

## *Accessibility at The New Mayfair Hotel.*

At The New Mayfair Hotel, we aim to provide the highest standards of service and care to all of our guests, their families, friends and carers.

### **Facilities available for Guest with a Disability are as follows:**

#### **Arrival:**

Directions to The New Mayfair Hotel are available by calling the hotel directly on 01253 362851. As you arrive at our hotel, there are 12 parking spaces to the rear, as well as off-street parking located at the front of the hotel for cars. The main entrance has a ramp, with a video door entry system.

Guests can arrive at the hotel from 11am on the day of arrival, every effort will be made to have the room ready for check-in by 3pm. We ask guests to depart by 10am on the day of check-out to allow us to have the room serviced in time for new arrivals.

*If you need assistance with luggage or equipment, our team of staff are on duty 24 hours to help wherever they can.*

#### **Reception:**

The Reception desk is located on the Ground Floor of our hotel, close to the entrance. It is low level, so that all guests can check-in.

Our friendly staff team will brief you on the evacuation policy and procedure, should there be an emergency within our hotel, please also note on your registration card if assistance is needed.

Fire evacuation can be found on the back of your bedroom door, and a disabled refuge area is situated in the link corridor.

#### **The following accessible aids are available for your use at Reception, should they be needed;**

Vibrating Pad – to assist guests with hearing difficulties in the event of an emergency.

Evac Chair – available on all floors, to assist with the evacuation of wheelchair confined guests.

#### **Bedrooms:**

The New Mayfair Hotel has 19 Single Rooms, 12 Twin Rooms, 5 Triple Rooms & 7 Modern Suites.

Included in some of the rooms are:

Interconnects to a double room for use by a carer or family members

Walk-in wet room showers

Wheelchair accessible bathrooms with a shower cubical

Raised Toilet Seat

Shower Chair Commode

24hr Staff (wake & watch/ night porter available)

Emergency chords and grab rails

Profiling Beds  
Cot Sides  
Hospitality Tray  
Lifting Poles  
Stand Aids  
Nurse Call System  
Seating in the room  
Wardrobe  
Ramp to shower  
Tea & Coffee making facilities  
Television

All our rooms vary, please call 0333 999 8888 to discuss your individual needs and requirements.

**Public Areas:**

All of the restaurant, bar and lounge facilities are located on the ground floor, on the same level making them easily accessible for your convenience.  
Accessible toilet facilities are available close to the reception desk.

**Banqueting & Marketing Room:**

There is a small area on the ground floor available for banqueting/ business meetings and parties. Please contact our reservations team for more information 0333 999 8888.

**Accessible Toilets:**

Located on the ground floor in the bar area.

We ask if guests require a clinical waste bag, these must be purchased at Reception on arrival, otherwise our cleaning contractors will not remove them.

**Lift**

Lifts are available to all floors. These are also fitted with alarm chords should you need assistance.

**Indoor & Outdoor Facilities:**

On the ground floor we have a small games room with a pool table.

**Alternative means of Transport:**

If not travelling by car, the nearest train stations to the hotel are: Blackpool North (08081561606) & Blackpool South.

**Holiday Extras:**

Manual Wheelchair Hire from £6 per day

Scooter hire from £15 per day

Laundry from £8 per bag

Room Listening monitors require a £20 refundable deposit

Clinical Waste bags available to purchase upon arrival

**Contact Information:**

The New Mayfair Hotel  
673-677 New South Promenade  
Blackpool  
FY4 1RN  
01253 362851

*Accessibility at The Esplanade Hotel*

At The Esplanade Hotel, we aim to provide the highest standards of service and care to all of our guests, their families, friends and carers.

**Facilities available for Guest with a Disability are as follows:**

**Arrival:**

Directions to The Esplanade Hotel are available by calling the hotel directly on 01492 860300.

As you arrive at our hotel, there are 12 to the rear, as well as off-street parking located at the front of the hotel for cars. The main entrance has a ramp, with a video door entry system.

Guests can arrive at the hotel from 11am on the day of arrival, every effort will be made to have the room ready for check-in by 3pm. We ask guests to depart by 10am on the day of check-out to allow us to have the room serviced in time for new arrivals.

*If you need assistance with luggage or equipment, our team of staff are on duty 24 hours to help wherever they can.*

**Reception:**

The Reception desk is located on the Ground Floor of our hotel, close to the entrance. It is low level, so that all guests can check-in.

Our friendly staff team will brief you on the evacuation policy and procedure, should there be an emergency within our hotel, please also note on your registration card if assistance is needed.

Fire evacuation can be found on the back of your bedroom door, and a disabled refuge area is situated in the link corridor.

The following accessible aids are available for your use at Reception, should they be needed;

Vibrating Pad – to assist guests with hearing difficulties in the event of an emergency.

Evac Chair – available on all floors, to assist with the evacuation of wheelchair confined guests.

**Bedrooms:**

The Esplanade Hotel has 7 Single Rooms, 21 Twin Rooms, 3 Triple Rooms & 9 Modern Suites.

Included in some of the rooms are:

Interconnects to a double room for use by a carer or family members

Walk-in wet room showers

Wheelchair accessible bathrooms with a shower cubical

Raised Toilet Seat

Shower Chair Commode

24hr Staff (wake & watch/ night porter available)

Emergency chords and grab rails

Profiling Beds

Radio Monitors

Seating in the room

Wardrobe

Hospitality Tray

Lifting Poles

Stand Aids

Nurse Call System

Cot Sides

Chair in the room

Ramp to shower

Tea & Coffee making facilities

Television

All our rooms vary, please call 0333 999 8888 to discuss your individual needs and requirements.

**Public Areas:**

All of the restaurant, bar and lounge facilities are located on the ground floor, on the same level making them easily accessible for your convenience.

Accessible toilet facilities are available close to the reception desk.

**Banqueting & Marketing Room:**

There is a small area on the ground floor available for banqueting/ business meetings and parties. Please contact our reservations team for more information 0333 999 8888.

**Accessible Toilets:**

Located on the ground floor in the bar area.

We ask if guests require a clinical waste bag, these must be purchased at Reception

on arrival, otherwise our cleaning contractors will not remove them.

**Lift**

Lifts are available to all floors. These are also fitted with alarm chords should you need assistance.

**Indoor & Outdoor Facilities: Changing Places Facility:** We have installed a fully equipped changing places room, so that local care homes and other disabled visitors can also access this great facility, as well as staying for lunch and refreshments. Bookings for group visits can be made in advance by calling our Reservations Team on 0333 999 8888.

**Alternative means of Transport:**

If not travelling by car, the nearest train station to the hotel is: Llandudno.  
(0333 321 1202)

**Holiday Extras:**

Manual Wheelchair Hire from £6 per day

Scooter hire from £15 per day

Laundry from £8 per bag

Room Listening monitors require a £20 refundable deposit

Clinical Waste bags available to purchase upon arrival

**Contact Information:**

The Esplanade Hotel

The Promenade

Llandudno

LL30 2LL

01492 860300

We look forward to welcoming you to our hotel and making sure that it is an enjoyable one.

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