

St Michaels Hotel & Spa Access Statement

Introduction

St Michaels Hotel & Spa is a contemporary 61 bedroom 3 * hotel set in 2 acres of award winning sub tropical gardens, and which is a stones throw from the blue flag Gyllngvase beach.

The hotel is situated on a slight hill, set back from the main road, but is accessible by Stracey road to the hotel entrance and car park. We have beautiful views of the headland and sea from our gardens, Restaurant, Sun terrace and many of our bedrooms.

Our mission to provide all our customers with a memorable and enjoyable stay, and this we encourage through staff training at all levels.

Please note there is no lift at the hotel.

Pre arrival

For assistance prior to arrival, you can contact us on 01326 312707 where we will be happy to assist with your enquiry. or if you prefer you may contact by the following methods:

- E-mail: info@stmichaeshotel.co.uk
- Fax: 01326 211778
- We are open for 24 hours, and reservations are open from 08.00 – 22.00pm
- Our new upgrade Hotel website now has 126 pages of information for the services within the hotel, and has the facility for on-line booking, and has been developed to accessible guidelines including WC3 & PAS 78.
- St Michaels hotel & Spa can be reached by the various means of transport:

Air travel: nearest airport is Newquay Airport: which is approx. 35 minutes drive by taxi, car hire.

Car hire: available from Newquay airport, but would need to be pre arranged to guarantee availability. Drivers licence & deposit required. Car hire at Newquay airport:

Europcar: 01637 860923

Hertz 01637 860869

Train: The nearest station to the hotel is Falmouth Town, which is on the Maritime line.

The nearest main line Station from destinations across the UK is Truro city. There are connections' from Truro to Falmouth using the 'Maritime line' from Truro to Falmouth Town station- then approximately 5 minutes walk. Accessibility for all guests needs at stations, on trains and at stations is viability.

Bus services:

Truronian Buses

From Truro city centre to Falmouth: Truro Bus station is situated on Lemon Quay: service No. 400.

Please contact the hotel for current bus timetables

Or try

www.traveline.info

0871 200 22 33

Distance to local town:

The centre of town is:

By foot: 0.9 miles 20 minutes

By car: 1.3 miles to central car parks 5 minutes

By bus: 1.3 miles: the No. 41 bus from Gyllngvase Beach, Seafront road, just in front of the hotel gardens, to The Moor, central Falmouth: 20 minutes duration. Runs every hour, please contact hotel Reception for current timetables.

Collection services: We can organise Taxi collection of our guests from train stations/town if required, can be pre-arranged from our main reception desk, or on request from destination:

Our local taxi services have multi vehicle availability, which some also provide disability accessibility.

Local Taxis:

The Taxi company we use for our wheelchair user customers is: **24/7 Taxis** and can be contacted on 01326 312470.

Abacus:0800 0284884

Donald's cars: 0800 0851613

Central: 01326 21200

Radio cars: 01326 315194

5 Seater cars: 01326 212141

Reception/concierge:

The reception is accessible to our customers needs- we have a lowered desk for wheelchair users, and our staff are trained in customer's special needs.

Guests hiring cars to be delivered to the hotel can collect the keys at the hotel main reception desk, on receipt of the rental agreement.

Guest's packages and deliveries of items can also be received from the hotel reception desk.

Local free bus services:

We have shop mobility from the town to Asda supermarket, which is a free bus service and provides to all customers and those with disability needs.

Equipment Hire services:

We can hire equipment for guests disability needs on request, or guests can contact the providers by phone or websites for general enquiries & bookings in advance.

Falmouth Shop mobility:01326 313553

(electric scooter hire)

Hendra Pharmacy & Healthcare: Hire & Sales

56 market street, Penryn TR10 8BH 01326 373 357

Tremorvah Industries: Hire & Sales
www.cornwall.gov.uk/tremorvah 01872 324340

Room Facilities:

All our bedrooms are on-suite with bathroom facilities. We have 13 ground floor rooms which are in easy access of reception, restaurants & bars, conference & Banqueting facilities & venues, our resource Centre and public toilets which facilities are accessible for all.

We also have 1 room, which is adapted for use by customers with disabilities; this is also ground floor level, and wheelchair accessible.

This room is dedicated for use of wheelchair bound persons and their carers. This room is fitted with user-friendly taps, support bars; emergency cords, and is easy access for wheelchair users, as well as providing full wet room bathroom access.

We recommend persons with need of special care and assistance requirements to be accompanied by a carer for their needs.

Arrival & Car Parking facilities

Our guests & visitors can access the hotel from Stracey Road, into our front car park. There is additional parking through this entrance to the side of the hotel.

By foot there is a footpath along Stracey road into the entrance of the hotel car park entrance which is tarmac and has a slight decline towards our main entrance.

The hotel has its own private car parking, and has 37 car park spaces, & a space dedicated and specifically marked for use for guests with wheelchairs.

We also have a drop of point for easy access in front of the hotel.

We operate a one way 5 mile an hour zone within our parking areas. Which is indicated by clear pictorial speed signage and no entry zones.

The entrance to the car park enters on Stracey Road, and exits on Gyllngvase Hill. The car park is tarmac, with clear car park markings for easy visibility.

There are large clear signs on the exterior marking directions to the hotel reception.

Access from the car park to the hotel main entrance is on the same level, and the area is well lit at all times.

The main entrance features a doorbell for access during night, which contacts the night porter to open the door during these hours, as the hotel is locked from 12.00 midnight.

Access to the hotel for wheelchair users, can be made from the side car park, into the Regatta entrance, which is situated from the disability parking space provided.

Access can be gained, using the boardwalk ramp into the Regatta entrance of the hotel.

This facility can be accessed any time of day or night, as we have a night porter during night hours. There is a bell situated at this entrance for assistance which is happy provided.

We also provide portorage with luggage and helping to & from Taxis with assistance.

We have one unloading space at the entrance to the hotel, for drop off for our customers.

This is 2 metres from our front entrance.

We have seating areas at both entrances to the hotel.

Main Entrance & Reception

From the car park to the main entrance, the entrance is smooth bricked, as opposed to tarmac- this is non-slip.

The front door to the hotel is opened by push handles, and is not an automatic door.

From the front door, there are 6 steps in the main lobby area, which have handrails on either side.

The reception is situated on the left as you enter the hotel from the car park.

If you have entered the hotel through the Regatta entrance, the hotel reception will be situated on your right.

Our reception also provides information for all our guests and offers concierge.

The floor is teak wooden throughout the lobby, including corridor to customer toilets.

There is some seating in the lobby. And we offer registration if you prefer to be seated. We have clipboards available for your use at registration.

Our reception desk is 45.5cm and we provide a lower area which is accessible for wheelchair users, which is 29cm high.

On check in, our receptionist will inform you of our emergency evacuation policy,

Registration forms are also available in larger font.

We also provide pad & pen on arrival to our customers if required, and can provide additional keys if required.

We are happy to assist any of our guests in a tour of the ground floor and facilities to help you orientate yourself to the new surroundings.

Public Areas

The hotel is 2 storeys high and we do not have a lift: many of our rooms are ground floor level with easy accessibility to the facilities.

Our ground floor level, where the restaurant & customer Resource centre is situated, is open planned, with short piled carpet throughout.

Assistance is provided for our customers who would like to use the resource centre, which is 15 minutes free usage for our customers on receipt of a ticket from reception.

The bar & lounge area has a combination of wood flooring, Cornish Slate & short piled carpet, and is situated on the ground floor level.

Reception is available from 07.00am – 22.30pm and can carry out faxing, photocopying, and other business services. Our night porter can assist from 22.30pm – 07.00am.

Room signage is situated on the walls in the reception areas & in giving clear direction to the rooms.

Clear signage is also provided for all other facilities within the hotel, with area name use of directional signage.

We also provide baby change facilities on the ground floor, which are situated in the disability WC.

Public Areas – WC

The public toilets are situated on the ground floor, on the same level as the reception, restaurants & bar, conference and resource centre facilities.

We have an accessible unisex toilet situated on the ground floor level.

The toilet provides:

145cm x213cm Internal space

Emergency pull cord linked to reception

Non slip floor

Vertical rails on either side of basin and toilet

Lever taps on sinks

Lever taps on the flush

29" Free space beside toilet

Colour contrast with sanitary ware & walls

Restaurant & Lounge Area

The Flying Fish restaurant:

The restaurant is situated on the ground floor, near to the main reception.

Breakfast is available from 07.30-09.30am (08.00-10.00 Sundays & Bank Holidays)

Lunch available from 12.00-2.30pm

Dinner from 18.30-21.30pm

Lighter snacks and our room service menu are available at other times.

Afternoon teas are available in the lounge when requested.

Our Restaurant has a level access and is open plan with short piled carpet throughout.

The restaurant layout is in columns, with the main column at 122cm. and has tables which the legs have adjusting heights for comfort.

Tables can be moved for our customer's comfort, as our tables are not fixed.

The chairs generally have no arms, but chairs with arms can be provided on request.

Table service is offered for breakfast, lunch & Dinner.

The lighting is mainly natural light, as there are large windows overlooking the sea, and skylights.

Evenly distributed adjustable ceiling spotlights are on when required.

We do welcome customers with dietary needs, and staff are trained in meeting the needs of customers with allergies and food intolerances. Please inform us when making a reservation, and we will be happy to discuss your dietary requirements on arrival.

The menu is on display, and can be printed in larger font for our customers.

We are happy to read menus for our customers and discuss the Menu content.

We also provide Room Service meals for our customer needs, and a tray collection service.

Lounge Area:

The lounge is situated next to the restaurant, on the same level

And has short pile carpet throughout.

Again, the lounge has access to beautiful headland & sea views, and has mainly natural lighting, but has ceiling spotlighting which is used as required.

The lounge has a central column and tables are accessible by all our customers. We offer table service in the lounge, and menus which can be enlarged if required. We are happy to read menus for our customers and discuss the Menu content.

Sun Terrace:

The sun terrace is situated next to the lounge, with double French doors leading outside- these are accessed by push bar.

There is a central column, and tables are accessible by all our customers. The tables can easily be moved to suit the needs and comfort of our customers.

The flooring on the sun terrace is slab tiled, and smooth, and has jumbrollies to offer shade. Staff are happy to assist with these to your needs. Alternatively, we have porch heaters which can be utilised in the evenings if wanting to dine al fresco, in the evening, but still keep warm.

Outside evening lighting is provided.

The bar:

The bar is situated between the restaurant & the Lounge area on the ground floor level.

This area has some oak flooring + Cornish slate, and is even.

The bar has 2 service areas, and has tall chairs in some areas.

We do offer table service, and we have tables of varying heights in this area.

Lighting in this area is mainly daylight, but also use variable ceiling spotlights when required.

Bar Tariffs & menus are available which can be font enlarged for customers needs.

Leisure Facilities

The Heath Club & Spa is situated on the lower level floor from reception.

There are 2 entrances to this area: from the main reception, and from the gardens.

Access from Reception is via a stairway, which are short piled carpeted stairs; which have handrails on either side.

Access from the gardens is via a gravelled pathway from the side car park, which has a ramp at the entrance to the health club.

Assistance can be provided on request.

The facilities include:

A 14 metre indoor heated swimming pool, toddler pool, steam room, sauna, Jacuzzi, multi gym with personal fitness instruction available from 07.00 -21.30pm.

Accessibility to the pool, steam room, sauna & Jacuzzi has limited access to ambulant disabled.

The gym and spa area has access from the garden entrance.

The changing rooms have accessibility for ambulant disabled customers, and wheelchair users.

The changing rooms have access for all our customers. We provide separate cubicles.

The lighting is spotlighting with adjustable controls.

The showers have accessibilities with no steps.

Flooring throughout is non-slip tiling.

The Gym has access through... cm doors, and has rowing machines, cycling & running machines, cross trainers exercise mats, weights & bars.

We have fitness instructors available for one to one sessions, and can book sessions in advance.

Treatment room facilities:

The Spa has 4 treatment rooms, one which is accessible for Spa wheelchair users, the others accessible for the lesser abled.

There is seating available in the treatment rooms, and in the consultation room.

All treatment rooms have adjustable couches: the lowest height setting is: 58.5cm & the highest setting is 94cm.

We have shower rooms with 2 of our treatment rooms which have no step into.

The flooring throughout the Spa entrance & treatment rooms is wooden and even.

We have an accessible toilet and changing room in our Health Club & Spa area, and others changing rooms suitable for the ambulant disabled.

The sauna & steam room have door widths of 85cm and a have a small step of 2cm on entry

The Jacuzzi is accessible by steps, and has a handrail on the right hand side.

Seating is provided in all these areas.

Laundry

We offer our customers laundry & dry cleaning, and provide laundry bags and price tariffs in the customer's bedrooms.

Larger font tariffs area available for our customers on request.

This service is available Mon- Sun (no dry cleaning on Sundays) by 9.00am- back by 17.30pm.

We can collect the laundry request from the customer's room on request, and return the laundry on arrival.

Laundry & dry cleaning is charged to the customers room account.

Shop

We have items for customer's personal use on sale at the reception desk, such as disposable razors, soap, shampoo, flannels, toothbrushes & toothpaste.

Swimming costumes, goggles, and armbands can be purchased from the health club.

We offer to collect this on request and bring them to the customer's room on request.

A tariff is available in the customers welcome pack, which is available in larger font on request.

Tickets for venues can also be purchased from the reception desk, such as Eden project, Maritime Museum, Trebah Gardens, Bonython Gardens, Lammoran Gardens, Heligan Gardens, Trevano Gardens, St Mawes & King Harry Ferrys, Orca Sea Safaris, Gweek Seal Sanctuary.

Outdoor facilities

Our Beautiful 2 acre south facing sub tropical gardens are accessible to all our visitors from the side car park, which is situated at the rear of the hotel. There is a footpath which is slightly sloped, and is part concrete/gravel.

There is a subtle difference in colour contrast from grassed lawns and gravelled footpaths. Access is also available from the seafront, and a winding 4ft gravelled footpath is accessible for most of our customers.

The gardens are lit in the evenings, with blue & green colour spotlighting, with garden footpath lined solar lighting. The lighting during the night is non aluminous and not brightly lit.

Emergency floodlighting is accessible in the event of hotel evacuation.

Conference & meeting Rooms

We have 4 conference rooms on the ground floor which are accessible from the main reception area and entrance from the car parks.

All 4 rooms are accessible for all our customers.

The Largest Conference facility, The Regatta Suite is accessible by all our customers from the side car park, where wheelchair accessibility is available. This room is also used for Weddings & Parties.

This room is short piled carpeted, and also has wooden dance floor area, and the floor is even in all areas.

There is a raised carpeted stage area for presentations/bands etc.

The Regatta entrance is clearly signposted in the car park, with large colourful signage, and the entrance is well lit in the evenings.

Seating is movable, and to our customers requirements.

Lighting is mainly natural, and we have evenly distributed ceiling spotlights for use when required.

The Port & Starboard conference facilities are also accessible from the Regatta entrance, as well as the main reception entrance.

These facilities have air conditioning, and have facilities for Wi Fi, 56" plasma screen, dvd and ports for personal computers.

These conference facilities are short piled carpeted floors on an even Surface.

Lighting is mainly natural, and we have evenly distributed ceiling spotlights for use when required.

The Gallery has overhead projector & large screen, and ports for personal computers, video & TV links.

This room is carpeted throughout, on an even floor surface, with no ramps, and is closest to the main reception.

Lighting is mainly natural, and we have ceiling lights for use when required.

We offer conference & Banqueting facilities tailored to your personal needs, and are happy to organise additional equipment at your request. Please see the organiser to pre order your requirements.

We also have movable screens & flipcharts which have adjustable height mechanisms.

The toilets to these conference rooms are situated on the same floor level, with accessibility for all our customers.

We also have a Conference & Banqueting Manager who can organise specialists to help with signing, interrupting, and note taking for your conferences.

Bedrooms

There are 13 bedrooms available on the ground floor which is available for lesser able customers. All bedrooms have bathrooms on-suite.

All bedrooms have plasma flat screen with multi channels & remote controls, tea & coffee facilities with cordless kettles.

A 24-hour Room service menu & Guest directory which are available in large print.

We have irons & ironing available for guests, but can carry out this on request at a small charge.

All bedrooms are painted delicate blue or cream, and the furniture is contrasting in being sustainable ash throughout.

Linen Bedding is white, with a blue runner at the foot of bed.

We have 1 room which is accessible for wheelchair users. This room has the following facilities:

- Level access to room
- Wide door for easy access
- Emergency pull cord alarm in bedroom & in bathroom
- Walk in wet room
- Shower wheelchair is provided
- Non slip flooring in wet room
- Grab rails around shower area
- Seat raiser for toilet
- Flashing emergency alarm
- Lever/Grab rails by toilet
- Lever taps on sink
- Flooring in bedroom is short piled
- Non feature- hypo allergic bedding
- All rooms are non smoking rooms
- The furniture in room is movable
- Zip linked bed for double/twin availability
- Emergency guideline & policy for disability room
- Additional pillows/blankets are available on request

Additional Information

- The hotel aims to meet the needs and requests of all its customers.
- We have a policy on storage & safety of storing customers Medication and special dietary requirements.
- We are happy to facilitate customer's dietary needs, and organise special requests in advance.

- The hotel has procedures for all emergency evacuations.
- Fire exits are clearly marked, and fire notices are on the backs of doors in all rooms for our customer's safety.
- All Staff have training in emergency procedures and front line staff receive disability awareness training.
- The housekeeping staff have training in customer service and are aware of privacy of customers in their rooms.
- We have a list of equipment hire companies at the reception desk which is available on request.
- Contact numbers are available for care assistance.
- Late night chemist lists & emergency doctor call out is available form reception – dial 0 from your room.

We have Wi Fi within the hotel and mobile telephone networks are also available in most areas.

Contact Details

Address:

St. Michaels Hotel & Spa
Stracey Road
Gyllngvase seafront
Falmouth
Cornwall
Tr11 4NB

Telephone:

01326 312707

Fax:

01326 211772

Email:

info@stmichaelshotel.co.uk

Website:

www.stmichaelshotel.co.uk