

Access Statement – The Rougemont Hotel, Exeter (3.2.10)

Property:

The Rougemont Hotel
Queen Street
Exeter, EX4 3SP

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9018 / +44 845 305 8318

Fax: 0871 376 9118 / +44 845 305 8357

E-mail: from the Contact us page on the hotel website

Alternative format information (available at the hotel)

- Large print
- Braille

Website accessibility (eg: font can be enlarged)

An Access Statement is available on-line.

Information about accessible public transport:

Information about access at Exeter Airport can be found at the following link:

www.exeter-airport.co.uk/disability-advice.

Accessibility of UK railway stations can be found at the following link:

www.nationalrail.co.uk/passenger_services/disabled_passengers/. An example can be seen for Exeter Central Station: www.nationalrail.co.uk/stations/sjp/EXC/stationAccessibility.xhtml

Gemini Taxis have some wheelchair accessible vehicles. More information is available at: www.geminitaxis.com/.
Telephone number: 01392 66 66 66.

There is no courtesy transport for guests at this hotel.

Shopmobility is a scheme whereby users can hire a wheelchair or scooter to enable them to shop in comfort. Details of how this scheme operates are available from The National Federation of Shopmobility (NFSUK) which has information about the service based in Exeter at: www.shopmobilityuk.org/admin/ShowSite.asp?Routine=List&UserId=S00077.

There are 98 bedrooms at this hotel, one of which is designated for disabled guests on the 1st floor. Details of rooms are provided further on.

There is an assistance bell push at the bottom of the hotel steps. **Assistance may be required to use the 2 x ramps into the hotel.**

There is currently no designated accessible public WC at this hotel. The standard men's and women's WCs are on the ground floor. A larger cubicle with handrails may suit some ambulant users in each room.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.

Arrival & Car Parking



There are 26 parking bays including 2 are for those displaying a Blue Badge (see images). These bays are 4.3m wide immediately beside the hotel up to 10m from the entrance.

All guests including Blue Badge holders are required to pay for parking at this hotel.

It is possible to find out about designated on-street accessible parking spaces in the area by visiting: <http://bluebadge.direct.gov.uk>.



An assistance push pad and sign are available 950mm high beside the entrance.

Please contact the hotel reception if you need assistance.



There are 2 x ramps, with gradients of up to 1:5. The ramps are 3m long and 740mm wide, with an upstand of 35mm.

Assistance is likely to be required to use the ramps.



Alternatively, there are 2 sets of 3 x steps 110-140mm high at the main entrance with handrails.

There are 2 x sets of sliding automatic doors 1500mm clear opening.

The hotel doors are supervised 24 hours a day.

Entrance & Reception



The reception desk is straight ahead within the entrance.

There is a large, open space in front of the reception desk. The height of the reception desk is 1070mm high.

Additional room keys are available on request.

There is seating available in the reception area.

There is induction loop at the reception desk for hearing aid users although a sign may not be on display.



On check-in, disabled guests will be asked to complete a Personal Evacuation Plan Questionnaire in consultation with the Guest Relations Manager. All information provided will be treated in the strictest confidence. If you are likely to require assistance in the unlikely event of an evacuation please do notify us on arrival. We would also ask guests with a hearing loss to let us know so that we can provide assistive equipment during your stay.

Public Areas



The majority of public areas are on the ground floor, with wide routes and level access to both the Nelson Lounge and bar and Drakes Restaurant.

There is seating with and without armrests, and clear space under tables of up to 700mm. There is one step in the restaurant up to about 25% of the seating.

Staff will provide assistance to those who need it.



There are 6 x external steps (with handrails) to the bar and restaurant, but alternative ramped access is available via the main entrance.



Lift: There is 1 x lift from the ground floor.

The lift has automatic sliding doors that are 1100mm clear opening and fitted with sensors.

There is a visual display and an audible floor announcement in the lift.

There is Braille and tactile information on signage outside the lift on the ground, 1st, 2nd and 3rd floors.



The clear floorspace in the lift is 1350mm deep x 1950mm wide.

The lifts are fitted with a mirror on the rear wall, and a handrail.



Lift controls are up to 1100mm high and have tactile buttons.

A sign indicates that the emergency button is fitted with an induction loop for hearing aid users.

Public WCs



There is currently no designated wheelchair accessible WC at this property. There are standard sized men's and women's WCs situated on the ground floor.

There is tactile and Braille signage on the doors.

Care should be taken when using water from the hot tap in these rooms.



There is level access the men's WC. The doors to the room are 850-880mm clear opening.

Floorspace in the cubicle is limited to 900x590mm as the door opens inwards.

The WC is 410mm high, with a vertical handrail to one side and 1 x horizontal rail above and behind the WC pan.

There is no hand basin in the cubicle.

There is no flashing light linked to the fire alarm system and no emergency cord linked to reception in either WC.



There is level access the women's WC.

The doors to the room are 840-880mm clear opening.

Floorspace in the cubicle is limited to 900x900mm as the door opens inwards.

The WC is 410mm high, with a vertical handrail to one side and 1 x horizontal rail above and behind the WC pan.

There is no hand basin in the cubicle.

Leisure

There no gym facility at this property. There is no external contract with any leisure centre, although the Guest Relations Manager may be able to suggest some nearby clubs.

Conference & Meeting Rooms



There is a level access to all of the conference rooms on the ground floor, with the exception of the Compton Rooms A, B and C (pictured) which have two x 180mm steps up to them on the 1st floor.

Accessible Bedroom



There are 98 bedrooms at this hotel, one of which is designated for disabled guests on the 1st floor.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.

Room 114 (zip & link twin): The room is situated close to the lift on the 1st floor, with an 800mm clear opening door on route between the lift and the room.



The door to the room is 860mm clear opening, with 1600mm clear space opposite the door. The door handle and keyway are between 1040-1080mm above the floor.

There are door viewers for use at a seated and standing height.

There is clear floorspace in the room of 2 x 1500x1500mm, with clear space of at least 1500mm beside the beds.

The beds are 480mm high to the top of the mattress.

There 100mm clear space under the beds for a mobile hoist.

The height of the hanging rail in the wardrobe is 1700mm.



Assistance may be required by some guests to gain access to open and close the curtains, to hang clothes in the wardrobe, or to use the room safe or the ironing board and iron.

There is clear space under the desk of 720mm.

Assistive Equipment:

A Big Button telephone is available.

An emergency cord beside the bed.

A strobe light linked to the fire alarm.

There are 4 x text channels on TV.

Please also see list of sensory equipment below.



Ensuite shower room & WC



The accessible room has a level access shower.

There is a 25mm rounded threshold at the doorway.

The door to shower room is 880mm clear opening outwards into the bedroom, with a minimum of 1500mm clear space opposite the door.

There is clear floorspace of 1600x1700mm within the room.



The basin has a lever operated tap.

There is space beneath the basin of 620mm.

There is currently no vertical rail beside the hand basin.



The WC seat is 480mm high.

There is a fold down rail either side of the WC.

There is lateral (sideways) transfer of up to 1080mm to the right.



There are 2 x vertical rails plus 3 x horizontal rails in the shower area. The shower seat is adjustable in height and is fitted with integral armrests. The seat size is 400x400mm.

There is lateral (sideways) transfer of up to 1230mm to the right.

There are 2 x emergency cords (one for the shower and one for the WC) and a strobe light linked to the fire alarm system.

Sensory Equipment



Guests can be offered the following assistive devices (illustrated):

Large print & Braille menus.

Additional Information

Your health, comfort and safety are of the utmost importance to us, therefore hotel staff have received disability awareness training. Please do contact our Guest Relations Manager if there is something that needs our attention. We will endeavour to ensure that your individual needs are met wherever reasonably possible.

However, as with all hotels, some services and equipment are subject to operational constraints (eg: lifts and other access equipment requiring service at short notice).

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