



Accessibility Guide for Chilworth Manor Hotel

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Contact for accessibility enquiries: Viv Stockwell, Front of House Manager

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

Chilworth Manor is a stunning hotel and conference venue in Southampton, ideally suited for meetings, events, weddings, and leisure breaks. Chilworth Manor, Southampton seamlessly blends traditional and modern spaces over 12 acres of landscaped gardens, including our Edwardian manor house which houses a restaurant, a bar, premium bedrooms and function suites.

Enjoy every modern convenience and amenities with all our bedrooms located in the main house or the adjoining Garden Wing. You'll have plenty to do during downtime with a spa, gym, swimming pool, steam room and sauna, croquet lawn, and adjoining conservation area to explore.

Parking

- There is parking onsite with 200 spaces. There are 6 accessible parking spaces within close proximity to the main hotel entrance.
- Parking is free of charge.
- There is a drop-off point at the main entrance.
- From the car park to the entrance, there is level access.
- There is a lift to bedrooms in the Garden Wing. The route is 1000mm wide, or more.

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 3000mm wide, or more.

Main entrance

- The main entrance has level access.
- The main door is permanently open, internal doors are side hung
- The door is 1000mm wide.

Reception

- All ground floor doors are open during normal service hours.
- 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
- 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 porter brief.

Public rooms in the hotel

- The whole of the ground floor of Chilworth Manor Hotel is level and accessible to wheelchairs – as is much of the surrounding garden including the terrace.
- The hotel bars 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/walking 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.
- There is a ramp to access the 1 step down to the rear terrace
- 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.
- Door frames and doors are painted contrasting colours to the walls in the public areas.
- Wi-Fi is available Free of Charge throughout the public rooms and all of the bedrooms.

Meeting rooms

Our meetings rooms are located throughout the ground floor of the Manor and have level access.

The Coach House Suite is to the rear of the hotel and has a ramp for wheelchair access.

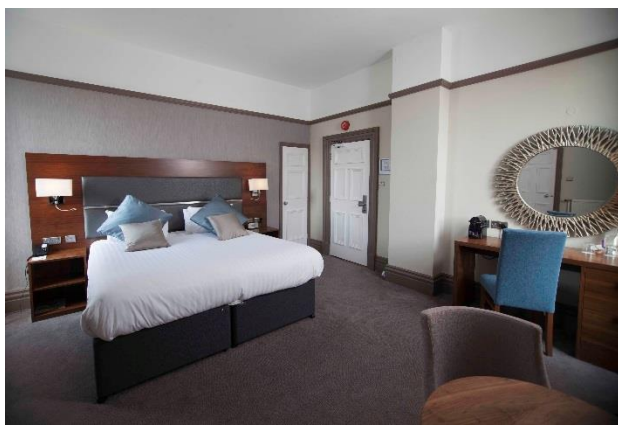
There are male and female toilets accessible from the Meeting Rooms on the ground floor of the Manor and a disabled toilet is available on the ground floor in the main hotel.

The Cedar Suite is on the ground floor and accessible via level access from Reception.

WiFi is accessible in our meeting rooms using a password which will be issued by Reception on request.

Private dining is available in all of our meeting rooms.

Bedrooms



- Of the bedrooms, there are 2 ground floor Garden Rooms which are suitable for those with restricted mobility. These can be twin or double-bedded.
- These rooms have walk in showers with one step to access. Support hand rails are provided.
- Executive, Superior, Deluxe and Suite rooms are located on the first and second floor of the original Manor house. These rooms are accessed by stairs and no lift is available. Assistance with luggage is available to all guests.
- We have a direct dial telephone and smoke alarms in every bedroom. Audio alarms that are activated by the fire alarm are audible from 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.
- Bathroom, Shower-room & WC.
- Non-slip floor shower mats are available upon request from our housekeeping team.
- Bathroom lighting is bright and all sanitary ware is white.

Getting around outside



- From the rear entrance to the terrace, there is one step and a ramp is available.
- The Terrace area has a smooth surface.
- From the Garden Wing to the Gardens there is a sloped ramp.
- There are steps from the terrace to the rear lawns and gardens.

Hearing

- A vibrating alarm is available for guests who may experience difficulty in hearing the audible fire alarm.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- There is a refuge point at the rear entrance to the garden wing.

Customer care support

- Some staff have disability awareness training.
- We have information in large print.
- We have other services for people with accessibility requirements.
- Baby changing facilities and highchairs are available.

Getting here

Chilworth Manor Hotel
University Parkway
Chilworth
Southampton
Hampshire
SO16 7PT

Travel by public transport

- You can get to Chilworth Manor Hotel by bus.
- The nearest bus stop is on Chilworth Road. The bus stop is 0.1 miles / 0.2 km from Chilworth Manor Hotel.
- Bus route W1 connects to the centre of Southampton.
- You can get a taxi with Radio Taxis by calling 023 8066 6666. 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.
