



# GRANTLEY HALL

## ACCESSIBILITY POLICY

At Grantley Hall, we have a range of facilities to ensure that all our guests receive the same experience during their stay.

During the restoration of Grantley Hall, we did everything possible to make sure that the facilities at our Grade II Listed property were designed to be as accessible as possible for our guests. Please find outlined below information regarding our accessibility:

### MAKING A RESERVATION

- Enquiries and reservations can be made by booking online, by telephone or email.
- We would welcome the opportunity to discuss your requirements prior to arrival.
- Directions to the hotel can be found by [clicking here](#). Alternatively, we can post or email them to you.
- If you require a taxi from a surrounding train station, we use a reliable local taxi company and we would be delighted to book them on your behalf.

### ON ARRIVAL

- Arrivals drive to the front of the hotel, immediately adjacent to the front entrance.
- A Valet parking service is available for all arrivals.
- Entry to the hotel is at ground level through the front door which is suitable for wheelchairs.
- Your luggage will be collected from your car on arrival and delivered to your room.



## IN THE HOTEL

- All of our public areas are at entry level on the ground floor and suitable for wheel chair access:
  - Reception
  - The Morning Room
  - Norton Bar & Courtyard
  - Fletchers Restaurant
  - The Drawing Room
  - Shaun Rankin at Grantley Hall
  - Three Graces Spa
  - ELITE Luxury Gym & Executive Wellness
- The toilets located on the ground floor can be found at the bottom of the Main Hall staircase across the corridor from our main Reception. Additionally, an accessible toilet can be found just off the corridor from the Teal Room. A member of our team will happily show you if required.
- On check-in, our Reception Team will go through your registration paperwork with you before escorting you to your room while showing the layout of the public areas.
- Your luggage will be collected from your car on arrival and delivered to your room. If your bedroom is ready for check in at the time you arrive, it is possible for your registration paperwork to take place in the comfort of your bedroom.

## ACCESSIBLE BEDROOM

- Our accessible bedroom is located on the first floor which can be accessed via the lift at the Fountains Wing staircase and includes the following amenities:
  - Full wet room
  - Low level lighting
  - Norton Bar & Courtyard
  - Deaf Guard Wireless Pillow systems can be provided upon request from our Reception Team
  - Assistance dogs are welcome
  - A personal emergency evacuation plan is completed on check in to ensure we fulfil your requirements



### THREE GRACES SPA

- The Three Graces Spa is located on the ground floor at entry level in the Fountains Wing.
- All our treatment rooms are wheelchair accessible.
- An accessible changing room and shower is available.
- Our treatment couches are wider than a standard treatment couch and are height adjustable for easy access.
- Our thermal area, outdoor terrace and outdoor pool area are wheelchair accessible – the outside terrace is on two levels, loungers available on the lower level. There a number of steps up to the higher level.
- A poolside hoist is available when needed.

### ELITE LUXURY GYM & EXECUTIVE WELLNESS

- ELITE Luxury Gym & Executive Wellness is located on the ground floor at entry level in the Fountains Wing.
- The male and female changing rooms and showers are fully accessible.
- All three areas of the gym are fully accessible – the Health & Performance Centre is located at basement level but can be accessed via the lift in the main corridor.

### THE GARDEN PAVILION

- The Garden Pavilion is located a short walk from the main Hall, and is home to the Grantley Suite, Bar & Restaurant EightyEight and our late-night Champagne & Cocktail Bar, Valeria's.
- Grantley Hall buggies are available to take guests across to The Garden Pavilion, which is accessed via a set of steps or a purpose-built wheelchair ramp.