



## Access Statement



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.

## **Introduction**

Situated in a picturesque countryside village of Kelsall, just 6 miles from the city center of Chester and 11 miles from Cheshire Oaks Outlet Village, The Royal Oak Hotel is the perfect place to stay whether you are visiting for business or leisure.

The hotel is easily accessible from our onsite car park with a smooth flat level entrance way leading into reception and The Royal Oak Restaurant.

We offer 16 individually designed bedrooms, 10 on the first floor (accessible by 15 steps) and 6 on the second floor. Of the 16 bedrooms, 3 have a combined bath and shower, 3 have separate bath and showers and 10 are shower only bedrooms.

For any specific requests regarding room type or location please call us directly and we will make every effort to accommodate your requirements.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01829751208 or email [info@theroyaloakkelsall.com](mailto:info@theroyaloakkelsall.com).

## **Pre-Arrival**

- For full details and maps of how to reach us please see the 'Contact Us' 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, which is CW6 0RR to get directions.
- The nearest railway station is Mouldsworth, which is 3.2 miles away. To organise an accessible taxi from this station please contact us directly in advance.
- The nearest bus stop is 20m from the hotel which takes you directly to Chester City Center and runs twice an hour. There is no shelter or seating. All buses can accommodate one wheelchair.
- The streets surrounding the hotel are paved but as you move up through the village there is an incline.
- Large print menu's and literature are available upon request.

## Car Parking and Arrival

- All onsite parking is free. 2 parking spaces are available at the front of the hotel and 3 disabled parking bays are located at the rear of the hotel where the main car park is located, approximately 20 yards from the main hotel entrance.
- The car park itself is level tarmac in the area of the disabled parking bays. The rest of the car park is also tarmac but the upper level requires navigation of a slight slope or down the provided steps.
- The entrance into the hotel is level flagged paving.
- The front and rear of the property have security lights and are therefore always illuminated.
- Guests can be dropped off only a few yards away from the hotel entrance which is a completely level surface.
- It would take approximately 10 steps across a flat level surface to gain access from the drop off point to the hotel but there is no provided hand railing.
- The front door from the main car park is 1549mm / 61ins wide.
- Assistance with luggage is always provided.



## Welcome Area

- Guests are welcomed in the hallway, which is level throughout, where they are asked to check in
- Seating is available on a high backed couch with wooden arms.
- The flooring in reception is even and tiled and is wooden as the guest moves through into the restaurant.
- The area is evenly and well lit with overhead lighting and wall lights.
- There is no loop system available.
- Pens and paper are available upon request.
- Guests are shown the breakfast area, restaurant and to their bedroom.



## Bedrooms

- There are no ground floor rooms available.
- Upon request, first floor rooms will be allocated to any guest with mobility difficulties.
- To access the first floor, there are 15 steps with a supporting rail before reaching a level landing area.
- Bedroom names and numbers are printed on the doors and a member of the reception team shows each guests to there allocated bedroom.
- The doors to the bedrooms are 750mm / 29.5ins wide.
- Furniture can be moved upon request and is not fastened into place.
- Of our 16 bedrooms, 10 can be made into twin rooms while the other 6 are available as super king rooms.
- Additional provisions can be made with the addition of a single person Z-Bed being added to the room should extra assistance be required.
- The height of all of the beds from the top of the mattress to the floor is 627mm/24.7ins.
- All bedrooms are evenly lit with central ceiling lighting, controlled by switches by the door or bedside and bedside lamps (additional lighting is available upon request).
- All of our bedrooms offer the following: Lighting as above, good colour contrast between the floor, walls and door, short pile carpet, all bedding is non-feather, widescreen digital televisions with remote control and subtitles, wardrobe and chesterdraw storage facilities.



## **Bathrooms, Shower-rooms & Toilets (Ensuite or Shared)**

- All rooms have en-suite bathrooms and upon request a room with a level bathroom entrance can be allocated.
- Of the 16 rooms, 3 have combined bath and showers, 3 have separate bath and showers and 10 are shower only with level entry.
- Door opening width to the bathroom is 699mm / 27.5ins wide
- The toilet height is 431.8mm / 17ins
- The wash basin height is 800mm / 31.5ins.
- Leaver taps on the wash basin and bath.
- Well lit with overhead lighting and fluorescent light over the mirror.
- Good contract between the floor, walls and door.
- Non slip tile flooring.
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## **Public Areas - Halls, Stairs, Landings, Corridors**

- All public areas, halls, stairs, landing, are well lit using a combination of ceiling and wall lights.
- There is short pile carpet on the stairs, hall and landing.
- There is a continuous flight of 15 steps to the first floor with a handrail on one side.



## Public Areas - Lounge

- The guest lounge is situated on the ground floor with step free/level entry from the front door and stairs.
- The lounge and restaurant is open plan allowing easy access.
- The room has a mixture of seating with sofas and soft chairs as well as some high chairs with and without arms, together with a low coffee table.
- Restaurant tables are high to allow easy access and comfort and are all movable is required.
- Lighting is natural daylight and light levels are controlled by dimmer switches, with overhead lighting used as well as wall lights and candles.
- The floor is a combination of even tile and wood.
- Widescreen digital televisions with remote control and subtitle facility is available.



## **Public Toilet**

- The public WC is located on the ground floor level entry with separate male, female and accessible facilities are available.
- A grab rail is fitted to the right hand side (as you face the WC) as well as a vertical grab rail to the right hand side of the basin.
- There is level entry but no space to the side of the toilet.
- Clear door width is 889mm / 35ins.
- The toilet height is 431.8mm / 17ins.
- The basin height is 558mm / 22ins.
- The toilet is well lit with overhead lighting.
- There are lever taps on the sink.
- Alarm system fitted to alert staff of any issues.



## Dining Room

- The dining room is situated on the ground floor with step free/level entry from the front door and stairs and is open plan to ensure easy accessibility with large spaces between the tables.
- Table service is always offered during dinner. Over breakfast there is table service as well as a self serve buffet.
- There are upright chairs both with and without arms
- Lighting is natural daylight and light levels are controlled by dimmer switches, with overhead and wall lighting used as well as table lamps and candles around the room.
- The flooring is a combination of tile and wood.
- We are able to cater for varying dietary requirements. Please advise us when making a booking.
- There is good contrast between the crockery and table colour.
- The nearest WC is located off the main restaurant within easy access from any table. Upon request a table can be allocated at the nearest point for access.



## Garden

- There are two paved patio areas, one which can be accessed from the lounge by one step and the other that has flat access. Tables and chairs are available on the patio.
- Footpaths are paved and level.
- In the front garden area, wood chipping and gravel sections surround the seating. In the rear garden, the entire area is flat and paved.



## **Additional Information**

- Assistance dog friendly property with water bowls provided upon request.
- Low energy lighting is used throughout the property.
- Contrasting colours throughout the property between the floors, walls and door frames. These differ slightly depending on the room and location in the property but every effort has been made to ensure an effective contrast.
- We have a set evacuation procedure. Should you require, someone will come to your room and provide assistance.
- Free WiFi and internet access is available throughout the hotel.
- We can offer a list of nearby attractions with discounted tickets available through reception.
- The nearest hospital is the Countess of Chester, located 9.5 miles away.

## **Future Plans**

- Investment in sensory equipment such as vibrating pillows to alert hearing impaired guests.
- Introduction of a hearing loop to the property.

## **Contact Information**

Address (Inc postcode): The Royal Oak Hotel Chester Road Kelsall  
Cheshire CW6 0RR

Telephone: 01829751208

Email: [info@theroyaloakkelsall.com](mailto:info@theroyaloakkelsall.com)

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