require any assistance during your stay please note that reception is manned 24 hours a day with the Night Manager working from 11.00pm until 9.00am when the Reception Staff come on duty. The General Manager is Mr Regi Velasquez and the Assistant Managers are Mr Chris Hale and Mrs Dace Renckulberga and should you need assistance they will be pleased to help you.
- There should be good coverage for mobile phones throughout the hotel depending on your provider.

## Contact Information

- The Hotel Central, 17 – 19 Maiden street, Weymouth Dorset DT4 8BB
- Telephone: 01305 760700
- Fax: 01305 760300
- Email: [central@kingshotels.co.uk](mailto:central@kingshotels.co.uk)
- Website: [www.kingshotels.co.uk](http://www.kingshotels.co.uk)
- Hours of Operation: 24 hour reception via Fairhaven Hotel
- Local Equipment Hire Companies:
  - Active Mobility, 13 – 15 Abbotsbury Road, Weymouth, Dorset DT4 0AD
  - Telephone: 01305 774422

Red Cross, The Coach House, Acland Road, Dorchester, Dorset DT1 1EF  
Telephone: 01305 268871

- Local Accessible Taxi Number:
  - Bee Cars Weymouth, 6 St Edmund Street, Weymouth, Dorset DT4 8AR
  - Telephone: 01305 775151

Please note that this taxi firm only have one car suitable so it is not always available so booking is essential.

**We hope you enjoy your stay with us, please contact any member of staff if we can be of service to you during your stay.**