

## ***The Black Swan Hotel* Access Statement**

**April 2022**

At The *Black Swan*, our aim is to make sure our guests enjoy comfortable facilities and that all their requests are handled efficiently and carried out wherever possible. Our aim is to give guests a compelling reason to visit and return and that during their stay our guests are made to feel welcome and at home during their time with us.

- There are free designated car parking spaces at the front and rear of the hotel
- The ground floor of The *Black Swan* is accessible to wheelchairs via the Front & Side entrance – and our outdoor terrace via the rear gates
  - An Induction loop is in operation at the bar area.
  - There is a reduced height service counter to the side of the bar.
- Our dining area and bar are on the ground floor with access ramps via front door
- There are seating alcoves on the ground floor.
- We cater for varying dietary needs – please speak to our staff on arrival.
- All corridors and public areas are well lit.
- All doors and corridors are wide enough for wheelchairs/mobility aids/pushchairs.
- We have toilet facilities suitable for wheelchairs.
- Baby changing facilities are available
- Of our bedrooms, 3 ground floor rooms have been built specifically for wheelchair access and can be made up to provide single, twin-bedded or double-bedded, we have a further 7 ground floor rooms however there is a minimum of 5 steps
- Please note that there is not a lift in the Inn.
- Dogs are permitted in some parts of the Inn.
- Provisions for dogs are provided.
- Wi-Fi is available throughout the Inn.
- The inn is no smoking.
- Please note that while we have tried to be as accurate and include as much detail as we can in our Access Statement please do not hesitate to contact us if you have any specific requirements or requests about information this statement does not include.