



Access Statement for Hart's Hotel & Restaurant

Introduction

Hart's is a modern, purpose built boutique hotel situated in a quiet cul-de-sac in the centre of Nottingham. Built on the medieval ramparts of Nottingham's castle the hotel boasts spectacular views across the county and beyond.

We aim to provide the best standards of service to all our guests and encourage this through our culture and detailed staff training. We look forward to welcoming you to Hart's and making your stay an enjoyable one.

Pre-Arrival

- For assistance prior to arrival please contact our reservations team on 0115 988 1900 or by email, reception@hartshotel.co.uk, or by fax on 0115 947 7600. We are open 24 hours although response, e.g. to emails may be reduced from 10pm to 7am.
- The centre of Nottingham is a five minute walk downhill from the hotel.
- Nottingham train station is a 10 minute walk from the hotel down-hill, the walk from the train station to Hart's may take approx 20 minutes as it is entirely uphill. A taxi will take 5 minutes in either direction.
- Hart's has its own private car park where car parking spaces can be reserved in advance.
- Our brochures, sample menus and tariffs are available in larger font on request.
- Hart's website has been developed to accessible guidelines including W3C and PAS 78.
- We have a list of shop-mobility information and locality of Radar toilets that is available on request.
- There is a company who specialises in accessible taxi service please see 'contact information' below.

Arrival & Car Parking Facilities

- Hart's has its own private car park. There are 16 designated parking spaces in this car park, one of which is marked as accessible. Parking can be reserved in advance but this is not necessary. We charge Â£8 per night, per car. There are 2 car parking spaces for Hart's outside the restaurant. There is also an arrival's bay at the front of the hotel. We will willingly valet park cars on request and will also find parking within our car park for an additional 10 cars once the spaces are occupied.
- For restaurant guests, there are 2 spaces outside the restaurant, there is parking with a meter on Park Row and The Ropewalk and an NCP car park on Mount Street. For guests with mobility issues parking can be arranged outside the restaurant entrance with prior notice.
- The hotel arrivals bay is 10 metres from the main entrance. There are no steps and the ground is paved.
- Half of the hotel car park has rear access to the vehicle once it has been parked.
- We employ a porter to provide assistance with luggage and to and from cars/taxis etc.
- The hotel main entrance has 2 manual glass double doors and there is an intercom here for night use and to attract attention for assistance.
- There is a barrier with intercom to access the car park and an intercom at the car park door. This doorway provides direct access to the hotel lift and is on the floor below reception.
- The hotel is located on a hillside so the main entrance is at ground level to the front of the hotel on 'courtyard floor', the car park entrance is at ground level to the rear of the building on the 'garden level'.
- If you need assistance with luggage, equipment or guidance, our team of staff are on duty 24 hours.

Main Entrance, Reception & Ticketing Area

- There are no steps in the main hotel lobby area. The floor at the entrance to the hotel has approx 3sqm of coconut matting. The remaining floor in the lobby area is all limestone. Please ask for assistance if required.
- There are 3 steps at the entrance to the restaurant but there is also a

self-operated wheelchair lift to the right hand side. The floor in the restaurant entrance is highly polished and can be slippery in wet weather. Please ask for assistance if required.

- If you arrive from the car park and enter the lift directly there is a small lobby area with approx 3sqm of coconut matting.
- As you enter the main hotel entrance there is a large window in front of you, the reception desk is to the right of this window. There is a white supporting pillar in the centre of this lobby area.
- As you enter the restaurant entrance after the 3 steps you will find the reception desk through a set of double doors which are usually open, it is on the right hand side. The floor in this area is partly wooden and partly carpeted, there are some tables and chairs to the left hand side in front of the bar area.
- There are a number of sitting areas in both lobbies.
- The reception desk is approx 130cm high, the right hand section of the desk is approx 70 cm high and accessible to wheelchair users. Registration can be completed whilst sitting in the reception area and we have clipboards available.
- The registration card can be enlarged if required or completed on your behalf.
- To the left of the main reception is the lift to all bedrooms, there are five bedrooms on this level.
- To the left of the main entrance is the Park Bar which is the hotel bar, there are no steps or slopes when approaching the bar from the hotel. When accessing the bar from outside there are 5 stone steps to descend. The handrail is metal and square.
- The restaurant is in a separate building from the hotel, there is approx 20m between the 2 buildings. From the hotel there is an upward slope to the restaurant. It is not very steep.
- Hart's Upstairs (the main meeting room) is located above the restaurant, there is access via a staircase which is located to the right of the restaurant reception area. There is a staircase with approx 20 steps with a split level landing. There is a passenger lift to this area at the rear of the restaurant, please ask for assistance as this sometimes requires a key.
- Familiarisation tours can be given where required.

Public Areas - Hall, Stairs, Landing, Corridors etc

- There are refuge areas located on each floor these are located near

to the main stair well.

- There is a passenger lift in the hotel which has an 8 person capacity (630kg), it is partially mirrored on the right hand side when accessing from reception. This lift opens 2 ways on the garden level providing access to the garden bedrooms and the hotel car park. When accessing from the car park the mirrored panel is on the left. The lift controls are on the opposite side to this mirror. The external lift call buttons are touch sensitive and also have Braille. There is an infra-red open and close sensor, this lift is fully automatic.
- There is an audible alarm fitted in this lift.
- The lift at the entrance to the restaurant is a platform lift it is guest operated by a button to call the lift and a button to operate the lift. Please ask for assistance if required.
- The hotel is built over 4 levels. The main reception area and entrance is on the 'Courtyard' floor, there are 5 bedrooms on this level and the bar and communal guest toilets. The floor below is the 'Garden' floor, there are 7 bedrooms on this floor, the guest access to the hotel garden and the hotel car park. (The staffroom is also on this floor). The first floor has 12 bedrooms, including 1 suite and 2 'accessible friendly' rooms. There is also a small exercise room on this floor. The second floor has 8 bedrooms including 1 suite. The garden, 1st and 2nd floors and the bedroom corridor on the courtyard floor are all carpeted but there is a very short pile on these carpets.
- There are no public telephones however there are 2 phones at reception. Our receptionists are more than willing to make local telephone calls on your behalf and will pass the phone to you for your own use. A seat can be made available.
- The lighting in all public areas is bright. There is a lot of natural light in the main lobby. There are floor spotlights and ceiling spotlights. During the daytime the bedroom corridor lights are turned off to save energy if you would prefer that they were left on during your stay please inform reception. The lights in the hotel bar are often dimmed, these can easily be made brighter, please ask for assistance.
- All corridors have a width of at least 1m.
- Baby changing facilities are available in both the hotel and the restaurant.
- Dogs are welcome at Hart's. Assistance dogs are welcome in any area. Pet dogs are not allowed in any public areas and must not be left un-attended in the bedrooms. There is a £5 charge per dog, this is not applicable for assistance dogs. Water bowls can be provided on

request.

- There is an accessible toilet in the hotel and in the restaurant.

Public Areas - Sitting room, lounges, lobbies etc

- Please see information in other sections

Public WCs

- In the hotel the toilets are located to the immediate left of the main entrance in an alcove. (These are the same toilets for the Park Bar). The ladies is in front of you on the left, the gents toilets are to the left of the ladies and the unisex accessible toilet is on the left hand side of this alcove.
- In the ladies toilets there are 2 cubicles and 2 sinks. In the gents there are 2 urinals, 1 cubicle and 1 sink.
- The accessible toilet is for unisex use. The door furniture has a lever operation and is low down.
- As you enter there is a large mirror on the right hand wall and a smaller mirror over the sink on the facing wall to the right hand side. The transfer area is immediately on the left and the toilet is on the left hand wall after this transfer area. Behind the toilet and transfer area there is a large shelf.
- There is 1 coat hook on the back of the toilet door.
- There is a horizontal and vertical hand rail to the left hand side of the toilet (if you were sitting on it) and a fixed vertical and lever horizontal rail to the right hand side.
- The transfer space is free from obstructions.
- There are baby changing facilities in the accessible toilet.
- There is an emergency alarm pull cord
- There are lever taps on the sink
- There is a lever flush to the toilet and it is on the transfer side.
- In the restaurant, there is one toilet behind the reception area, it is a unisex toilet with hand basin. At the rear of the restaurant there is a unisex accessible toilet and round the corner from this are the ladies and gents toilets.
- The ladies toilet has 2 cubicles and 2 hand basins, the gents has 2 urinals, 1 toilet and 2 hand basins.
- The accessible toilet in the restaurant is less spacious than that in the hotel. The toilet is on the right hand side of the cubicle, there is a

long mirror on the left hand wall, the small hand sink on the facing wall with a lever tap.

- There are baby changing facilities in the accessible toilet.
- There is an emergency alarm pull cord
- There is 1 coat hook on the back of the toilet door.
- There is a horizontal grab rail to the right of the toilet (as if you were seated on the toilet), a vertical rail to the left of the toilet and a levered double horizontal rail also on the left. There is a horizontal rail on the rear of the cubicle door.
- There is a padded back to this toilet.

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- The hotel bar is situated to the right hand side of the main lobby, it is called The Park Bar.
- It has level access and is open plan with wooden, even flooring.
- It has 3 types of tables, the first 2 are low level tables with glass tops, they have low level leather armchairs and high backed sofas which are also low to the ground. The next section of seating is a long banquette cushioned seat, along this are 5 higher round tables with facing high backed wooden chairs without arms. The other section of seating is served by low level leather armchairs with round wooden tables.
- Table service is as standard.
- Lighting is mainly natural daylight as there are large windows in the bar, in the evening when the blinds are closed the bar is lit by spotlights and lamps, this lighting can be very low but is easily adjusted on request.
- We are able to cater for varying dietary needs, please advise staff on booking.
- The bar area is on the right hand side and has tall bar stools along its edge.
- The restaurant is in a separate building.
- There is a host desk on entry to the restaurant where staff will seat you at a table.
- The restaurant is table service only.
- Menus are available in large print on request and staff will automatically take you through the menu and choices for the meal.
- Lighting is mainly natural daylight whilst for the evening meal lighting is low level. Lighting can be increased at certain tables if required.

- We are able to cater for varying dietary needs, please advise staff on booking.

Laundry

- Laundry service and dry cleaning is offered. Bags are available in bedrooms and are collected by 9am each day and returned by 5pm. Bags can be collected from bedrooms on request. We do have a small washing machine and tumble dryer on the premises for emergency laundry.

Shop

- There is a small cabinet in the main reception corridor which contains items for sale. These can be purchased through reception. There are toiletries as well as gifts and souvenirs.

Treatment room/s

- The exercise room is located on the first floor, down the corridor to the right of the lift. Your room key-card will open this door.
- There is a dark blue linoleum floor in this room.
- There is a cross trainer, some free weights and a sit up machine. There is also a chilled water dispenser in this room.

Conference & Meeting Rooms, Banqueting

- We have 2 meeting rooms, The Private Dining Room (PDR) and Hart's Upstairs
- The PDR is located on the ground floor of the restaurant, immediately on the left hand side after you have ascended the 3 steps at the entrance to the building.
- This room is accessed by double doors.
- Lighting is even, there is natural daylight which can be black-out, electric lighting can be dimmed.
- Hart's Upstairs is located above the restaurant, its main entrance is via a door to the right of the restaurant reception desk, it is then accessed by a flight of approx 20 stairs with a split level landing. Alternatively, this room can be accessed via a lift at the rear of the restaurant, please ask for assistance when using this lift as it may

require a key.

- There are ladies and gents toilets at the rear of this room, the nearest accessible toilet is on the ground floor to the right of the lift as you exit it.
- Lighting is even, there is natural daylight which can be black-out, electric lighting can be dimmed.
- Please notify conference organisers in advance if any additional services are required for conferences e.g. interpreters, palantypist, specific seating or staging, we do try to accommodate everyone's needs where possible.

Bedrooms & Sleeping Areas

- There are 2 accessible bedrooms (both on the 1st floor) which provide specific facilities for guests with access requirements, these include:
 - Grab rails in the bathroom
 - Low level sink
 - Transfer space and turning space either side of the beds
 - Twin or double bed combinations available
 - 23cm space under the beds
 - Flooring in bedrooms is short pile carpet
 - Flooring in bedrooms is non-slip tiles
 - Bedding can be non-feather on request
 - Room service is 24 hours
 - Mini-bar fridge's are supplied in each room
 - Lighting levels are controllable and reading lamps are provided.
 - There is a telephone in both the bedroom and bathroom areas
 - There are emergency cords in both the bedroom and bathrooms areas
 - There is a cordless kettle in all rooms.
 - Room folders can be available in large print request
 - Bowls can be provided for assistance dog's food and water
 - All non-smoking rooms
 - The furniture is flexible in the room and items can be moved or removed on request

Additional Information

- If you require any assistance during your stay please contact

reception. The Duty Manager can also be contacted via reception

- We have a set evacuation procedure, evacuation information is displayed on the back of all guest bedroom doors and in public areas.
- All front of house staff have regular training which includes disability awareness training.
- All housekeeping staff are aware of procedures to aid privacy in bedrooms.
- There is good network coverage for all mobile phone networks throughout the hotel.
- List of equipment hire companies available on request.
- List of carers in the local area available in request.

Address: Standard Hill, Park Row, Nottingham, NG1 6GN

Telephone: 0115 988 1900

Fax: 0115 9477600

Email: reception@hartshotel.co.uk

Website: www.hartsnottingham.co.uk

Grid reference: N - 52°57.117 W - 1°9.394

Hours of operation: Hotel is open 24 hours a day, 7 days a week
Restaurant is open for Lunch from 12 to 2pm and for dinner from 6pm to 10pm

The Park Bar is open for breakfast from 7am to 9.30am Monday to Friday and from 7.30am to 10am Saturday and Sunday.

The Park Bar is open for lighter meals and snacks from 10am through to 10pm every day of the year.

Emergency number: 0115 988 1900

Local carers: 0115 985 8485

Local shopmobility number: 0115 915 3888

Local accessible taxi numbers: Fastlane 0115 9507507

Future Plans

- There are no future plans at present but we welcome suggestions.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01159881900 or email reception@hartshotel.co.uk

Created: 20 May 2009