

Sysonby Knoll Hotel – Access Statement

Introduction

- We are a 3 star family run hotel.
- The hotel is situated approximately 2km from the centre of Melton Mowbray.
- We have 30 bedrooms on two floors including ground floor rooms.
- Our restaurant is open to non residents.
- We aim to ensure that we offer a high standard of service to all of our guests, and achieve this through staff training and appropriate facilities.

Pre-Arrival

- You may contact reception on 01664 563563. We do not currently have a text phone. However, we are able to speak to text phone users with the BT TextDirect service. You may also contact the hotel by fax on 01664 410364 or by email at reception@sysonby.com. We aim to reply to faxes and emails within the same working day.
- Limited information about the hotel is available in large print format.
- Comprehensive information about Sysonby Knoll is available on our website – please see Website accessibility section for more information
- This access statement is available on our website, and printed copies are available on request from reception.
- We are approximately 3km from the Melton Mowbray Railway Station, please call reception if you wish us to arrange a taxi to collect you from the station.
- Melton Mowbray town centre is approximately 2km from the hotel, there are regular buses into town from a stop 100m from the hotel.
- A shop-mobility scheme operates in Melton Mowbray from 7 King Street (telephone 01664 480677). The scheme operates on

Tuesdays 9.30am - 3.30pm. and Wednesday to Saturday 9.30am-1.30pm.

- Radar toilets are available in Park Lane, Wilton Road, St Mary's Way and at the cattle market on market days
- Several taxi companies in the town offer wheelchair accessible taxis, including Manor taxis (01664 565533), ABM (01664 561016) and Freddy's (07747 005951)

Website Accessibility

- Sysonby Knoll is aware of the importance of the Internet and is constantly working towards making its web content widely accessible.
- Access keys are not currently used on the website, this is an area currently under review.
- The site complies to a minimum of the 508 Bobby approved standard, conforming to the priority level checkpoints of the Web Accessibility Initiative's Web Content Accessibility Guidelines. Where possible, level 2 and level 3 checkpoints have also been implemented.
- HTML code is validated to 4.01 Transitional standard using the W3C Markup Validation Service.
- The layout of the site is achieved through CSS as recommended in document PAS 78. The CSS is validated using the W3C CSS Validation Service.
- Separate CSS stylesheets are used to optimise printing from the browser.
- Accessibility features are optimised for versions of Internet Explorer higher than 5, Netscape versions higher than 4 and Firefox versions higher than 1.
- A sitemap is included giving an overview of the structure, and links to all files in the site.
- Extensive use of meaningful alt tags is made to ensure that the meaning of pictures and graphics is understood by those with visual impairments.

- When useful, links have been supplied with tool tips to supplement the link text by giving further information about the destination of the link.
- Other navigational aids include a search facility on the home page and supplementary in-page links on pages with large amounts of content.

Arrival & Car Parking Facilities

- The main entrance to the hotel is to the right side of the frontage on the Asfordby Road, down a tarmac slope. The slope is to the left immediately after the first speed bump.
- The main car parking area is accessed through a gated archway at the base of this slope
 - The main car park is reasonably level, but the surface is of stone chippings which can cause problems to some wheelchair users, it is therefore recommended that they use the designated accessible parking bay.
 - The main car park has space for 30 vehicles.
 - The main car park and area outside reception are lit at night, but the levels may not be sufficient for those with limited vision.
 - Luggage may be dropped off at reception prior to entering the car park.
- A marked accessible parking bay is available immediately outside the entrance to reception.
- Additional parking for 15 cars is available along Riverside Road and in an overflow car park outside the Annexe.
- Assistance with luggage will always be offered to you on your arrival, and can be requested at any time through your stay.
- The main car park is locked from 11.30pm to 7.00am (7.30am at weekends). During this time there is no guest access.
- We do not have a night porter, reception is closed between 11.30pm and 7.00am (7.30am at weekends).
- The main entrance to the hotel is through automatic sliding doors. These doors are locked from the outside at night but can be opened using your room key.

- The entrance to the hotel reception area is level.
- There is an intercom at the main entrance for use when reception is closed at night.

Main Entrance & Reception

- In addition to the main entrance, there are entrances to the annexe and to hall areas serving some of the bedrooms.
- The entrance to the annexe is 27m from the main entrance and is at the top of the tarmac slope. There are no steps between these entrances.
- There are no steps in the reception area.
- Assistance will always be offered on check-in.
- We do not currently have a hearing loop, this is under review.
- No background music is played in the entrance or reception.
- The desk at reception is at a height suitable for a wheelchair.
- Paper and pens are available on arrival.
- Some seating is available in the entrance lobby and ample seating is available in reception.
- Reception well lit, using spotlights and wall/ceiling fittings.
- A familiarisation tour is available on request.
- Doorways lead out of reception to the Green room (level) and outside to the gardens via 3 steps. Access to the bar is level and through an archway.
- Room rates are on display in the entrance lobby, large print versions can be supplied on request.
- Registration forms can be enlarged if required, and assistance is available with completion of these.

Public Areas – General (Internal)

- There is no lift or escalator.
- The hotel is on two floors.
 - Reception, the bar and restaurant are on the ground floor

- Unisex accessible and male public toilets are on the ground floor
- Female public toilets are on the first floor
- Meeting rooms are on the ground floor
- There are some steps between ground floor areas.
 - 2 steps between the bar and the coffee lounge (grab rail).
 - 3 steps from the reception area to the gardens.
 - 1 step between the coffee lounge and the restaurant (ramp available).
 - 2 steps (1m between each) between reception and the downstairs toilets.
- Most doors within the building are fire rated with self closers.
- There is a public telephone at the base of the main staircase.
- All corridors have good lighting and colour contrast, with changes in level accentuated by a strong contrast in colour above and below the dado rail. Corridors are mostly 1200mm wide.
- There is ample area for dog exercise in the gardens. A water bowl is provided on the veranda outside reception. Dogs are welcome in all areas of the hotel with the exception of the restaurant and some bedrooms. This restriction does not apply to guide dogs.
- Dogs are not permitted in certain bedrooms in order to reduce problems for allergy sufferers. However, our own dog has full access to all reception areas.
- The fire alarm has flashing lights in addition to sound in all public areas, restaurant, bar and conference rooms.

Public Areas – WC

- Accessible unisex toilets and male toilets are along a carpeted corridor from reception. There are two steps with refuges between leading up to these toilets. We are currently investigating the provision of ramps.
- There is no emergency call alarm in the accessible WC

Restaurant / Dining Room

- Lighting is excellent through good natural lighting and spotlights
- The restaurant floor is part carpeted and part hard flooring.
- Seating & tables are not fixed. Tables are 730mm high and chairs are 500mm to cushion top. Some of the chairs have arms
- Menus are available in large type if requested, and are also available to print from the website, along with the winelist. Staff are always willing to assist with reading and interpreting menus
- Most allergies and special diets can be catered for given reasonable prior notice.
- In accordance with current laws, no smoking is permitted anywhere in the building.
- The restaurant is waiter/ess service. In general we take orders in the bar area and diners are escorted into the restaurant when their meal is ready. However this procedure can be altered on request.
- There is one step from the coffee lounge to the restaurant and a ramp is available for use if required.
- The closest WC to the restaurant is the accessible WC which is described above. Total journey distance from the restaurant is 35m.

Laundry

- Laundry facilities are available in house. Laundry bags are in each bedroom and should be dropped off at reception. Please allow 24hrs for return of laundry.
- There is no shop, treatment room or leisure facilities.

Conference & Meeting Rooms

- There are two meeting rooms on the ground floor, one of which is accessed by a single door from reception and the other is via double leaf doors from the restaurant.

- Both rooms have natural lighting. The main function room has dimmable lighting which can be set at different levels in different areas.
- Seating in both rooms is movable and tables and chairs are of similar heights to the restaurant.
- Please notify conference organisers in advance of any special requirements for conferences and we will try to accommodate these where possible.

Bedrooms

- We have 7 bedrooms on the ground floor which may be suitable for those with limited mobility. The remainder of the bedrooms are on the first floor.
- Due to the layout of the building, there is a large variation in distance from reception between bedrooms. Please discuss your requirements with reception when you make a booking and we will try to ensure you are in a suitable room.
- One bedroom in the annexe has a level approach from the main front door with no thresholds or steps. This bedroom also has a separate walk-in shower cubicle which has a raised edge and has a raised toilet seat. Some ground floor bedrooms have visual fire alarm signals. We do not currently have a vibrating pillow pad.
- All bedrooms have TV with remote control but with the change to digital transmission they no longer have teletext.
- Telephones are available in all of the bedrooms, these have voicemail with flashing light message indication and direct dial numbers to each room. Please ask at reception for the number for your room. There is a night emergency number for use when reception is closed
- None of the bedrooms have any specific aids – please discuss your requirements with reception prior to your stay and we will endeavour to provide any items you need.
- Flooring in all bedrooms is short pile carpet, most bathrooms are cushioned vinyl flooring.

- All bedrooms are well lit with a variety of lighting options ie ceiling, wall, desk and bedside lights. Most bathrooms have ceiling mounted spotlights.
- Tea and coffee making facilities are available in all rooms, with mostly cordless jug kettles.
- Various bed combinations ie twin, double, zip-link and bunks are available. Most beds have approximately 20cm space underneath.
- All bedding is feather-free.
- Room service is available in bedrooms at the same times as the restaurant is open. There is no restriction on the menu for this, but there is a service charge of £3.00 per meal.

Grounds And Gardens

- We have approximately 5 acres of grounds.
- The site has a southern sloping aspect down to a river which is approximately 250m from the building.
- The upper area adjacent to the hotel is of close mown grass with low feature walls. Some of the lawned areas have steps between although there are alternative sloping routes with no steps.
- There is a hard flagged footpath from the car park to some areas of the garden.
- The gardens have ample seats.
- There is a landscaped pond in the garden which may be a hazard for unsupervised children.

Additional Information

- If you require any assistance during your stay please contact reception between 07:00 and 23:30, or the night emergency number (333) outside these hours.

- Escape routes are shown pictorially on the back of each bedroom door, along with a brief summary of emergency procedures.
- The fire alarm signal is a continuous tone. The alarm is tested each Monday at 11.15am. All public areas including corridors and some bedrooms have visual signal (flashing light) in addition to the alarm. The alarm sound pressure has been tested in accordance with BS 5839.
- We do not currently have a vibrating pillow system in any of the bedrooms. Please advise reception if you require someone to come to your room in the event of an evacuation.
- If you require equipment to be hired for your stay, please let us know in advance. We can arrange this for you but guests often prefer to speak directly to the hirer so that they can ensure that the equipment is suitable for their needs.
- Service dogs are welcome in all areas of the hotel, with the exception of bedrooms designated as dog free for allergy purposes.
- All mobile networks are available at the hotel, although reception can be patchy and you are advised to check that your mobile works in your particular room.
- The entire building is no-smoking

Contact Information

Telephone	(01664) 563563
Fax	(01664) 410364
Email	reception@sysonby.com
Website	www.sysonby.com
Postal address and property address	Asfordby Road Melton Mowbray Leicestershire LE13 0HP
Grid reference	SK7400019260