



Accessibility Guide for Crabwall Manor Hotel & Spa

reception@crabwallhotel.co.uk, 01244 851666, <http://www.legacy-hotels.co.uk/hotels/crabwall-manor-hotel-spa-mollington-chester>

Contact for accessibility enquiries:

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

Crabwall Manor Hotel & Spa is an historic 17th Century manor house just a short drive from Chester city centre. Following a multimillion-pound refurbishment the hotel now boasts a beautiful selection of elegant rooms as well as a spa and indoor swimming pool.

For diners, the Earl of Chester Restaurant, serving both traditional English and world food, has wonderful views over its own patio and the ground beyond.

For those wanting something more casual the Bar Lounge offers classic options and lighter snacks. There is also 24-hour Room Service available. The Spa at Crabwall Manor offers an 18-meter heated indoor pool, sauna, steam room, massage showers and a whirlpool. In addition, guests have use of the well-equipped gym, aerobics studio and treatment rooms offering a range of spa treatments including aromatherapy massage, facials and hand and feet treatments.

Crabwall Manor offers free parking and is just five minutes from the M56 motorway.

Parking

- There is parking at the venue. There are accessible parking spaces.
- The parking starts within 10 meters from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off is under the main entrance archway.
- From the car park to the entrance, there is level access.
- There is not a lift within the building.

Arrival

Path to main entrance

- From the street to the main entrance, there is level access and a cobbled area just outside the main entrance.
- There is a portable ramp.

Main entrance



- The main entrance has level access; there are 3 steps up to the main hotel reception.

- The spa reception is level access.
- The main door is hinged and not automatic.
- The main hotel entrance door is approx. 1000mm wide.
- The spa doors are approx. 1700mm wide.
- Access to the main hotel reception from the spa requires use of steps.

Reception

- All ground floor doors are open during normal service hours.
- There are steps to get to the main reception.
- The reception area has seating available for guests checking in and a lounge area is situated nearby.
- Reception staff can assist guests with luggage.
- When checking-in, reception staff will note if guests will need assistance in the event of an evacuation.

Public rooms in the hotel

- The whole of the ground floor is accessible to wheelchairs – as is the surrounding garden including the terrace however the portable ramp is required in places.
- The spa facilities have a disabled adjustable seat to aid guests in and out of the pool.
- All the facilities within the spa are on one level however steps are required to enter the Jacuzzi.
- 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/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.
- Food & drink service is available in all public areas.
- High chairs are available and may be used in all areas.
- The restaurant lighting is even but can be varied.
- 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 the bedrooms.

Meeting rooms



- Our meeting rooms are easily accessible from the main car park by means of 3 steps and through the lounge for the boardroom and 3 steps for the conference room.

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

- The Boardroom and conference room are both on the ground floor and accessible via stepped access from Reception.
- The Boardroom can accommodate 8 guests. It is usually accessed via the main hotel lounge. The conference room can accommodate 18 guests and is accessed through the main entrance lobby.
- There are further function rooms accessible on the ground floor for large conference events and functions which can accommodate up to 85 people.

- Free Wi-Fi is accessible in our meeting rooms.
- Private dining is available in all our meeting rooms and function suites.

Bedrooms



- Of the bedrooms, there are two ground floor easy access rooms which are suitable for those with restricted mobility. These can be single, twin or double-bedded. These have level shower access with grab rails and support in the shower/wc facility.
- We have 19 ground floor bedrooms (some require a few steps for access)
- We have a direct dial telephone, 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 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 within the room.
- Bathroom, Shower-room & WC.
- All bathrooms have non-slip floor shower mats.
- Bathroom lighting is very bright, and all sanitary ware is white.

Getting around outside



- From the main entrance to the terrace area is level access with some steps/portable ramp available.
- The Terrace area has a varied surface.
- From the terrace area to the terrace/gardens there is a step.

Hearing

- The fire alarm has flashing lights.

Emergency evacuation procedures

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

Customer care support

- Disabled access ramp is available and portable for any guests who require it.
- Baby changing facilities and highchairs are available.

Getting here

Crabwall Manor Hotel & Spa

Parkgate road

Mollington

Chester

CH1 6NE

Travel by public transport

- You can get to Crabwall Manor Hotel & Spa using any of the following taxi services: 01244 343434 , 01244 318318 , 01244 372372.
The taxi companies have a wheelchair accessible vehicle.
- The nearest bus is on Parkgate Road. The bus stop is approx. 0.1 miles / 0.2 km from The Legacy Hotel.
- The buses are restricted and only come once per hour to connect us to the city center.
- Chester train station is approx. 3miles / 5km.
- Chester city center is approx. 2.5miles / 4km.

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 query.
