



Whittlebury Hall

Access Statement for Whittlebury Hall Hotel & Spa

Introduction

The hotel is located in the Northamptonshire village of Whittlebury, with 211 bedrooms and the award winning Day Spa.

The bedrooms are spacious doubles, with ensuite bathrooms, decorated to provide an elegant and restful escape with a host of modern touches and thoughtful extras such as flat screen TV's and in-room safes.

To make a stay extra special, indulge in one of the individually designed suites with a whirlpool spa bath and a double shower.

Pre-Arrival

For pre-arrival assistance, please contact our reservations team on Telephone number 0845 400 0001.

Arrival & Car Parking Facilities

- The local bus stop is in the village, a 10 minute walk from the hotel
- Rail users travel to Northampton (14 miles) or Milton Keynes (11 miles); both stations are main line stations with regular service connections to all parts of the UK
- All cars must be parked in the hotel car park, which is located to one side of the hotel and controlled with barriers
- The car park is in close proximity to the hotel's level side entrance, which gives access to the lobby, where the check-in desk is located
- There are 458 car park spaces, 12 of which are allocated disabled spaces
- A guest drop off point is available at the hotel's main entrance; cars must not be left unattended at the drop off point
- The Concierge is available to assist with luggage

Main Entrance & Reception

- There are two steps leading up to the main entrance as well as ramped access
- There are no further steps at the main lobby/ reception level
- If you arrive from the car park, the reception is located immediately to the right and then left of the side entrance at the far side of the lobby
- If you arrive from the main door/ drop off area, the reception desk is on your immediate right
- For assistance with luggage, the porters are available at the reception desk
- There are a number of sofas and comfortable chairs available in the lobby
- The reception desk is 118cm high and registration can be completed

whilst seated in the lobby. Clipboards are available and large print registration cards are available in font size 24.

- Assistance and guidance with registration is available
- Astons, Murrays and Bentleys Restaurants as well as the Silverstone Bar are all located on the ground floor. There are no steps or slopes en route or at the entrance to the bar or restaurants.
- The floor surfaces throughout are carpeted
- Familiarisation tours can be provided where required
- There are lifts located at both ends of the lobby, which lead to all bedrooms and some of our meeting and syndicate rooms
- The Spa and Leisure Club are adjacent to the hotel and are accessed from both the ground floor and first floor. Access from the first floor is via 3 steps. Passenger lifts are available in both the Spa and Leisure Club.

Public Areas - General

- Public telephones are located to the left of the main reception and at 140cm height. For assistance with phone calls, please ask reception
- There are lifts located at both ends of the lobby, which lead to all bedrooms and meeting and syndicate rooms on the first floor
- All lifts have tactile buttons at standard height

Public Areas - WC

- There are 3 sets of public toilets on the ground floor, one to the left of reception, one next to the bar and restaurants as well as one in the meeting area. There is one set of public toilets on the first floor near the syndicate and meeting rooms.
- The unisex accessible toilets are located to the left of reception and near the restaurants and bars
- the toilets provide an emergency pull cord

Restaurant / Dining Room, Bar & Lounges

- **The Silverstone Bar** is on the ground floor at the far side of the lobby area; it has level entry and is open plan with carpeted, even flooring
- Table service is offered in the bar
- It has tables with legs on four corners in varying heights
- Seating is a mix of sofas and low arm chairs as well as high back chairs with no arms
- Lighting is mainly natural daylight with evenly distributed lights switched on when required
- Please inform us of any dietary requirements on booking
- **Astons restaurant** is on the ground floor in close proximity to the bar
- You will be greeted by the hostess on arrival, who will accompany you to your table
- Breakfast and lunch is buffet style service; assistance is available when required; Dinner is table service only
- Menus can be provided in large print upon request and assistance is offered to take you through the menu
- Lighting is even during the day and for dinner low level lighting

is switched on with candles on the tables

- We cater for many different dietary requirements, please inform our team members on booking
- **Bentleys Restaurant** is in close proximity of the Bar and offers Dinner service only. It is at ground floor level with level access. The restaurant is tiled throughout.
- You will be greeted on entry to the restaurant and accompanied to your table
- Menus can be provided in large print upon request and assistance is offered to take you through the menu
- Low level lighting is switched on with candles on the tables
- We cater for many different dietary requirements, please inform our team members on booking
- Award-winning fine dining can be experienced in **Murrays Restaurant**, which is located on the ground floor
- Diners are requested to take a seat in the hotel's Lounge, adjacent to the reception, where the host will welcome you and take you through your menu
- The restaurant is accessible via a short walk through the ground level corridors. You will be accompanied by the Restaurant Host to the restaurant. Assistance is available.
- Menus can be provided in large print upon request and assistance is offered to take you through the menu
- Low level lighting is switched on with candles on the tables
- we cater for many different dietary requirements, please inform our team members on booking

Laundry

- A Laundry and Dry Cleaning Service is available Monday to Friday. Laundry bags are available in the bedroom. Please contact Housekeeping for collection before 9am for same day service.

Shop

- The Day Spa shop sells a wide range of beauty products from ESPA, Elemis, Jessica and Jane Iredale make up
- The Hair Studio sells a range of hair products
- Both the Hair Studio and The Day Spa Shop are located on the first floor in The Day Spa, adjacent to the hotel and are accessible from the first floor bedroom corridor (there are 3 steps to gain access into the Spa from the first floor) or via the ground floor. In The Day Spa a lift is available to gain access to the first floor.

The Day Spa Treatment Rooms

- The Day Spa is located adjacent to the hotel and has a level access from the ground floor and 3 stepped access from the first floor bedroom corridor (room key required to operate the door). All internal corridors are carpeted throughout, external corridors are paved.

- Passenger lifts are available in The Day Spa to offer access between the ground and first floors
- There are 23 treatment rooms, manicure and pedicure stations as well as a Rasul and Soap Massage Room on the first floor of The Day Spa, which are accessible via a passenger lift or 2 flights of stairs from the ground floor
- Some of the treatment rooms are accessed via 3 steps. Allocation of treatment rooms can be adjusted according to access needs, please contact The Day Spa for assistance.

Leisure Facilities

- The Leisure Club is adjacent to the hotel and is accessed from both the ground floor and first floor. Access from the first floor is via 3 steps. Passenger lifts are available in both the Spa and Leisure Club.
- A 44-station Cybex Gym is located on the first floor of the Leisure Club. Access is via one flight of stairs and via a passenger lift to the first floor.
- The pool in the Leisure Club is accessed via one step
- Disabled changing rooms are available in the Leisure Club

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Our Management Training Centre is located on the ground and first floors. Ground floor rooms have level access. Passenger lifts are available to offer access to the first floor Training and Syndicate Rooms.
- The Grand Prix Suite is located on the ground floor
- Access to the Brooklands Suite can be gained directly from the car park and is at ground level. Internal access can be gained via the Management Training Centre with a ramp leading into the Suite.
- Private Dining Rooms are available on ground level and the corridors are carpeted throughout

Bedrooms

- Our bedrooms are spacious doubles, with ensuite bathrooms, decorated to provide an elegant and restful escape with a host of modern touches and thoughtful extras such as flat screen TV's and in-room safes
- Mini-bar facilities will be added during the course of 2008.
- There are a number of interconnecting and disabled rooms, which offer support bars in the bathroom and emergency cords

Bathroom, Shower-room & WC

- All bedrooms offer ensuite facilities
- Disabled bedrooms are fitted with emergency pull cords and alarms and the duty manager will offer immediate assistance on activation
- an evacuation chair is available in case of an emergency. In the event of an evacuation, the fire team co-ordinate assistance to those guests with evacuation assistance needs.
- Bathrooms are tiled throughout and fitted with both vertical and

horizontal support bars as well as a raised toilet seat and ample unobstructed clear floor space

- Bathrooms are not fitted with hoists

Additional Information

- Raffles Taxis have two vehicles for wheelchair users. Pre-booking is required on 01908 222000.

Contact Information

- Address: Whittlebury Hall Hotel & Spa
Whittlebury
Nr. Towcester
NN12 8QH
- Telephone: 01327 857857
- Fax: 01327 857867
- Email: sales@whittleburyhall.co.uk
- Website: www.whittleburyhall.co.uk
- Hours of operation: 24/7

Future Plans

- An induction loop will be available at reception by the end of May 2008
- A portable induction loop for the meeting and conference rooms will be available from the end of May 2008
- Vibrating pillows are available upon request from May 2008

We welcome your feedback to help us continuously improve; if you have any comments please phone 01327 857857 or email sales@whittleburyhall.co.uk
