



Access Statement for Lakeside Hotel

Introduction

At Lakeside Hotel, our policy is to do everything for everyone and enable all our guests to enjoy an effortless stay. All our guests are welcomed in the same way, ensuring their individual needs are met.

When someone with accessibility needs enquires about staying with us, our reservations team will discuss their needs and advise them honestly.

Pre-Arrival

- Confirmation letter sent out after reservation has been made. Within this letter we advise guests where to park when they arrive so we can offer assistance if required. A car parking voucher is supplied.
- Guests are also encouraged to view our website prior to arrival where all facilities are outlined in detail. There is also an accessibility option which displays this information in large font, audio etc.

Arrival & Car Parking Facilities

- On arrival guests park their vehicles at the main hotel entrance. They are greeted by the hotel porters and taken to main reception. Their vehicles are then parked for them, and brought back to the hotel entrance when they depart and when required during their stay.

Main Entrance & Reception

- All guests are given a tour of the hotel facilities - all of which are on the ground floor (Lakeview Restaurant, Bar, Conservatory, Pool & Spa). Access to our Bar and Brasserie is via a few steps, but an alternative external entrance is available and all staff are trained to advise and assist guests as necessary.

Public Areas - General (Internal)

- The hotel has numerous ground floor bedrooms, one of which is described as our 'easy access' room (this has been fitted with some assistance aids). The hotel has two guest lifts and a large conference room on the first floor and two other conference rooms are accessed via the lifts.

Public Areas - WC

- On the ground floor there is a gents toilet, a family changing room and an easy access toilet.

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

- Our Lakeview Restaurant is on the ground floor, as is the hotel's conservatory and bar. Access to our Bar and Brasserie is via a few steps, but an alternative external entrance is available. Full room-service facility is available should guests require this.
- Staff are always on-hand to offer assistance re menu choices or wine recommendations. Should any guest require these to be described in more detail, this would be done without question.

Laundry

- Lakeside Hotel offers an in-house laundry service, and all items would be collected and delivered direct to the guest's bedroom.

Shop

- We have a very small gift shop, and this is located at main reception.

Treatment room/s

- The Spa has three treatment rooms, all on the ground floor. All guests have exclusive use of the spa facilities where our trained staff are always on-hand to make your stay at Lakeside even more enjoyable.

Leisure Facilities

- We have a large swimming pool at Lakeside. At one side of the pool there is a gradient, which allows guests to ease themselves into the pool if required. All changing rooms are designed for easy access as they have full wet room facilities, including toilet.

Outdoor Facilities

- We have some very large gardens at Lakeside and these can be accessed by a number of different ground floor routes. Whilst in the garden, guests can enjoy a meal or a drink on our terrace as full waitress service will be provided. In addition, our guests can enjoy the facilities at the nearby Aquarium or aboard one of the local pleasure cruisers, (these are both within 50 metres of the hotel) and assistance can be given by our staff if required.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Lakeside Hotel have three conference rooms that are accessible via our guest lifts. In addition we have a medium sized room on the ground floor which can be used as a conference room.

Bedrooms

- We have three floors of bedrooms, some of which are on the ground floor, others can be accessed via the lifts. We also have one bedroom which is described as our 'easy access' room (this has been fitted with some assistance aids).
- Bedrooms on the ground floor have access to private terraces and views across the main gardens.

Bathroom, Shower-room & WC [Ensuite or Shared]

- Within our Lodge Suites we have two bathrooms that have a separate shower. In addition, all our changing rooms within the pool & spa area are designed for easy access as they have full wet room facilities, including toilet.

Self-Catering Kitchen

- N/A

Caravans, Holiday Homes & Twin Units

- N/A

Touring Facilities (Holiday Parks)

- N/A

Boats - Narrow Boat, Cruiser & Hotel Boat

- Lakeside Hotel have several moorings of their own. These can be assessed via the gardens, although there are several steps down to the jetties themselves (assistance can be provided if necessary). Alternatively, a short distance away from the hotel there are some pleasure cruisers, which have easy access.

Attractions (Displays, exhibits, rides etc.)

- As above.

Grounds and Gardens

- The grounds and lawned gardens at Lakeside are all accessible by wheelchair. The gardens lead onto our sun terrace where guests can enjoy the beautiful views across the lake.

Additional Information

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Contact Information

- Address:
Lakeside Hotel
NEWBY BRIDGE
Cumbria
LA12 8AT
- Telephone: (015395) 30001
- Fax: (015395) 31699
- E-Mail: accessibility@lakesidehotel.co.uk

- Website: www.lakesidehotel.co.uk

- Hours of Operation: Our Sales Office is open from 9.00am – 9.00pm seven days a week

- Emergency Numbers: Please dial 999 **or**
 - Doctors – Milligan (Cartmel) – 015395 36366
 - Doctors – Callingham (Haverthwaite) - 015395 31619 (daytime)
- 015395 31194 (evening)
 - Baycall (0845) 0524909

- Local Carers:
Cumbria Care (Kendal Day Centre) - 01539 773513

- Local Equipment Hire Companies:
'Able to Enable' – wheelchairs, scooters, hoists for baths etc – (Carnforth) 0845 8329323
'Advanced Mobility' – scooters, wheelchairs, recliner chairs, walking and bath aids – (Kendal) 01539 725615

- Local Accessible Taxi Numbers:
A2B Taxis – 2 wheelchair accessible minibuses (Ulverston) – 01229 587030

- **We welcome your feedback to help us continuously improve if you have any comments please phone Senior House Manager or e-mail - accessibility@lakesidehotel.co.uk**

Created on: 29/06/2007