



Access Statement for Castle Green Hotel in Kendal

Introduction

The hotel is on a hill with beautiful views to Kendal Castle and the Lakeland Fells, we have 99 rooms offering double, twin and family accommodation.

We aim to provide the highest standards of service to all our guests and encourage this through the culture of the hotel and our training programmes. We look forward to welcoming you to the Hotel and making your stay and enjoyable one.

We offer the following services and facilities:

Pre-Arrival

- For assistance prior to arrival please contact the reception team by telephone on 01539 734000, fax on 01539 735522 or via email - reception@castlegreen.co.uk. We are open 24 hours although response particularly to emails will be reduced from 11pm to 7am.
- A copy of our access statement can be downloaded on the website alternatively a copy can be posted, emailed or faxed on request.
- Kendal has its own railway station as part of the Windermere branch line this is located 1 mile from the hotel, however the station is unmanned and public transport connections to the hotel are limited. Guests are advised to disembark at Oxenholme: The Lake District (on the main London to Scotland West Coast main line) and take a taxi to the hotel - journey time approximately 5 minutes.
- The centre of the town is a 25-minute walk or a 5-minute drive from the hotel.
- A bus service is available from a stop 100 yards from the hotel (out of the main drive turn right). Frequency available from Reception or via Stagecoach Travelline - 0871 200 22 33.
- Kendal and South Lakes Shopmobility scheme is located on the 3rd floor of Westmorland Shopping Centre - 01539 740933.

- For equipment hire during your stay our nearest supplier is British Red Cross, Aynam Mills Kendal - 01539 734289.
- The hotel is non-smoking.

Arrival & Car Parking Facilities

- All residential guests should use the main entrance of the hotel located at the top of the main drive, the ground is tarmac
- There are 4 steps into the hotel and a ramp to the left of the steps.
- There is a covered turning circle located directly outside the main entrance on the same level, for dropping off and picking up only, cars must not be left unattended.
- There are 200 spaces over 4 individual car parks. There are 3 designated disabled spaces in the top car park with 4 additional spaces marked for those guests who have difficulty with steps, 3 designated spaces in the Alexanders pub car park, 3 outside the Conference & Training centre entrance and none in the bottom car park (this is the furthest away from the hotel) Spaces are monitored to ensure they are not taken by unauthorised vehicles and staff will respond on request to move offending vehicles or seek alternatives.
- If you need assistance with luggage, equipment or guidance our reception and nights team are on duty 24 hours.

Main Entrance, Reception

- The reception area is on the same level as the lobby / main entrance and is situated opposite the hotel lounge.
- The reception desk is 112cm high, with a lower aspect 71cm. Registration can be completed sitting in the lounge area opposite reception and we have clipboards available.
- Additional key cards for rooms are available on request.
- Guests can also request to be escorted to their bedroom by a member of staff if required.
- To the left of reception are the ground floor bedrooms, with lift with access to the second-floor bedrooms and leisure club.
- The hotel lounge and restaurant are opposite reception with the bar to the right.
- The floor service throughout the reception and lobby area is carpeted with the walkway from reception through to the restaurant is a laminated wood floor.

Public Areas - Hall, Stairs, Landing, Corridors etc

- We have one lift which can be used to access the lower ground floor for the Leisure Club and 1st floor bedrooms, the lift does not service the extension or Executive floor bedrooms.
- The lift has tactile/Braille buttons but no audible enunciation as floors are reached.
- The Executive bedrooms are located at the end of the ground floor corridor and up 7 steps.
- The Conference and Training Centre is located on the lower ground floor and is not accessible by the lift, but via 14 steps.
- The main corridors are all carpeted, with laminate flooring in a section between the lounge and hotel bar and walkway into the restaurant.
- To the right of reception is also the public toilets, and a disabled toilet with rails to the side and alarm - the disabled toilet also houses our baby changing facilities.
- Lighting is uniform throughout the corridors and lounge areas, with lights dimmed at dusk each evening.

Public Areas - Sitting room, lounges, lobbies etc

- The main corridors are all carpeted, with laminate flooring in a section between the lounge and hotel bar and walkway into the restaurant.

Public WCs

- To the right of reception is also the public toilets, and a disabled toilet with rails to the side and alarm - the disabled toilet also houses our baby changing facilities. The floor is tiled, and the walls are a buttermilk colour.
- We also have a disabled toilet with the same functionality in the Conference & Training Centre, Function House Banqueting Suite and Alexanders the Pub.

Restaurant / Dining Room, Bar & Bar area

- The Greenhouse Restaurant is located to the right whilst entering the main hotel lounge area opposite reception. We serve breakfast, lunch and dinner from this area, and lounge service from the bar and lounge space.
- Lighting is provided by spotlights, with natural daylight provided by the greenhouse floor to ceiling windows in the conservatory part of the restaurant.
- The walkway into the restaurant is laminate flooring the seating area is carpeted

and the area around the cold buffet breakfast items and theatre window for hot buffet breakfast items is polished slate.

- Seating is moveable and no chairs in the restaurant have arms.
- Menus are printed in Century Gothic font size 16 and staff are happy to assist where required on explaining dishes or reading the menu.
- Our Executive Chef Justin Woods and his team can accommodate any dietary requirements or adapt dishes to suit.
- There is waitress service and table service as standard.
- The Restaurant is on the ground floor of the hotel and there are no gradients, ramps, or steps in this area.
- The hotel bar is situated on the ground floor to the right of reception. It has level entry and is open plan with a carpeted floor. There is seating offered in 'tub' chairs with arms and wooden tables of chest height whilst seating. Lighting is mainly from spotlights, with lower level lights and a standard lamp in the evening.
- There is also a log fire in the lounge area with a slate plinth around - this is lit in the winter only.

Alexanders Pub

- Alexanders Pub is located in the Hotel grounds. There is no direct access from the main hotel building.
- It has its own car park with 3 disabled places and picnic bench seating outside.
- The dining area is carpeted and all on the ground floor, seating is flexible and can be moved to suit.
- The bar and adjacent snug areas are located to the right of the entrance and have one small step up to them.
- There is a disabled toilet on the ground floor; the ladies and gent's toilets are located on the 1st floor.

The Green Rooms Spa

- The Green Rooms Spa is located in the Leisure Club on the lower ground floor. Whilst the Club is accessible by the lift the treatment rooms are located through the weight's gym and up 4 steps, to a push door. There is a side door to the Spa which offers a step free entrance, please ask at main or leisure club receptions for guidance to this area as it is at the back of the hotel.
- We have 2 treatment rooms and an area in the foyer area for manicures and make

up consultations.

- Doors are of standard widths and treatment couches are adjustable.
- One of the treatment rooms has its own walk in shower with one step; others are in the main section of the Leisure Club.
- Flooring in the foyer area is carpet with the treatment rooms having a laminate floor.

Leisure Facilities

- Pulse Health & Fitness Club is open from 7am until 10pm every day with last entry at 9.30pm. We do have restricted hours for children in the pool which are 10-12 noon and 2-4pm (5pm on Saturdays & Sundays) The main hours are also subject to change over Christmas & New Year, please call the Club direct on 01539 797016 for more details.
- There is a swimming pool, steam room and two gyms.
- There is separate car park with 3 disabled spaces for access to the Leisure Club, located opposite Parkside Road. Guests then proceed across the front of the hotel (step free) on part flagstone part tarmac to the front door of the Club.
- The Leisure Club can also be accessed from within the hotel via the lift to the ground floor.
- The reception counter is of waist height, however there is a lounge area with soft furnishings where staff can meet with guests if required.
- Lighting is from spotlights in the main reception area and tube lighting in the two gyms. The main gym also has natural daylight onto the hotel grounds.
- The Gym equipment includes 2 x fully equipped Technogym studios, including Excite Treadmills, Steppers & Cross Trainers, a substantial range of free weights and resistance equipment is also available. Other equipment includes a speed ball, punch bag, chin & dip machine and core balls. If you have any specific queries about the suitability of equipment please call our trained staff in advance.
- Entry into the pool is by step ladder on one side and graduated steps on the other, there are no hoists.
- The main changing rooms are all on a level with the main reception area and are open plan.
- We have an accessible disabled changing room with toilet near the lift

Conference & Meeting Rooms, Banqueting

- We have a dedicated Conference & Training Centre which has 6 meetings rooms, we also have 2 larger conference/banqueting suites - The Function House & Kendal Suite.
- The Conference & Training Centre is on the lower ground floor of the hotel and can be accessed via 14 steps from the main hotel corridor. Alternatively, guests can access directly into the centre from the car park opposite Parkside Road (signed for the centre). There is one step into the building however we do have a ramp which can be made available upon request.
- The Kendal Suite is on the ground floor opposite Reception and is accessed from the main hotel entrance at the top of the main drive. There are 4 steps from the main doors or a ramp in the lobby area into the Kendal Suite.
- The Function House is located on the lower ground floor of the hotel and has its own separate entrance - it cannot be accessed from inside the main hotel.
- Parking for disabled guests or limited mobility is offered in the middle car park (signed for Alexanders). From here guests can enter the Function House via a tarmac ramp walkway to the left or 12 steps to the right (slate with gripped edges).
- There are toilets, including a disabled toilet in the Function House and Conference & Training Centre; guests in the Kendal Suite have access to the toilets and disabled toilet in the main reception/lounge area, located through a set of double doors from the Kendal Suite entrance.
- Lighting in all areas is even but can be turned off in sections by individual conference organisers.
- Seating in the Conference & Training Centre is chairs with arms, those in the Function House & Kendal Suite have no arms - we can of course interchange where necessary.
- We have a portable induction loop - please advise us in advance if this is required.
- We do try to accommodate everyone's needs where possible please discuss any specific requests with your conference organiser.

Bedrooms

- There are 2 accessible bedrooms (Category 2 for use for a disabled guest travelling with a helper) - one on the ground floor and one on the 1st floor accessible by the lift. These rooms can be a double or a twin and provide the following specific facilities:
 - Extra wide doors with low level light switches
 - Grab rails in the bathroom over the bath, adjustable head for the shower which is over the bath.
 - Wheelchair accessible sink with adapted taps
 - Grab rails around the toilet.

- Bath boards and seats can also be fitted on request
- Alarm with low- and high-level panic buttons which calls through to reception which is manned 24 hours.
- There are also 25 bedrooms located on the ground floor - same level as reception. 18 of these rooms are doubles and have a walk-in shower accessed by a small step. The others are twins, though bigger rooms have a bath & a shower.
- Flooring in bedrooms is short pile carpet.
- Flooring in bathrooms is tiled.
- Lighting is even throughout for ceiling spotlights to bedside lamps.
- Room service is 24 hours.
- We have soft duvets; however, blankets are available on request along with extra pillows which are non-feather.

Grounds and Gardens

- Guests can gain access around the hotel grounds via various pathways, the majority is tarmac however there is some paving across the front of the old house which houses the Conference & Training Centre.
- Some pathways are steep especially from the right of reception into the grounds and in front of the Restaurant windows to the Function House level.
- There are steps under a covered walkway from the main reception area to the Pub or Function House.
- Please contact reception before arrival if you would like any guidance as to how to navigate around the hotel once you are here.

Additional Information

- If you require any assistance during your stay please contact Reception.
- We have a set evacuation procedure for basic information - Alarm bells are a continuous alarm. If you require assistance to evacuate your room in case of emergency please tell a member of the reception team on arrival, they will ensure a member of staff comes to your room to assist.
- All staff have regular training which includes disability awareness training.

Address: Castle Green Hotel, Castle Green Lane, Kendal, Cumbria, LA9 6RG

Telephone: 01539 734000

Fax: 01539 735522

Email: reception@castlegreen.co.uk

Website: www.castlegreen.co.uk

Hours of operation: Reception 24 hours

Future

- This access statement is a working document and is updated as we make improvements to the hotel.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01539 734000 or email reception@castlegreen.co.uk