

Access Statement The Feathers Hotel Ludlow

The Feathers Hotel is a grade 1 listed property located in the heart of Ludlow. The town dates back to medieval times and has been built at the top of a very steep hill.

The following summarises our provision. We aim to cater for the needs of all our guests; if there are any specific questions that need clarity please do not hesitate to contact the hotel.

PRE – ARRIVAL

For assistance prior arrival

Telephone the reservations department on 01584 875261 between 8.00am and 10.00pm daily.

Email: enquiries@feathersatludlow.co.uk

Email enquiries will respond to within 24 hours.

Text enlargements can be made to following on request:

ALL MENUS

TARIFF

GUEST DIRECTORY

The Hotel regrets that Braille is not available.

Ludlow train station is located downhill from the Feathers Hotel on Station Drive approx 0.4 miles away from the Feathers Hotel.

Bus stops are located on Corve Street 50 metres downhill from the Feathers Hotel.

Bus timetables do change periodically so please contact traveline West Midlands on 0871 200 22 33 between 7am and 10.30pm daily.

Text phone for hearing impaired users can contact 0870 241 2 216.

Taxi services can be arranged directly on 01584 877996.

ARRIVAL & CAR PARKING FACILITIES

The main entrance to the Feathers Hotel is on Corve Street, 2 steps with manual door.

There is a ramp access to the hotel from the car park with a medium gradient.

Arrival by Personal Transport

The car park entrance is located on the left side of the Feathers Hotel.

The car park entrance is locked between 11pm and 6am.

Enter through an archway, 223.5cm in height and 249cm wide. A security barrier is in place, drive up to the barrier and on the driver's side (right side) there is an intercom located on the wall linked to our reception desk. Press the button to announce your arrival. The barrier will be raised once the duty receptionist has noted your arrival.

For those travelling on their own who need assistance from the car park please alert the duty receptionist via the intercom on arrival.

There are 28 parking spaces with 2 allocated disabled bays

The hotel entrance from the car park has double manual doors. For those travelling who need assistance from the car park please alert the duty receptionist via the intercom on arrival.

RECEPTION

The reception desk is located in close proximity to the main entrance and the car park entrance.

The reception desk is 112cm in height.

The ground floor area, in the vicinity of the reception area, is short pile carpeted.

Seating is provided near to the reception desk.

Registration can be completed whilst sitting in the reception area.

The duty receptionist on your request can complete your registration card with your signature needed on completion.

To the left of the main reception is a lift (non-voice attended) to all floors for bedrooms.

The main restaurant and bar are both located adjacent to the reception area. There are no steps or slopes on route or at the entrance to the bar and restaurant.

PUBLIC AREAS

The minimum width of our bedroom corridors is 82cm.

The flooring on all corridors and staircases is short pile carpet.

The bedroom corridors have fire doors at various intervals and remain closed at all times.

A number of bedrooms do have steps en-route from the lift, those needing a room with a flat surface access from the lift please advise reservations prior to your arrival, who will be able to confirm your request.

We have 3 lounge areas located on the ground floor there are no steps or slopes en-route and the flooring is short pile carpet.

Chairs and tables vary in height and some chairs have arms.

The furniture is flexible and can be moved on request.

The fire alarm system is a high volume sounder no indicating lights are used. Assistance is given if evacuation is necessary.

PUBLIC AREAS WC

All bedrooms are en suite

There is one set of public toilets located on the ground floor adjacent to the entrance to the bar with one unisex disabled accessible toilet.

The flooring is smooth tiled in all facilities.

FOOD SERVICE

We can cater for varying dietary needs, please advise reservations when making your booking.

RESTAURANT

The entrance is located off the reception area.

The flooring is short pile carpeted.

There is a manual door, which remains open during food service times.

Entering the restaurant there is a corridor 118cm wide.

There is a host desk within the corridor entrance to the restaurant from where the restaurant staff will greet you and allocate a table.

Furniture is flexible and can be moved on request.

Tables have under space of 71cm high by 65cm wide (leg to leg) and a height of 76cm.

The dining chairs do not have arms.

Lighting is a mix of natural daylight and fixed lighting. The lighting is dimmed during evening meal service.

Breakfast is table service combined with buffet for cereals and continental selection.

Breakfast menus are placed on all tables and list the items available on the buffet, your breakfast server can collect the buffet items on your request.

Dinner is table service only.

Background music is played.

An enlarged text menu can be presented on your request.

BAR

The entrance is located off the reception area.

There is a manual door, which is held open during opening hours.

The flooring is tiled smooth.

The bar counter height is 1 meter and 9cm.

Furniture is flexible and can be moved on request.

Lighting is mainly natural daylight and is well lit on an evening.

Tables and chairs vary in height.

Drink and food orders/payments are taken at the bar.

Table service is available on request – during a busy period please request this service via the duty receptionist.

Bar food menus are placed on the tables throughout the ground floor during service times.

An enlarged text menu can be presented on your request.

Background music is played during opening hours.

OUTSIDE COURTYARD

Weather permitting food and drink from the bar is served in this area.

The entrance is located opposite the bar entrance.

The covered walkway has smooth tiled flooring.

A manual door gains access to the courtyard.

The courtyard is paved and is two tiered.

The furniture is not fixed and can be moved on request.

All seats have arms and are fixed.

The courtyard has two fixed canopies and one canopy which is retractable.

The courtyard is lit on an evening.

The courtyard is a designated smoking area within the hotel grounds.

ROOM SERVICE

A room service menu is available in your room.

An enlarged text menu can be presented on your request.

Orders can be placed via your room telephone, or at your request a member of staff can attend personally at a designated time to take your order.

LAUNDRY

Laundry service and dry cleaning is offered.

Bags and priced forms are available in bedrooms.

Items are to be deposited at reception before 8am.

Items for dry cleaning cannot be laundered on the same day.

CONFERENCE ROOMS

We have two conference rooms on the first floor: The Prince William Suite and The Prince Charles Suite.

Both are accessed via the lift or the staircase from the right of reception.

Both have small steps, which need to be negotiated from the lift.

The hotel does have a portable ramp and is available on request.

Both rooms have natural daylight. The Prince Charles suite has lighting, which can be dimmed.

The Prince William suite has a short pile carpeted floor.

The Prince Charles suite has a half smooth timber laid floor and a half short pile carpeted floor.

The available toilets are those listed above located on the ground floor.

BEDROOMS

All rooms vary in size, layout and furnishings, some bathrooms have steps leading up or down from the bedroom area. We do not have adapted bathrooms or grab rails.

All bedrooms have:

- Telephones make outside calls and internal calls room to room or to our 24hour manned reception desk.
- Flat screen LCD televisions with remote control and teletext, wake up calls can be programmed.
- LCD clock and radio, wake up calls can be programmed.

Flooring in bedroom is short pile carpet.

Flooring in the bathroom is tiled.

Room/Hotel information folders can be made available in large text on request.

The majority of bedrooms have flexible furniture and can be moved on request.

SMOKING

The Feathers operates a non-smoking policy throughout the hotel.

ADDITIONAL INFORMATION

Assistance dogs are welcome

If you require any assistance during your stay please contact the reception desk.

The duty manager can also be contacted via reception.

If you require any assistance in the event of an evacuation please highlight this request on your arrival.

Please also use fire assist cards, which are made available in all bedrooms.

It is recommended immediately on arrival that the card be hung on the front door side handle of your room door.

General mobile phone network coverage can be weak.