

## **Access Statement for the Fairhaven Hotel**

### **Introduction**

The hotel is on a flat area of the Esplanade opposite Weymouth beach but there are stone steps from the Esplanade to the front door of the hotel. We have 82 bedrooms offering single, double, triple, twin and family rooms.

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 Fairhaven Hotel 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 760200
- The town centre is a level two minute walk and the hotel itself is situated on the seafront.
- A taxi service is available from Weymouth train station or a level 15 minute walk.
- Please note there are several steps up to the entrance of the hotel from the pavement.
- You can contact the hotel by telephone 24 hours a day. The reception staff are available from 9.00am until 11.00pm and then the Night Manager is available.
- 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**

- All guests should use the front entrance of the hotel which is located on the seafront and up several stone steps.
- Guests can be dropped off outside the hotel but cars must not be left unattended as they will be double parked.
- There is permit parking outside the hotel and nearby but it is not guaranteed.
- The car park of the hotel is accessible by going up to Marks and Spencer turning left and down New Street to the back 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.
- If arriving by coach your luggage will be delivered to your room by our porters.
- 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.**

- The reception desk is immediately in front of you when entering the hotel. This desk is manned 24 hours a day.
- There is ample room in reception with seating areas.
- To the right of the reception desk are the stairs to all floors and also the lift to first second and third floors.
- The Ballroom Bar is located beyond the reception desk down a flight of stairs.
- There is also an entrance to the Panorama restaurant down three stairs and to the right of the reception area.
- The main dining room is located to the left of the reception desk and there are no steps to the entrance to the dining room but inside the room is on two levels so there are several steps to take you down to the lower level.

## **Public Areas**

- The public telephone is located to the right of reception.
- The lift goes to all 3 floors and down to the basement Ballroom Bar for nightly entertainment.
- There are two public toilets at the top of the stairs on the first floor. The lift to the first floor is just to the left of these toilets.
- All public areas are clearly signed.

## **Ballroom Bar and Lounge Bar**

- The Ballroom Bar is on Basement level and is accessible by stairs or the lift.
- The Ballroom Bar provides nightly entertainment during the season and once inside is flat with no steps at all.
- There are toilets available in the lift lobby in the Ballroom Bar
- The Lounge Bar is situated on the first floor to the very right of the hotel. If you use the lift there are several sets of steps on the way to the Lounge Bar
- There are toilets situated just outside the Lounge Bar
- There is ample comfortable seating in both bars.
- The Lounge Bar is on a flat level once inside the bar and has beautiful views over Weymouth Beach and surrounding coastline.

## **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 an internal telephone in each bedroom which is connected to reception which is manned 24 hours a day.
- Grab rails are provided in certain rooms that do have baths.
- 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.
- Non smoking rooms are available.

## **Panorama Restaurant**

- The Panorama Restaurant which is open to the public is also linked to the Fairhaven Hotel by means of three steps down from the reception desk and turn to the right. Once down these steps there is level access to the restaurant and ladies and gentlemen's toilets. We do not have a disabled toilet in this restaurant but we do have fully disabled facilities next door in the New Vic. The Panorama Restaurant is open to the public and has level entry into the restaurant from the pavement.
- The New Vic is not linked to the hotel for public access but belongs to the same group so can be used if guests should need to. The New Vic is accessible by level access from the pavement is flat throughout.

## **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. Should you wish to speak to the Duty Manager they will be able to arrange this. The General Manager is Mr Regi Velasquez, the Assistant Manager is Mr Chris Hale and the Reservations Manager is Mrs Tania Hickmott.
- There is good coverage for mobile phones at the front of the hotel but some of the bedrooms with internal views may have an intermittent service depending on your provider. However rooms have an internal telephone service and there is a payphone in reception.

## **Contact Information**

- The Fairhaven Hotel, 37 The Esplanade, Weymouth Dorset DT4 8DH
- Telephone: 01305 760200
- Fax: 01305 760300
- Email: [fairhaven@kingshotels.co.uk](mailto:fairhaven@kingshotels.co.uk)
- Website: [www.kingshotels.co.uk](http://www.kingshotels.co.uk)
- Hours of Operation: 24 hour reception
- 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.**