

## **Access Statement for the Fairhaven Flats and Cottage**

### **Introduction**

The Fairhaven Flats are situated next to the Fairhaven Hotel on a flat area of the Esplanade opposite Weymouth beach but there are stone steps from the Esplanade to the front door of both the hotel and the flats. We have 3 flats accessed by stone steps up to the front door and an internal staircase to Flat 2 and 3. Flat 1 is on the ground floor but has an internal staircase down to the lower ground floor.

The Cottage is situated in New Street at the back of the Fairhaven Hotel and has one step into the hall from the pavement.

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 Flats and cottage and making sure your stay is an enjoyable one.

The Fairhaven Flats and cottage are serviced from the Fairhaven Hotel so keys are picked up from Fairhaven reception and bills are paid at this reception. The management of the Fairhaven Hotel is on hand 24 hours a day for assistance with the flats.

We offer the following services and facilities:

### **Pre-Arrival**

- For assistance prior to arrival please contact our reception staff at the Fairhaven Hotel 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 both the flats and 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 Fairhaven Hotel to access keys for the Fairhaven Flats and cottage 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 only available for the Fairhaven Flats and Cottage outside the hotel and around the locality but it is not guaranteed.
- 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 of the Fairhaven Hotel.**

- The reception desk is immediately in front of you when entering the hotel. This desk is manned 24 hours a day. You will need to pick up your keys from here and also to settle your bill here.
- There is ample room in reception with seating areas.
- During the season we have entertainment in the Ballroom Bar of the Fairhaven Hotel most nights and guests from the Fairhaven Flats and cottage are welcome to join the entertainment at the manager's discretion.
- To the right of the reception desk are the stairs to all floors and also the lift to the Ballroom Bar, lower ground, and first, second and third floors.
- The Ballroom Bar is located beyond the reception desk down a flight of stairs or by taking the lift.
- There is also an entrance to the Panorama restaurant down three stairs and to the right of the reception area.

## **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
- There is ample comfortable seating in both bars.

## **Fairhaven Flats**

There are 3 flats accessed by stone steps up to the front door and an internal staircase to Flat 2 and 3. Flat 1 is on the ground floor but has an internal staircase down to the lower ground floor.

- Flat 1 has two levels – ground floor and lower ground floor with an internal staircase inside the flat. On the ground floor is a double bedroom with room for an extra bed or cot should it be required. The lounge overlooking the beach is situated on the ground floor. Downstairs is a twin bedroom, kitchen, separate toilet and bathroom.
- Flat 2 is on one level on the first floor and is accessed by an internal staircase. There is 1 twin bedroom with cot if required and 1 double bedroom. Also in Flat 2 is a lounge, kitchen, separate toilet and bathroom.

- Flat 3 is on one level on the second floor and is accessed by an internal staircase. There is 1 twin bedroom with cot if required and 1 double bedroom. Also in Flat 3 is a lounge, kitchen, separate toilet and bathroom.

### **The Cottage**

The cottage is self contained and sleeps 8 people. It is situated in New Street to the rear of the Fairhaven Hotel. On the ground floor is a hall which leads to a kitchen and small breakfast room. The lounge/dining room is the first door on the left when entering the cottage. The staircase leads to the first and second floors. The first floor has a twin bedroom and a double bedroom with ensuite facilities. The second floor has 1 double and 1 twin bedroom with family bathroom. There is level access to an outside courtyard which is accessible from the kitchen.

One on-street parking permit is provided per let free of charge. (Parking Spaces are usually available but not 100% guaranteed) . All bed linen and towels (not beach) are supplied by the hotel and included in the tariff. There are meters for electricity. At the manager's discretion the Fairhaven Hotel's facilities can be used for all self catering guests.

### **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 Dee Charles.
- There is good coverage for mobile phones at the front of flats in the lounge area but some of the rooms with internal views may have an intermittent service depending on your provider.

### **Contact Information**

- The Fairhaven Flats, 36 The Esplanade, Weymouth Dorset DT4 8DH
- Telephone: 01305 760200
- Fax: 01305 760300
- Email: [selfcatering@kingshotels.co.uk](mailto:selfcatering@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.**