

******* THE TORCROFT HOTEL**

28-30 Croft Road

Torquay

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ACCESS STATEMENT FOR TORCROFT HOTEL, September 2015

Introduction

The Torcroft is a small, family run Bed and Breakfast with two owners who live on-site. The hotel is located on a pleasant and quiet, tree-lined road close to the centre of Torquay. It was built in the late 1850s and is typical of its era and lies within a conservation area of other hotels of a similar appearance and construction. It is situated approximately 300 metres from the sea front, approached up a fairly steep hill (Sheddon Hill). There is a south-facing garden and terrace at the front of the building and a drive with parking space for some 10-12 vehicles.

There are 11 en-suite bedrooms, situated on the first and second floors. There is one main staircase to the first floor mezzanine level with a sturdy wooden handrail. The stairs continue to the front first floor level and again to the second floor. There is no lift.

The hallways and stairs are lit 24 hours a day with lighting and emergency lighting in the event of an electrical power cut.

There is a wireless smoke and fire detection system with smoke detectors in every bedroom and the necessary fire alarm points and fire extinguishers. All guest bedrooms have intumescent strips which provide 30 minutes safety in the event of a fire. Fire information notices are displayed in each room near the door.

Two rooms at the front of the first floor have balconies with partial sea views.

No smoking is allowed within the hotel, but smokers are allowed to smoke in the grounds.

Ten rooms are for double occupancy, four of which can be booked for single occupancy. We have one family room, which sleeps three people in a double and single bed. The maximum number of guests at any time is 23 adults.

There is a fire escape at the rear of the building on the second floor.

An iron and ironing board are also available. All other equipment should be brought by guests.

Pre-Arrival

- For assistance prior to arrival please contact us on 01803 298292 or email us on info@torcrofthotel.co.uk. Our reception is open between the hours of 4.00pm and 7.00 pm. If guests plan to arrive outside of these hours, we ask that they let us know beforehand.
- If prospective guests mention access difficulties we explain that we have no ground floor bedrooms or lift and ascertain whether they can manage either one or two flights of stairs, and offer a room on the first floor if available. We do not have facilities or rooms suitable for wheelchair users.
- If guests have any special dietary requirements, we would like to know beforehand, and then we will endeavour to satisfy these. As a small hotel we cannot keep a constant supply of foods just in case.
- As we have no other employees to assist us, we ask that visually impaired guests do not visit without a companion. This arrangement has worked well in the past.
- We do not have a hearing loop system.
- We do not allow pets.
- Our website has a text only version containing the important highlights of our website. If any further information is required then we will be happy to provide it by phone, fax, email or post.
- We are close to both Torquay station and Torre station where taxis are available.
- We are only a 10 minute walk to the town centre, five minutes' walk to the sea front and 10 minute walk to the Riviera International Conference Centre.
- Details of the nearest shop-mobility and equipment hire services are available on request. We have used a local company and can arrange delivery and collection.
- Whilst we aim to accommodate people with a moderate range of disabilities please note that we are a small B&B and do not have a lift and have no access or facilities for wheelchair users.

Arrival and Car Parking Facilities

- For those arriving by car, we have ample parking in the driveway. If parking is required close to the main entrance of the hotel then a parking space can be reserved by prior arrangement.
- We do not have a manned reception, therefore the front door is usually kept shut, and guests are provided with a front door key. Check in is between 4.00 and 7.00pm. On arrival please ring the bell to the right of the front door. If you need assistance in getting to the front door please ring us on 01803 298292 on arrival in order that we can come out and meet you. Check out is before 11.00am on the day of departure.
- We do not have a porter but the owners are happy to assist with baggage if requested. The car park is lit from dusk to approximately midnight.

Main Entrance and Reception

The entrance to the hotel is at the right hand side of the building as you turn into the drive. There is just one low doorstep to negotiate at the main entrance.

- On arrival guests are complete their registration and given keys to the front door and their bedroom in order to access the premises 24 hours a day. If there is any particular accessibility or dietary requirements these can be discussed at this point.
- We offer a map to new visitors to the area and are happy to offer advice on best routes, tourist attractions and restaurants, etc.
- The front door is always kept shut. Reception is not manned but reception services are available between the hours of 4.00pm and 7.00pm, or whenever we are in the office. However, the proprietors do live on the premises and therefore in the event of an emergency outside of these hours please ring the hotel on 01803 298292.
- Most of our notices are in normal size print. We are happy to provide copies of all notices in large print on request.
- There are very few signs in the building, other than fire escape notices.
- There is a cloakroom and WC on the ground floor.

Breakfast Room

- There are menus on each table, and waiting staff will explain what is available.
- All cooked meals and beverages are individually ordered and brought to the table. Cereals and fruit are laid out on a table for self-selection, but if any guest appears to have any difficulty with this or request help then staff will be happy to assist.
- We do not provide a room service.
- The breakfast room is on the ground floor and has laminate flooring.

Lounge/Bar

- The lounge is on the ground floor, close to the front door and reception. It is carpeted and has a number of sofas and chairs, a large flat screen TV and a bar area. There is an alcohol licence for the benefit of guests, and drinks can be obtained from the bar. We operate an 'Honesty Bar' system, so guests can get their own drinks, record them on bar tab sheets. They settle up at the end of their stay.

Bedrooms

- There are six bedrooms on the mezzanine/first floor and five on the second floor.
- All the rooms are individual in character and size and contain en-suite bath/shower rooms. All bedrooms have double-glazed windows. Four of our rooms have large showers, four have showers over standard width baths and the rest have smaller 760 x 760mm. None of the bath/shower rooms have grab handles. If guests particularly want to have a bath, they should ring us and we will endeavour to meet this request.
- All of the rooms are centrally heated, carpeted and have tea and coffee making facilities.
- All rooms can be locked from the outside using the room key which is part of a masterkey system. Doors can be locked and unlocked from the inside using the deadbolt thumbturn. A key is not required to exit the rooms.

Grounds and Gardens

- The garden consists of a level terrace and a slightly sloping large lawn. There are several concrete steps without handrails, and one with a handrail, so guests should decide whether it is advisable for them to walk down the garden or remain on the terrace. There are two garden tables with four chairs each on the terrace as well as a garden sofa and 2 chairs. There are 2 sun-loungers on the lawn.