

Access Statement – Woodlands Lodge Hotel

At Woodlands Lodge Hotel, we aim to ensure that all of our guests have comfortable facilities and are made to feel welcome. We have developed this access statement to address some of the more common issues that disabled people face. The access statement is intended to provide additional information for all guests who wish to attend the hotel or use its facilities.

If you require specific assistance please contact us directly before your arrival so we can create a plan to assist.

History

Woodlands Lodge Hotel, was initially built as a Royal Hunting Lodge, and converted from a private dwelling in the 1950's. It is independently owned, and it has 17 en suite bedrooms plus a restaurant, bar, and lounge.

Prior to your Arrival

You can contact us via telephone, email, and post. The nearest bus stop is situated opposite the hotel on Bartley Road. The nearest train station is Ashurst New Forest, approx. 1 mile from the hotel, 30 mins walk (note there are no pavements). There are local taxi firms, which we can provide you with details of or book on your behalf. You will also find a location map on our website. An area map is also available on request at Reception.

Arrival and Car Parking Facilities

There is a private Car Park located at the Hotel free of charge to guests and an over flow at the side of the hotel. We do ask that customers park sensibly allowing other cars to pass. The car park surface is tarmac and the over flow car park is stony. We are happy to offer assistance with luggage on request.

Main Entrance and Reception

The Main Entrance leads to Reception, Bar, Lounge and Restaurant. The main entrance is accessible via a ramp or one step, The entrance has a wood effect flooring – there is no carpet in the public areas. The passageway to the toilets is carpeted – but not the disabled toilet. The reception, bar and lounge are on one level, there is a slight lip into the restaurant and bar. The bar has double wide door frames, the remaining doors are regular width.

Public Areas

Due to the Hotel not being purpose built as a hotel, so areas are a bit ‘wonky’ and ‘narrow’. The hotel also does not have a lift. Our downstairs corridor is wood effect flooring, and there is a ramp to the bottom of the corridor, this corridor is quite narrow. Our upstairs corridors are well lit and carpeted. The Bar has wooden flooring throughout. The Restaurant has wooden flooring. There are three doors leading to the Restaurant with two fire exits. There are two doors leading into the Bar area. There are toilets situated on the Ground Floor with one entry door. There is a disabled toilet located off the reception. The fire alarm system is a bell, with a number of bells positioned throughout the building and does not have flashing lights. Assistance will be given in the unlikely event of an evacuation.

Our Restaurant, bar and lounge

Moveable seating throughout, Chairs in the restaurant are without arms and the bar has lower tub chairs with arms, the lounge has low cocktail chairs without arms. Full Waiter service provided in the restaurant and Bar. Well-lit and airy Restaurant, Bar and Lounge Areas. There is an al fresco patio in the rear garden, the chairs do not again have arms. The access is down one large step. There is a slope access to the garden, but this will require also going over a little bit of grass.

Bedrooms

There are 3 bedrooms on the ground floor, and all other bedrooms are either on the 1st or 2nd floors and are accessible by stairs and there is no lift. All rooms have separate shower and baths, except room 5 and 14 that have a shower in the bath, room 2 and 16 only a shower. There are shower mats available on request.

Whilst the physical limitations of the existing building may impose some constraints on what we are able to do, and the nature and grading of the building does make it difficult to convert rooms. Room 16 is easy access and the only room that has the potential to have wheelchair access. This room has a bathroom with grab rails, and a stool in the shower. The bed is however a divan and would require the guest to bring a hoist and bed risers if this is necessary. The turn into the bedroom from the corridor is tight and cannot accommodate a larger than average wheelchair or electric chair. We strongly

recommend that guests speak to us about their requirements in advance of their stay so we can explain the hotel set up and ensure they have all that they have all the information that they require. Woodlands Lodge Hotel aims to ensure that all employees, guests and others are treated equally and according to their needs. Staff training in Disability Awareness is part of the staff development programme, in compliance with the Disability Discrimination Act 1995.

We would like to request that anyone with special needs or disabilities contact us prior to arrival in order that we may assist them if they have any specific requirements. Especially relevant during the Covid-19 pandemic as some of our procedures may have altered to create further guest safety.