

# **Best Western Hotel Rembrandt Access Statement**

## **Pre-Arrival**

- For assistance prior to arrival please contact the reservations team on 01305 764030 or 01305 764000
- The centre of town is a 15 minute walk.
- The railway station is a 10 minute walk.
- The bus stop to the town centre is 2 minutes walk away. The bus services to the town centre are 2 or 10 which run regularly every 10 minutes.
- We have a list of mobility companies who can supply mobility vehicles for hire.
- You can contact the hotel by phone, email, and fax or in person. We are open 24 hours although response to emails will be reduced from 11pm to 7.30am.

## **Arrival & Car Parking**

- There is 1 main entrance and 1 rear entrance to the hotel.
- The main entrance is at the front of hotel with 2 steps leading in from the car park with automatic sliding doors.
- To access the rear car park there is a road to the right when facing the hotel.
- Once in the rear car park to the left you will find 3 disabled spaces with the rear entrance to hotel directly behind them.
- The rear entrance of the hotel is a flat surface with an electronic sliding door.
- We have 2 disabled parking spaces directly to the left of the main entrance to the hotel.
- Beside the parking spaces we have another entrance with a slope and no steps which has fire doors and a bell which notifies reception to open the door.
- There are approximately 76 parking spaces and 5 disabled parking spaces. None of which can be guaranteed.
- There is a drop off point outside the main entrance; this is for dropping off and picking up only.
- The car park at the rear of the hotel is an uneven surface in some areas.
- Porters are on duty 24hrs if you require any assistance with luggage, equipment or guidance. Please contact 01305 764030 or 01305 764000.

## **Main Entrance & Reception**

- In the main lobby area there are no steps.
- Once entering through the main entrance the reception is directly to the left.
- Once entering through the ramped entrance, turn to your right then take a left once you are by the main entrance then reception is directly to the left.
- Directly opposite the reception desk there is a computer where you can access the internet with vouchers purchased from the reception desk.

- The Gallery Restaurant and Bar and Leisure Centre are all accessible on the ground floor. There are no steps or slopes on the ground floor.
- There are a number of seating areas within the lobby areas and reception.
- The reception desk is 117cm high. Assistance is available if needed.
- Registration can be completed whilst sitting in the reception area as we have clipboards and blotters available.

## **Public Areas**

- The public telephone is located to the right of the main entrance towards the Garden Room and Lounge.
- There is a lift at the back of the hotel which serves 27 rooms (back wing).
- The lift at the back of the hotel gives access to the 3 floors of the back wing only; the corridor leading to the back wing has 2 sets of fire doors.
- The lift can hold up to 6 people or a wheelchair and 2 people.
- Within the main public areas we have wide corridors which are easily accessible.

## **Public Areas - WC**

- Accesses to the lavatories are situated on the ground floor and there are no steps or uneven flooring to them.
- There are 2 sets of public toilets, one directly outside the Gallery Bar and Restaurant and one in between the Chesham Suite and Garden Lounge.
- There is a disabled toilet located along the corridor leading to the rear wing between the ladies and gentlemen toilets.
- There is a baby changing facility in both the male and female lavatories.
- In the disabled toilet there is an emergency alarm cord which is sounded at reception and assistance will go directly there.

## **Gallery Restaurant and Bar**

- The Gallery Bar is located down the main corridor to the right of reception.
- There are no steps leading in to the Gallery Restaurant or Bar
- The Gallery Bar has even flooring which is half carpeted and half laminated flooring.
- We have a variety of table heights in the bar and seating is mixed some with arms and some without.
- Table service is offered.
- We are able to cater for dietary needs, please advise staff upon booking.
- There is a telephone in the bar where guests can access rooms.
- The Gallery Bar is adjacent to the Gallery Restaurant and the Leisure Centre.
- The Gallery Restaurant is located directly adjacent to the bar. The entrance is through the Gallery Bar.

## **Laundry**

- We have a laundry and dry cleaning service available for guests.

- There is an order form in every room found in your guest directory. There is also a bag in the room to place your laundry in. Once the form is completed you can either contact reception by dialing 0 for collection or otherwise you can drop the bag and order form at reception.
- Our Laundry service is operated by a third party off-site. The service takes a minimum of 24 hours.
- The service may be quickened if it's brought to reception before 8am. On Thursdays the laundry may not be returned until Monday.
- This service does not operate during weekends and public/bank holidays.
- Please contact 01305 764030 or dial 0 from an in house phone if you require any assistance.

## **Shop**

- The following items can be purchased at reception: Toothpaste, Toothbrush, Combs, Deodorant, Paracetamol, Razors and Shaving Gel/Foam.

## **Leisure Facilities**

- To access our Leisure Centre in the hotel you can either enter through the main entrance or through the rear entrance or turn right just passed the lift.
- The Leisure Centre is on the ground floor of the hotel and there are no steps or uneven flooring within the centre.
- The flooring can be slippery in some areas and it can become very warm within the centre.
- There are no disabled changing facilities within the leisure centre but use of the family changing room is available. Baby changing facilities are located in the family changing rooms.
- Our leisure facilities consist of Indoor Heated Pool, Fully Equipped Gym, Sauna, Steam Room, Spa Bath and Sun Bed.
- Opening times are 7.30am to 9.45pm Monday to Friday and 7.30am to 7.45pm Saturday, Sunday and all Bank Holidays the Gym closes at 7.00pm on Tuesday and Thursday (Opening times may vary on Christmas Day, Boxing Day, New Year's Eve and Day).
- The Leisure facilities are complimentary for guests staying in the Hotel (except sun bed).
- Towels are available for guests in the Leisure Centre when you sign in.
- Entry to the deep end of the swimming pool is a ladder with 3 steps going through the water.
- The shallow end of the pool is entered via 4 steps which gradually lead you into the water with hand rail support.
- The Jacuzzi is entered using the hand rail which you step into and lower yourself down into.
- There is also access through to the garden from the leisure centre via the pool.
- If you have specific queries about the suitability of the equipment please call our trained staff in advance on 01305 764013.

## **Outdoor Facilities**

- We have a Garden in the centre of the hotel. The main entrance is through the Gallery Bar towards the back right hand side of the bar and through the leisure centre
- There are 2 steps to the door; once through the door there is 1 step down.
- Straight ahead is a slope which leads to the grass area. There are 5 benches and a pond in the garden.

## **Conference & Meeting rooms**

### **Chesham Suite**

- The Chesham Suite is located at the rear corner of the hotel on the ground floor and it has 2 entrances.
- The main entrance to the Suite is from the center of the hotel and up 4 steps through double doors.
- There is a sloping (wheelchair) entrance at the rear of the Suite.
- There is also a fully equipped bar in the Suite.
- There is a side entrance to the Suite via the left side of the building from the side road with 6 steps through double doors which is mainly used as a fire exit.
- The Chesham Suite is carpeted through out with an area for the dance floor and an area around the bar which is wooden flooring.
- There is a fire exit to the left of the dance floor, when facing from the main entrance to the suite and there are 2 steps once through the doors.

### **Garden Room and Lounge**

- The Garden Lounge can be accessed via the main entrance at the front of the hotel and turn right, alternatively you can enter the Garden Room opposite the Chesham Suite.
- There are no steps or uneven flooring to the Garden Room and Lounge.
- Both rooms are carpeted throughout with a dance floor area in the Garden Room.
- There is direct access to the Garden Room from the main corridor from reception or you can access the Garden Room by going through the Lounge.
- The Garden Lounge has a fully equipped bar.
- There are toilets available between the conference rooms above.
- Please notify conference organizers in advance if you have any additional services e.g. interpreters, we do try to accommodate everyone's needs where possible.

### **Aylesbury Suite**

- The Aylesbury Suite is situated by the main entrance of the hotel, as you enter turn left there are no steps leading to the Suite but there is a slight slope.
- The Aylesbury Suite is on the ground floor. There is a door at the rear of the Suite with 1 step which leads to the rear of the Gallery Restaurant.

### **Residents Lounge**

- The Residents Lounge is on the ground floor; there are no steps and no uneven flooring to the Lounge
- Once in the Lounge the floor is fully carpeted
- The Residents Lounge is a quiet area with settees and arm chairs.
- It is placed next to the Reception area and at the back of the Gallery Restaurant.

## **Bedrooms & Bathrooms**

We have 78 bedrooms at the hotel, 8 of which are on the ground floor and 27 are accessible via a lift. The remainders of the bedrooms are only accessible via stairs.

### **There are 2 accessible bedrooms which are provided for guests with disability. These bedrooms include:**

Level entry showers, low entry baths, seat in the shower, grab rails around the shower, non slip tiles in the bathroom, grab rails either side of the toilet, seat raiser for toilet where required, sanitary bins provided, lowered light switches, large rooms for easy maneuverability, the furniture is flexible in the room and items can be removed on request, widened doors, fully fitted disabled access bathroom with walk-in shower with the above and lowered switches. Safety equipment is available to raise beds and to provide assistance. Guide dogs only are welcome.

### **All standard Family, Double and Single rooms consist of:**

En-suite bathroom with bath/shower, writing desk, tea & coffee making facilities, direct dial telephone, wireless internet access, satellite TV, guest directory, writing stationery, 24 hour reception and porter assistance, 24 hour room service (limited after 9pm), 24 hour bar (hotel residents only), bedding is all non feather and all rooms are non smoking.

In every room on the back of the doors we have our fire procedures which you must follow in case of a fire. If assistance is required during your stay, please advise reception upon arrival.

When evacuating the hotel there is a fire assembly point directly in front of the hotel in the car park, there is a clear sign to show the assembly point

## **Additional Information**

If you require assistance during your stay please contact reception by dialing 0. The duty manager can also be contacted via reception.

Emergency procedures are detailed on the back of your bedroom door and in the guest information folder.

There is good network coverage for mobile phones within the hotel and average coverage from hotel rooms.

Familiarization tours can be given where required.

**Contact information**

**Address:** Best Western Hotel Rembrandt, 12-18 Dorchester Road, Weymouth, Dorset, DT4 7JU

**Telephone:** 01305 764000

**Reservations:** 01305 764030

**Fax:** 01305 764022

**Leisure Centre:** 01305 764013

**Email:** [reception@hotelrembrandt.co.uk](mailto:reception@hotelrembrandt.co.uk)

**Website:** [www.hotelrembrandt.co.uk](http://www.hotelrembrandt.co.uk)

**Hours of operation:** Reception 24 hours

**Local equipment hire companies:** Dorset Mobility - 01305 781122 Active Mobility Vehicles - 01305 774422

**Local public transport number:** Bus - 01305 783645 Train - 08457 484950

**Local accessible taxi numbers:** 01305 777777 (free phone in reception)