



Access Statement for Bentley Lodge

Introduction

Bentley Lodge was built around 1900, and offers Guest Accommodation on the Ground Floor and First Floor. We aim to cater for the needs of our visitors to our 5 letting rooms also support our Guests in whatever their needs may be to the best of our abilities, and within practical limitations of our facilities. Please explain your specific requirements and we will endeavour to help.

Pre-Arrival

- The main Torquay train station is 0.5 miles away.
- The nearest train station is Torre 0.25 miles away.
- The coach station is 0.5 miles away.
- The nearest bus stop is 0.2 miles away with a downward gradient of 30 degrees towards Bentley Lodge. Buses frequent every 20 minutes into town centre with a local 'ring and ride' service available.
- Local taxi services provide wheelchair accessible facilities; please call if booking is required.
- Brochures, menus and guest information can be provided in large print by prior arrangement.
- You can contact us via phone, or e-mail (details below).

Arrival & Car Parking Facilities

- There is Parking for 5 cars in marked bays (if extra access / reserved parking is required please inform us when booking).
- Access to the property from the car park which has a surface of Tarmac and Paving Slabs lead to a well lit Entrance Signage and entrance from the main road is clear and well lit at night.
- We can assist Guests from the car park to their rooms with luggage.
- Customer Information packs are provided in the Guest Rooms.

Main Entrance & Reception

- Entry to the front door is via 2 concrete steps 20cm high, 90cm wide and 43cm deep, leading into an inner hallway which measures 1.45m wide and 2.4m long.
- The main door which measures 85cm wide is kept shut however keys are provided for 24 hour access. After passing through an inner doorway which



measures 92cm wide, the check-in process is carried out in the reception area which is in the hall.

- Pen and paper are to hand.

Public Areas – General (Internal)

- Hall, reception, and dining room areas with one bedroom are all on the level ground floor, with short pile carpets.
- There are 14 stairs to the first floor landing followed by a further 2 stairs to the second floor landing (all stairs measure 17cm high, 85cm wide and 25cm deep). Stairs and landing areas are covered by short pile carpet with solid hand rails adjacent to every step.
- To comply with fire regulations all bedroom doors are self-closing fire doors with large knob type handles. A legally compliant fire alarm system is operational with emergency lighting provided. Please inform us on arrival of any hearing difficulties so we can arrange for special alarm procedures to be put into place.
- TV's provided have full Freeview/subtitles and integral DVD player, with free Wi-Fi access at all times.
- Refreshment facilities available for guide/hearing dogs.
- The property is designated as non-smoking with smoking allowed outside and in the garden where seating is provided.
- Fridge space available for medicine storage and disposal of needles.

Public Areas-WC

- All guest bedrooms are en-suite but **NO** public WC is available.

Dining Room and Lounge

- The dining room is situated on the ground floor with access via a doorway of 72cms. The area is airy and well lit, with good sized aisles and moveable seating and tables to accommodate all.
- Menus can be provided in large print. Staff are on hand to assist with reading of menus and serving food and drinks.
- Breakfast menu table service consists: cereals, yogurt, and fresh fruit. Main course and vegetarian options cooked to order.
- Provisions made for special diets – advised upon booking.

Shop

- Nearest shop is a level walk approximately 0.2 miles away.



Bedrooms

- There is one double bedroom on the ground floor, with two double, one twin and one family (sleeps three) bedrooms on the first floor.
- All bedrooms are fully furnished with remote control TV/DVD/Teletext, alarm clock radio, beverage facilities and local reading matter, iron and ironing board. Good contrast of floors, walls, fittings and fixtures. Furniture is simple yet practical; the rooms have minimal seating facilities. Door widths of bedrooms vary from 72 to 74cms.

Shower-rooms & WC's (All en-suite)

- All rooms offer full en-suite facilities of toilet, shower and mirror with shaver socket over washbasin.
- Door widths into en-suites vary from 64 to 67cms.
- Floor areas of en-suite are generally compact.
- Electric showers have thermostatic heaters with turn dials and a step up into shower base of between 12 and 22cms height. Basins have multi-turn taps. Toilets all have press button dual flush.
- Flooring is vinyl with side mats. Non-slip bath mat available.

Grounds and Gardens

- Access to the garden is via the car park, through a gated entrance 100cm wide and two steps first step 12cm high 100cm wide, the second step is 10cm high and leads onto the decking where there are moveable tables and chairs complete with sunshade.
- Two steps lead from the decking onto the lawn, first step 20cm high, second step 23cm high and 188cm wide.

Additional Information

- We have a wealth of information to hand, and internet capability to enable information gathering for access to events and attractions for guests with specific disabilities.
- Mobile phone reception can sometimes be restricted depending on network.
- Dry storage of mobility aids, cycles, and buggies is offered free.



Our Contact Information

- Address: Bentley Lodge, Tor Park Road, Torquay, Devon, TQ2 5BQ
- Landline telephone: 0333 123 1329
- E-mail: contact@bentleylodge.co.uk
- Website: www.bentleylodge.co.uk
- Hours of Operation: 7.30am to 10.30pm

Other Useful numbers:-

- Local equipment hire: St Johns Ambulance 01803-328203
- Local public transport numbers: Travel Line 0871-200-22-33
- Local accessible taxi number: Torbay Cab Company 01803-213521
- www.accessiblesouthwest.co.uk or Ring and Ride 01803-201000 or www.torbay.gov.uk for information on disabled parking regulations.
- Tourist Information Centre: Vaughan Parade, The Strand, TQ2 5JG, 01803-211211. If required please request 'Access for all' leaflet
- Local Weather Forecast: 0905-062-6661

Emergency numbers:-

- Life threatening **EMERGENCY'S: 999** or **111** from your mobile (ask for appropriate service)
- Emergency Doctor: 08456-710270
- NHS Direct Advice line: 111
- Emergency Dentist: 01392-823682
- Torquay's Local Hospital with A&E Dept: Riviera Way, off Newton Rd, Torquay, TQ2 7AA, tel: 01803-614567
- Late Night Chemist: Boots the chemist, Wren Retail Park, The Willows
- Emergency Vet: 01803-550491 Dart Vale Veterinary Group

We welcome your feedback to help us continuously improve, if you have any comments please phone 0333 123 1329 or e-mail contact@bentleylodge.co.uk

Statement last updated: 17th October 2013