



Accessibility Guide for Mercure Bridgwater

H9861@accor.com, 01278 239679, www.accor.com/9861

Contact for accessibility enquiries: Beata Przywara

We aim to confidently ensure that all our guests have comfortable facilities, all requests are dealt with efficiently and everyone is made to feel welcome throughout their stay. As far as possible we will accommodate the requirements of all our guests. We will explain our facilities and how they may meet guests' particular requirements.



Welcome

Mercure Bridgwater is located in the heart of Bridgwater and offers 119 bedrooms, two meeting rooms, fitness room, lounge and bar and a Marco Pierre White Steakhouse restaurant.

Parking

- There is a parking within hotel courtyard offering 14 spaces. There are accessible parking spaces that can be reserved upon request.
- The parking leads to the entrance of hotel reception. From the car park to the courtyard entrance there is a level access.
- The main hotel entrance has a permanent ramp.
- Additional public parking is located within 150 metres from the hotel and offers 24 allocated spaces.

Arrival

Path to main entrance

- From the street to the main entrance, there is a permanent ramp. The courtyard entrance has level access.
- The path is 1100 mm wide, or more.

Main entrance

- The main entrance has level access.
- The main door is side hung and automatic.
- The door is 1100 mm wide.

Reception

- There is level access to the main reception.
- The reception area has seating for guests to wait.
- Porter service is available to assist guests with luggage.
- There is a lift 900 mm wide, or more. All rooms are accessible via lift.
- When checking-in, reception staff will note if guests will need assistance in the event of an evacuation and this forms part of the night manager brief.

Public rooms in the hotel

- The whole of the ground floor of the hotel is level and accessible to wheelchairs.
- The hotel bar and restaurant are on the ground floor – there are no steps.
- There is a lounge on the ground floor and waiter service is available.
- All corridors and public areas are well lit.
- All doors and corridors are wide enough for wheelchairs/zimmer frames/pushchairs.
- There is a disabled toilet on the ground floor that is suitable for wheelchairs and has baby-changing facilities.
- All diets can be catered for although advance notice is helpful.
- Larger print menus are available on request.
- High chairs are available and may be used in all areas.
- The restaurant lighting is even but can be varied using dimmer switches.
- Service dogs are allowed in the hotel.

- We can provide water bowls for assistance dogs on request.
- Wi-Fi is available Free of Charge throughout the public rooms and all of the bedrooms.

Meeting rooms



Our meeting rooms are located on the ground floor and there are accessible toilets available next to each meeting room.

The Foundry Room is accessible via level access from Reception and can accommodate up to 30 guests theatre style.

The Quays Room can be accessed through the courtyard entrance and does not have level access, however a portable ramp is available. The Quays is a fixed boardroom and can accommodate up to 14 guests.

WiFi is accessible in our meeting rooms and is free of charge.

Bedrooms



- The hotel offers 6 rooms which are suitable for those with restricted mobility. These are double-bedded.
- We have a direct dial telephone, an audio alarm that is activated by the fire alarm and smoke alarms in every bedroom.
- The bedrooms and bathrooms are generously proportioned but some provide more turning and transfer space than others.
- We try as far as possible to allocate bedrooms based upon individual guest needs.
- Emergency procedures are posted on the door to each bedroom and are explained upon check in for any disabled guests upon request.
- Every bedroom has digital television with remote control.

- There are bedside lights.
- All of our bedding is non-allergenic.
- All rooms are non-smoking in compliance with current legislation.
- Furniture within the rooms can be moved.
- Every bedroom is carpeted.
- Bedroom lighting can be switched on at the entrance to the room and also within the room.
- All rooms offer shower only.
- Bathroom lighting is bright and all sanitary ware is white.

Fitness Room

The fitness room is located on the fifth floor and can be accessed only through a staircase from the lift lobby located on the fourth floor.

Hearing

- The fire alarm has flashing lights.
- We have a hearing loop in the meeting rooms.
- Deaf guard vibrating pillow alarm system is available from Reception upon check in.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

Getting here

56-66 Eastover

Bridgwater

Somerset

TA6 5AR

Travel by public transport

- The hotel is located within 0.4 mile from the Bridgwater train station.
- The nearest bus station is located within 300 metres from the hotel.
- You can get a taxi with A1Ace by calling 01278 332211. The taxi company has a wheelchair accessible vehicle.

Although we have tried to be as accurate and include as much detail as we can in our Access Statement, we are always willing to give information on any aspect of the hotel if this statement does not answer your particular query.
