

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for The New Inn Hotel

Introduction

Situated in the historic heart of the Yorkshire Dales National Park, the New Inn Hotel is the perfect place to stay whether you are visiting for business or leisure. The hotel is situated on a slight hill with a gradual approach. Being in the centre of the Village we are just a few minutes walk from the main attractions, shops, and cafes.

We have 20 bedrooms with 1 accessible bedroom suitable for wheelchair users situated on the ground floor with step free access. This room is interconnected to an accessible ensuite with level entry shower, handrails, sink and toilet with emergency cord.

We look forward to welcoming you. If you have any queries or require any assistance please phone 015242 51203 or email info@newinn-clapham.co.uk.

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website.
- Alternatively, you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours LA2 8HH to get directions.
- The nearest railway station is Clapham Station , which is 1.2 miles away (a 20-30 minute walk). Taxis are not available at the station unless pre-booked. If you require an accessible taxi this can be booked in advance, see contact information for details.
- The nearest bus stop is located at the front of the Hotel. Ask the driver for the stop on Old Road, New Inn Clapham. There is no shelter or seating. All buses can accommodate one wheelchair.
- For assistance prior to arrival please contact the reservations team on 015242 51203.
- Reservations are open between 10:00am and 9:30pm daily

Car Parking and Arrival

- There is parking on site with 1 clearly marked Blue Badge parking space available free of charge, 12m from the main entrance.
- The car park surface is tarmac with a paved sloping path leading to the main entrance. The car park is partially lit at night.
- There is a sloping then flat path leading to the main entrance with a manual door (100cm) wide and while generally open, can be pushed open with ease. Right after this door is the door to the bar & upstairs hotel entrance, these doors are (82cm wide, narrowing to 78cm wide)
- Our staff are available to help you with your luggage during the time the main the hotel is open. (8am - 12pm)

Main Entrance / Reception / Welcome Area

- Reception is on the ground floor and has level access throughout.
- The floor surface throughout the lobby is stone
- The area is evenly and well lit with overhead lighting and wall lights.
- A pen and pad of paper are available on request.
- There is a choice of seating in the bar area, located just off the lobby, which can be used as an alternative space for check-in.
- A familiarisation tour is available on request.

Bedrooms

- There is 1 ground floor accessible bedrooms . They can be reached via step free access from the main entrance and reception. This room provides specific facilities for guests with disabilities, these include:
 - All entry doors are 800mm/35.5ins wide, light and easy to open.
 - Furniture can be easily removed or rearranged in the room if requested.
- A folding bed for use by a personal assistant/carer or friend/family member is also available at additional cost
- All bedrooms have short pile carpets
- All rooms have bedside lights.
- All rooms are non smoking
- All the bedding is non allergenic, please contact us for more information

Bathrooms, Shower-rooms and Toilets (Ensuite or Shared)

- The 1 ground floor accessible bedroom has an en-suite bathroom providing specific facilities for guests with disabilities, these include:
 - Doors 800mm wide, easy to open.
 - Level entry shower
 - The toilet height is 480mm
 - The wash basin height is 830mm with clear space underneath.
 - Grab rails, horizontal and vertical, are fitted around the shower.

Public Areas - Halls, Stairs, Landings, Corridors

- All public areas, halls, stairs, landings and corridors, are well lit using a combination of ceiling and wall lights
- Corridors are 1200mm/47ins wide and the floor covering is short pile carpet.

Public Areas - Lounges, Lobbies

- The lounge area is situated on the ground floor with level entry from the reception & main entrance area.
- The lounge door is 850mm/33.46ins wide.
- The room has a mixture of seating with sofas and soft chairs with and without arms as well as some stools, together with low coffee tables.
- Lighting is natural daylight with overhead and wall lighting used as well as table lamps around the room.
- The flooring is stone and carpet in both the lounge and bar

Restaurant/Dining Room, Bar & Bar area

- The restaurant and bar are situated on the ground floor with level entry from the reception and main entrance area.
- Double doors to this area are normally open.
- Both the restaurant and bar have level access throughout. Tables in the restaurant are well spaced apart, with a clear height from the floor of 690mm with upright chairs without arms.
- The bar area has a mixture of sofas, soft chairs and upright chairs with high and low tables. Service is usually at the bar, but drinks and food can be served at the table
- Staff are happy to read and explain menus
- All types of allergies and dietary requirements are catered for with notice
- There is a non-smoking policy within the hotel in all areas
- Staff are happy to serve drinks in the bar if needed.

Public Toilets

- Public toilets can be found on: the ground floor with level access from the main entrance, reception, lounge, bar and restaurant areas;
- Both sets of toilets also have a unisex accessible toilet, described below:
- Entrance door 940mm wide and level entry into the toilet.
- Entrance door (800mm) wide and level entry to the toilet
- (650mm) transfer space to the left of the ground floor toilet, when facing the toilet
- the toilet height is (500mm)
- There are vertical rails either side of the basin and toilet
- There is a horizontal rail on the side wall adjacent to the toilet
- An emergency alarm pull cord
- The toilets are well lit with fluorescent overhead lighting and remain on at all times
- The flooring is non slip laminate
- There are lever taps on the sinks
- There is a good colour contrast, the floor is blue, the toilets & washbasins are white
- All other public WCs have the same lighting, have tile floor and lever taps.

Grounds and Gardens

- We have 1 acre of grounds with a mixture of stone and shrubbery
- Areas closest to the hotel are flat; further away the ground is undulating with gentle inclines.

Additional Information

- We welcome trained assistance dogs. A water bowl is available just outside the main entrance for assistance dogs and one can be supplied for bedrooms where necessary.
- We are happy to take delivery of hired equipment with notice
- Please inform us at the time of booking or on arrival if you require assistance from your room in case of emergency

Future Plans

We are planning a review of our website next year to make it more accessible; your comments are welcome to assist us with this project.

Contact Information

Address: The New Inn, Old Road, Clapham, North Yorkshire LA2 8HH

Telephone: 015242 51203

Email: info@newinn-clapham.co.uk

Website: www.newinn-clapham.co.uk

Grid Reference: SD745691

Local Carers: Carers' Resource (Bradford and Airedale, Harrogate and Craven)
Harrogate & Craven Carers Centre Tel: 01423 500 555
director@carersresource.org www.carersresource.org

Crossroads Care Harrogate, Craven & York Tel: 01423 522371
harrogate.craven@crossroads.org.uk www.crossroadsnorthyorks.org

Local Equipment Hire: British Red Cross
Kendal Unit 3.1 Riverside Business Park - LA9 7SX t: 01539 734289
Preston Pittman Court - PR2 9ZG t: 01772 707300
Barrow Unit14, Trinity Enterprise Centre - LA14 2PN t: 01229 820401