

# ACCESSIBILITY GUIDE FOR THE CAIRN HOTEL

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## WELCOME

A grand Victorian hotel in the stunning spa town of Harrogate

The Cairn Hotel was built during Harrogate's period as a Spa Town when people came from far and wide to take the waters. Carefully modernised, grand original features still welcome you to this charming Victorian hotel. Located only a short 5 minute walk from the centre of town, whether your visit is for business or pleasure, The Cairn Hotel is a perfect choice for your stay in Harrogate.

## AT A GLANCE

### LEVEL ACCESS

- The main entrance has level access with a lift and a ramp. The ramp is permanent.
- There is level access from the main entrance to:
  - Reception
  - Bedroom: We have 2 accessible rooms. Room 137 on the first floor & Room 253 on the second floor
  - Dining Table
  - Front Lounge
  - Bar
  - Disabled toilet
  - Back gardens
  - Front smoking area

### BEDROOMS

- We have non-allergic bedding.

### LEVEL ACCESS BEDROOMS

- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.
- The bathroom has a level access shower.

### HEARING

- The (bedroom) TVs have subtitles.
- We have a hearing loop in At reception.

### VISUAL

- The menu is in large print.

### GENERAL

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.
- We have emergency evacuation procedures for disabled visitors.

## GETTING HERE

THE CAIRN HOTEL  
RIPON ROAD  
HARROGATE  
HG1 2JD

### TRAVEL BY PUBLIC TRANSPORT

- You can get to THE CAIRN HOTEL by bus and train.
- The nearest bus stop is outside the hotel entrance. The bus stop is 0 miles / 0.0 km from THE CAIRN HOTEL.
- The nearest train station is Harrogate. The train station is 1 miles / 1.6 km from THE CAIRN HOTEL.
- The train station is approx 20 minutes walk or 5 minutes in a taxi.

### TRAVEL BY TAXI

- You can get a taxi with Mainline by calling 01423 555555. The taxi company has a wheelchair accessible vehicle.

### PARKING

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The route is 1200mm wide, or more.



*Entrance to hotel car park*

## ARRIVAL

### PATH TO MAIN ENTRANCE

- From the street to the main entrance, there is level access.
- The path is 2500mm wide, or more.

### MAIN ENTRANCE

- The main entrance has level access.
- There is a permanent ramp.
- There is a lift.
- The door is 1400mm wide.
- The main door is side hung and manual.



*Entrance into hotel via ramp*

## GETTING AROUND INSIDE

### LIFT

- We have 1 lift.
- You can get a lift to all floors.

### HOTEL LIFT GOES TO ALL FLOORS

- The lift door is 820mm wide.
- The lift is 1420mm wide. The lift is 1350mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.



*Lift to all floors including bedrooms, reception, bar & restaurant*

### RECEPTION

- From the main entrance to reception, there is level access. There is a permanent ramp.
- You can sit down at reception.



*Ramp from front entrance up to restaurant, bar, reception and bedrooms*

## BEDROOMS

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, bedside lamps, desk or table lamps, spot lights and natural daylight.
- Lights are energy saving. TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- We can move the bedroom furniture, to improve accessibility.

## ACCESSIBLE BEDROOMS

Accessible bedroom We have 2 accessible rooms. Room 137 on the first floor & Room 253 on the second floor

- From the main entrance to the bedroom, there is level access. There is a ramp and lift. The ramp is Permanent.
- The route to the bedroom is 840mm wide, or more. The bedroom door is 870mm wide. There is 260mm at the side of the bed. The bed is 550mm high. The bedroom is flexible (either double or twin). The bathroom is ensuite. The bathroom door is 830mm wide.
- The bathroom has a level access shower. The level access shower has a seat. The level access shower has handrails.
- The toilets have handrails. The direction of transfer onto the toilet is to the front only. There is 300mm at the side of the toilet.
- There is 1330mm in front of the toilet. The toilet seat is 470mm high.
- The basin is 800mm high. The taps are lever operated. There is no space under the basin.



*Corridor leading to 137 and rescue point*



*Entrance to 137 bathroom*



*Toilet in room 137*



*Basin in room 137 bathroom    Rescue point opposite room 137*

## FRONT LOUNGE



*Entrance to outside from inside the lounge area*

- From the main entrance to the lounge, there is level access. There is a permanent ramp. The route is 840mm wide, or more.

## BAR

- From the main entrance to the bar, there is level access. There is a permanent ramp. The route is 840mm wide, or more.



*Bar area*

## GYM

### FITNESS ROOM

- From the main entrance to the gym changing area, there are 5 steps. There is no lift and no ramp.



*Stairs up to fitness room*



*Outside ramp entrance to fitness room & meeting rooms*



*Entrance to fitness room*

### PUBLIC TOILET

#### DISABLED TOILET

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 840mm wide, or more.
- The toilet door is 830mm wide.
- The direction of transfer onto the toilet is to the front only.
- There is 1980mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.



*Ground floor disabled toilet*

## PLACE TO EAT AND DRINK

### WINDSOR SUITE RESTAURANT

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 840mm wide, or more. The door is 1470mm wide.
- To get to a table, there are no steps.
- The menu is offered in large print.
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat, low potassium, low sodium, no gastric content, high fibre, vegan, kosher and halal specific diets.



*Entrance into restaurant*



*Inside restaurant*

## GETTING AROUND OUTSIDE

### BACK GARDENS

- From the main entrance to the gardens, there is level access.
- The route is 2000mm wide, or more.



*Garden at back of hotel*

## SMOKING

### FRONT SMOKING AREA

- From the main entrance to the smoking area, there is level access. There is a permanent ramp. The route is 2000mm wide, or more.

## CUSTOMER CARE SUPPORT

### ACCESSIBILITY EQUIPMENT

- We have a hearing loop in at reception.
- Vibrating pillows are available on request.
- Assistance dogs can be walked and use our back gardens for exercise etc.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- Mobility scooters can be charged inside the hotel entrance.
- You can hire mobility equipment from Change mobility by calling 01423500666.

### EMERGENCY EVACUATION PROCEDURES

- We have emergency evacuation procedures for disabled visitors.
- Vibrating pillows are available on request.

## CUSTOMER CARE SUPPORT

- Staff are available 24 hours a day.

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Guide last updated: 19 September 2023