



# Chatsworth Hotel

W O R T H I N G

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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 Chatsworth Hotel

### Introduction

Chatsworth Hotel, Worthing is one of the finest hotels the South Coast has to offer. Well known locally for offering impeccable service and a warm welcome, the hotel is backed by a silver tourism award for quality. Whether it is for leisure, a wedding, a private or business function, a bridge or bowls tour or simply to relax over a coffee, we look forward to welcoming you. Please call 01903 236103 or email [hotel@chatsworthworthing.co.uk](mailto:hotel@chatsworthworthing.co.uk) for further information.

Set just off the promenade, overlooking Steyne Gardens within the town centre, Chatsworth is a 3 star hotel and a Grade II Listed building, steeped in history with a gorgeous Georgian frontage, 97 en-suite bedrooms and 14 conference rooms.

We have 97 bedrooms with 3 accessible bedrooms suitable for wheelchair users situated close to the lifts on the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> floors with step free access. The en-suite bathrooms of the 3 accessible bedrooms are varied in

design, so please specify what is needed at time of booking. One has a wet room with shower seat, one has a bath with an access door & seat with hand held shower, and one has a standard bath with lower sides to allow access for those with upper body strength.

We do not have any ground floor bedrooms. A further 13 bedrooms with walk-in showers, all with a step into the shower cubicle are available.

### **Pre-Arrival**

For full details and maps of how to reach us, please see the directions supplied under “Find Us” icon on the top right-hand side of our website. Alternatively, you can plan your journey by car using either the AA or RAC websites. Simply enter your postcode and ours, which is BN11 3DU to get directions.

The nearest railway station is Worthing (rather than East Worthing or West Worthing), which is a 15 - 20 minute walk. You can check times and organise your trip using the Journey Planner facility on the National Rail Enquiries website. Taxis are available from the rank outside the station. If you require an accessible taxi, this can be booked in advance. Our favoured taxi companies are Wortax (01903 235522), A2B (01903 232323) and Starlight (01903 700111).

The nearest bus stop is just round the corner from the seafront end of the Hotel on Marine Parade. There are shelters and seating at all stops. All Stagecoach buses can accommodate one wheelchair. The buses numbered 5, 6, 7 & 10 all stop at the train station and drop off in the town centre at 10 minute intervals.

There are several local companies that can supply equipment and vehicles for hire, please contact us for details.

Our brochure and this Access Statement are available in larger print on request.

### **Car Parking and Arrival**

There are parking bays available on the road outside the Hotel. This is all public parking, and we are unable to guarantee spaces to our guests. Parking

is free in these bays to those who own a Blue Badge, but a fee is payable in all other circumstances. The charges for parking are 20p for every 10 minutes (with a limit of 2 hours) from the meters situated on the pavement either side of the Hotel's main entrance. If you wish to stay longer, vouchers can be purchased from the Hotel Reception desk for £4.00 per half day (12.00pm - 6.00pm) and £6.50 per full day (9.00am - 6.00pm). Parking is free with no time limit between the hours of 6.00pm and 9.00am Monday -Saturday (Sunday parking is free all day).

The Multi-storey Car Park in the High Street is just 5 minutes walk away. This car park is fully secured and open 24 hours a day.

Please note, parking on the double yellow lines outside the hotel entrance is prohibited even to Blue Badge holders - there is a 5 minute window for guests to unload luggage, but cars must be moved promptly to avoid congestion and possible penalty.

The road surface is tarmac. Stone steps lead up to the main entrance with a handrail down the middle. There is also a metal ramp for wheelchairs to the right of the steps - assistance may be required for those in manual wheelchairs. Please note there is no dropped kerb at these access points.

The main doors are automatic, 1.45 metres/57 inches, and open outwards. In cases of inclement weather, these doors may be switched off and will require being opened by hand.

We have a porter service available to assist with your luggage.

### **Main Entrance/Reception/Welcome Area**

Reception is on the ground floor and has level access to all public areas.

The floor surface throughout the lobby is carpeted.

The area is evenly and well lit with overhead lighting and wall lights.

A hearing loop system is installed at reception and staff have been trained in its use.

Pens and paper are available from the reception desk on request.

There are two sofas in the lobby area which can be used as an alternative space for check-in.

A familiarisation tour is available on request.

## **Bedrooms**

There are 3 wheelchair accessible bedrooms. They can be reached via step free access from the main entrance using either of the two lifts opposite the reception desk. These rooms provide specific facilities for guests with disabilities which include:

All entry doors are 31 inches wide and easy to open.

Furniture can be easily removed or rearranged in the room if requested.

All rooms with disabled facilities are designed as twin bedded rooms, but double beds can be installed if requested.

In each room there is a transfer space of at least 47 inches on one side of the bed.

The height of the beds from the floor to the top of the mattress is 21 & half inches. Blocks to raise the height of the bed are available on request.

There is a 1.5 inch space under the beds.

Rooms are bright and evenly lit. Overhead and wall lighting used, controlled by wall switches. There are also bedside and table lamps in each room. The height of the wardrobe rails cannot be adjusted.

These, and all other bedrooms in the hotel, offer the following: Entrance doors marked with raised numbers, lighting as above, Short pile carpet, non-feather bedding and widescreen digital television with remote control.

A vibrating pillow pad and alarm with flashing light are available on request.

## **Bathrooms, Shower rooms & Toilets (Ensuite)**

All of the 3 wheelchair accessible bedrooms have en-suite bathrooms providing specific facilities for guests with disabilities. These include:

Doors 33 inches wide, easy to open.

Specific bath and shower arrangements (please see page 2 for details).

The toilet height is 18 inches from the floor to the top of the seat.

The wash basin height is 32.75 inches, standing on a pedestal foot.

Horizontal grab rails are situated on the side of each bath, and there are both vertical and diagonal grab rails in the wet room.

Grab rails are fitted on the wall next to the toilet.

Lever taps are fitted on the washbasin.

Well lit with overhead lights and a fluorescent light over the mirror.

The flooring is linoleum.

There are other rooms with shower cubicles rather than bath, though the majority of our standard rooms have showers situated over standard baths. All these rooms have the same lighting and flooring as mentioned above.

### **Public Areas - Halls, Stairs, Landings and Corridors**

All public areas, halls, stairs and landings are well lit using a combination of ceiling and wall lights (lifts and corridors have only ceiling lights).

Corridors are 35.5 inches wide and the floor covering is short pile carpet.

There are two lifts, both with audio announcements and tactile buttons. There is a mirror on the back of each lift, the sides are covered in a laminate material, and the floor is carpeted in one lift, and linoleum in the other.

### **Public Areas - Lounges and Lobbies**

The two lounge areas are situated on the ground floor with level entry from the reception and main entrance area.

The lounge doors are 42.5 inches wide and are usually kept open.

The rooms have a mixture of seating with sofas, tub chairs, arm chairs and stools. All seating is arranged around small round coffee tables.

Lighting is natural daylight during the day, and by night, levels are controlled by dimmer switches with overhead and wall lighting used throughout.

The flooring is short pile carpet.

There is a cocktail bar in both lounges serving food and drink daily. Lunch menus are displayed on the tables, and orders can be taken from either the bar or reception desk.

The nearest toilets are down the back corridor behind reception. There is an accessible toilet by the entrance to the Ladies facilities.

### **Restaurant/Dining Room, Bar & Bar area**

The restaurant and bar are situated on the ground floor with level access from the reception and main entrance area. The restaurant is to the left of the main entrance, and the bar is in the lounge area to the right of the main entrance.

Both the restaurant and bar have level access throughout. Tables are well spaced apart with a clear height from the floor of 30 inches. All chairs in the restaurant are high backed and armless.

Lighting is natural daylight during the day, and by night, levels are controlled by dimmer switches with overhead and wall lighting used throughout.

The floor is short pile carpet.

We do our best to cater for any dietary requirements. Please contact us in advance with any specific requests. Where possible, all our food produce is locally sourced.

Lunch is table served in the lounges and bar area. The restaurant is not open at lunch unless for private functions. Breakfast is a combination of self service cold buffet and table served cooked food, though staff are available to assist at the buffet if required. Dinner is table, family and silver service in the main restaurant.

Menus are printed and displayed in plastic bound folders. All staff can assist by running through the menu when required.

The nearest toilets are down the back corridor behind reception as noted above.

### **Public Toilets**

Public toilets can be found on the ground floor with level access from the main entrance, reception, lounge/bar and restaurant areas.

The ladies toilet has a unisex accessible toilet described below:

The entrance door is 34 inches wide and has level entry into the toilet.

There is a 44 inch wide transfer space to the right of the toilet when facing it.

The toilet height is 18 inches.

There are vertical and horizontal rails to the left of the toilet when seated. There are also vertical and horizontal rails to the right of the basin.

There is an emergency alarm pull cord next to the light cord to the right of the doorway.

The toilet is well lit with overhead spot lights and there is a low level light cord.

The flooring is linoleum.

The ladies toilets have the same lighting and lever taps. Each cubicle has the same linoleum flooring, but the floor in the main area with the sinks is carpeted.

The men's toilets have the same lighting, but the floor is tiled and the taps have rounded caps. There are four standard urinals on the left hand side.

### **Leisure Facilities**

Leisure facilities comprise of a games room holding 2 snooker tables, table tennis, pool, darts and a skittle alley is situated in the basement. This can be accessed from the back corridor behind the reception area via a flight of 14 steps with a landing midway, or by the left hand lift opposite the reception desk. When exiting the lift, the entrance to the games room is at the end of a narrow corridor 23.5 inches wide that leads to 1 step going down into the room. If using the stairs, the entrance to the games room is 60.5 inches wide, also with 1 step going down into the room.

The leisure facilities are level throughout.

All doors are light and easy to open.

The games room is well lit with fluorescent lighting throughout. There are also wall lights round the outside of the room and additional fluorescent lights suspended above the snooker and pool tables.

The floor is short pile carpet tiles.

The games room is usually open to residents 24 hours a day, 7 days a week, but there are occasionally private functions that prohibit use for the general public. Please check with reception staff for any restrictions.

Equipment for the facilities in the games room can be acquired from the reception desk. No deposit is required, but a room number will be taken. The management request that all equipment is returned to reception after use.

### **Grounds and Gardens**

There is a public park at the front of the Hotel across the road with a mixture of grass, shrubs and footpaths. There is also a pebble beach to the right of the Hotel across the road and promenade.

The park is mostly flat with a small sunken area to the seafront end. The beach gently inclines towards the sea.

Access to the park is on level ground through spaces provided in the kerb on the far side of the road leading to a tarmac path 85 inches wide that circles the outskirts of the park. The beach can only be accessed by crossing the road and ascending the 3 steps leading up to the promenade. A tarmac ramp is also provided next to the steps.

Seating is available at regular intervals in the park and along the promenade.

The Hotel can supply a wheelchair on request at no extra cost, but we cannot guarantee availability as stock is limited.

### **Conference and Meeting Rooms**

Our conference and meeting rooms are on the ground and 1<sup>st</sup> floors. The ground floor conference rooms can be accessed from the main entrance either through our lounges or via the back corridor behind the reception area. The 1<sup>st</sup> floor conference rooms can be accessed either by the two lifts situated opposite the reception desk or a flight of 17 steps with a landing area near the top just inside the lounge area.

All but one of these rooms have level access throughout. The Hartington room on the 1<sup>st</sup> floor, overlooking the sea can only be accessed via 3 steps down and 6 steps up with a landing area between.

All doors are 28 inches wide, light and easy to open.

All rooms have natural light. Overhead lighting is controlled by dimmer switches.

Upright chairs without arms are used in all conference rooms. Tables have a clear space of 30 inches from the floor.

The nearest toilet on the 1<sup>st</sup> floor is up 1 step between all the 1<sup>st</sup> floor conference rooms. The nearest accessible toilet is on the ground floor down the back corridor behind the reception desk.

Please contact our Conference and Banqueting Managers (Liz and Becky) on 01903 236103 Ext 501 to discuss any specific requirements you may have.

### **Entertainment**

We have a large function room that is accessed from the main entrance via the lounge and bar area. Access is step free throughout.

Lighting is even throughout. There is natural light from the windows. Both overhead and wall lighting is used and can be controlled using dimmer switches.

The floor is short pile carpet with a removable laminate dance floor.

Chairs and seating can be arranged to suit.

The nearest accessible toilet is on the ground floor down the back corridor behind the reception desk.

Please contact the Conference & Banqueting Managers on the number noted above to discuss any specific services you may require.

### **Additional Information**

All of our staff receive regular training that includes disability awareness training.

We have a set of evacuation procedures - should you require assistance, you should stay in your room or make your way to the nearest fire exit if it is safe to do so. A fire officer or trained member of staff will assist you to the evacuation points.

Water/food bowls and waste bags can be supplied for assistance dogs if necessary.

Room service is available. Please see the information packs in your room for hours and products available.

Clear signage is used throughout the hotel using Trebuchet font and blue letters on gold background.

We have facilities where mobility scooters can be charged. Please ask at reception.

The nearest General Hospital with an A&E unit is 0.5 miles away. The nearest doctor's surgery is 0.8 miles away. Please contact reception for further information.

Free Wi-Fi Internet access is available in bedrooms and throughout the Hotel. No password is required, simply click on the Chatsworth icon with the best reception.

We can offer a list of nearby attractions and details of their Access Statements for information, where available.