

# **Penmaenuchaf Hall Hotel, Penmaenpool near Dolgellau**

## **Access Statement**

### **Arriving at Penmaenuchaf Hall Hotel**

- The Hotel is located off the A493 approximately 2 miles from the town of Dolgellau, our Ordnance Survey grid reference number is SH6978184.
- There is a bus stop at the bottom of the hotel drive and the nearest train station is at Morfa Mawddach approximately five miles away.
- Taxis are available but it is advisable to book in advance.
- Our half mile drive is smooth tarmac with several low speed ramps.
- Customer car parking is located at the front of the Hotel, parking bays are not marked. Specific parking space can be reserved if required.
- The main entrance has five shallow steps, but there is a side entrance at ground level.
- There is a bell at the front door if guests require assistance.
- We offer assistance with luggage as standard.
- Our reception hallway has seating and a low writing desk, if more privacy is required for queries/bill payment etc. our office is easily accessible, again with a low writing desk and a hard backed chair.
- We do not have a hearing loop fitted at reception.

### **The Ground Floor**

- The Morning Room, Library, Drawing Room and Private Dining Room are all on one level, with assorted seating arrangements.
- Flooring varies from carpet to wooden flooring with rugs. Rugs can be lifted if necessary.
- Our bar is up a slight slope, with a high counter. We offer waiter service for drinks as standard.
- The main toilets are up a slight slope and two steps. There is also a separate toilet available with hand rails that are suitable for disabled guests and wheelchairs.

- There is a public telephone in the stairwell, if this is unsuitable a cordless extension can be provided from the office.

- All public areas are well lit.

### **The Dining Room**

- There is always a vegetarian choice on our menu.
- We can cater for most special diets with prior notice.
- The main restaurant is accessible by ramps.
- Table and chair arrangements are not fixed.
- Dining tables are a suitable height for wheelchairs.
- Large print menus can be arranged with notice.

### **The Bedrooms**

- We do not have lift access to the bedrooms.
- The staircase to the first floor comprises of thirteen full foot wide treads with a small landing then a further seven steps.
- There is a wooden banister on the right hand side of the stairs.
- Seating is provided on the small landing, at the top of the second set of stairs and at intervals along the first floor corridor.
- The first floor corridors are wide and well lit.
- Four bedrooms are located on a level with the top of the stairs (these rooms also have wider doorways), two are then up two steps with a further two very shallow steps up to the final three first floor bedrooms.
- The second floor is accessed via a steep staircase leading from the first floor landing, or by a more gradual staircase from the far end of the first floor corridor. This may make it unsuitable for guests with limited mobility.
- Most bedrooms are on one level, some do have a few steps in them. Please ask when making your reservation.
- Most bedrooms have a shower over the bath with grab rails.

- Two deluxe bedroom has a separate shower with standard shower tray and glass doors.
- Non slip bath mats are provided in all rooms.
- Lighting in bedrooms is at different levels.
- All bedrooms have different furnishings and layouts, some with twin or king sized beds.
- Non-feather pillows are available and our beds are dressed with cotton sheets, blankets and counterpanes.
- All rooms have radiators with thermostatic valves so they can be adjusted to individual requirements. Additional freestanding radiators can be provided if necessary.
- All rooms are fitted with opening windows and fanlights.
- All hot water bath taps are fitted with a thermostatic safety valve.
- Room service is available with some restrictions to menu and times.
- Every bedroom is equipped with a direct dial telephone that has a night emergency button.
- The televisions and hi-fi's in the bedrooms have remote controls.
- Bedroom tea trays can be lifted out easily and moved to convenient locations, kettles are cordless.

### **Other Information**

- Our Hotel is completely non-smoking.
- Assistance dogs are welcomed in all areas of the Hotel.
- The Hotel is equipped with modern audible fire alarms, break glass call points, emergency lighting and fire extinguishers.
- Some areas of the garden are accessible by steps or slopes that may not be suitable for guests with limited mobility.
- Reception is not 24 hour, but the Hotel owners live on site so emergency assistance is available at all times.

- Our staff have been trained under the guidelines of the former Welcome Host scheme.
- The Hotel has no signs or literature in Braille.
- The Mawddach walk nearby is adapted for wheelchair users and has handrails at the Penmaenpool entrance.
- Our reception staff would be pleased to discuss further any requirements that you may have with us.
- During your stay, and help you choose the most suitable accommodation for your needs. We also welcome any comments from our guests as to how we can improve our Hotel for all guests.
- Everyone at Penmaenuchaf Hall would like all of our guests to enjoy their stay with us, and are delighted to help in any way we can to ensure your stay is comfortable and enjoyable.