

Ashorne Hill Accessibility Statement

Welcome to Ashorne Hill. The following information is designed to help you to enjoy your visit with us regardless of whether your life is affected by a medical condition, disability, impairment or specific learning ability. We constantly monitor our accessibility facilities and use risk assessment to safeguard and reduce any envisaged hazards or risk to our guests.

Our staff are trained and available to help all visitors with their specific needs, but we would need to be contacted ahead of any visit to be prepared. If you have any queries or require any further assistance, please contact us via email reception@ashornehill.co.uk or give us a call on reception 01926 488000. For details and maps of how to reach us please see the guest information section on our website.

Location

Birmingham is the nearest airport, which also connects with an excellent railway service. The nearest railway station is Leamington Spa, about 5 miles away. If you require an accessible taxi this can be booked in advance, please contact our reception to book this.

Car Parking and Arrival

There is car parking space available immediately in front of reception, and cars/taxis may use the full turning circle immediately in front of main entrance to drop off. The car park is well lit.

Access to reception to the front left of the mansion is all on the ground floor and access is level throughout. There is a seating area in reception.

Porterage is available providing assistance with your luggage on arrival.

Lounges and Dining

From reception guests will be shown an orientation of the main areas, indicating the facilities in adjacent buildings, which house the dining rooms, bar and all accommodation.

The great hall, concourse, (both house coffee stations and lounges) toilets and dining rooms are all situated on ground level. All public areas and the corridors are well lit.

The guest lounges have a mixture of seating with sofas and chairs as well as high backed chairs with arms.

The flooring in the lounges, dining rooms and corridors is carpet. The flooring in the bar is oak wood.

We are able to cater for varying dietary requirements – please speak to our duty Restaurant Manager.

Breakfast is served as a buffet style continental selection with a cooked section. Lunch is also part-buffet style with main meals delivered to your table. A Waiter/Waitress will be pleased to help with your choices. All choices can be served directly to your table if required.

In the bar an assistant will be happy to serve drinks directly to your table.

Bedrooms

Our fully accessible bedroom is situated on the ground floor of the Malvern block. The room has an en-suite wet room and facilities to provide full access to a shower.

A partially accessible bedroom fitted with grab rails is situated in Stratford block. Both rooms have a vibrating pillow to help notify occupants of any fire alarm activation, slip resistant floor surfaces and an emergency pull cord is located in each bathroom that activates an alarm at reception when pulled.

Bedrooms and bathrooms are bright and evenly lit by overhead lighting with bedside lighting. Bathrooms are lit with an overhead light. We are happy to provide additional light if required.

Emergency escape procedures are in each bedroom. In the event of an emergency our management and operational team will designate a member of staff to assist guests with specific needs. This can be arranged when checking in.

All bedroom flooring is short pile carpet.

All other bedrooms have en-suite bathrooms.

All other bathroom floors are tiled.

Conference Rooms

The furniture provided in these rooms are moveable and chairs with or without arms can be provided. Specialist furniture and equipment can be provided on request with notice of your requirements.

Food Allergies/Intolerances

If you have a food allergy or intolerance please inform a member of staff before arrival if possible, or when you arrive. We will endeavour to ensure that the Chef and Duty Manager are made aware of your requirements so that we can cater for you the best we can.

Please also inform us of any dietary requirements that you have.

Emergency Evacuation

Our Duty Manager will be made aware of any guests that require assistance in the event of an emergency evacuation and special provisions will be set in place to help you. Please note when the fire alarm has been activated all guests are required to congregate at the Fire Assembly Point (FAP) at the tennis courts.