

ACCESS STATEMENT FOR THE FERNBANK, 6 HIGH FIELD ROAD SHANKLIN

In accordance with the 'Disability Discrimination Act (1995 revised 2005)

Introduction

The Fernbank is situated at the southern end of Highfield Road with beautiful views of the downs. We have 17 en-suite bedrooms offering double, twin or family rooms. Two of our rooms are ground floor. We aim to offer the highest standard of service to all our guests and encourage this through our culture and detailed staff training. We look forward to welcoming you to the Fernbank and making your stay an enjoyable one. We offer the following services and facilities.

Pre-Arrival

For assistance prior to arrival please contact us on 01983 862790 or email the hotel

The centre of the Old Village is a 5 minute walk, the shopping centre of Shanklin is a 10 minute walk (2 minute drive).

A bus service is available from Shanklin train Station to the town centre and subsequently roads adjacent to Highfield Road (in the directions of Newport/Sandown and Sandown/Ventnor). There is a 5 minute walk from either routes, nearest bus stops to the hotel parts of which are up steep roads.

There are companies which specialise in accessible taxi service please see contact information below.

Our breakfast menu and tariffs are available in larger print on request.

Reception is manned from 8am until 9pm hours each day, and at other times, a reception bell is available, for emergencies.

The British Red Cross have an equipment hire service on the island.

Arrival and Car Parking Facilities

All guests should use the main entrance of the hotel located on Highfield Road. There are no steps, only a slope down to the entrance.

The hotel has two car parks, the upper car park to the left of the entrance has steps, or access via the pavement with a slope. The parking space located nearest to the hotel's entrance is reserved for disabled guests.

If you need assistance with luggage or equipment, please ask.

Main Entrance and Reception

There is a 'lip' to the entrance fire door and a second door can be opened if required.

There are no steps in the main lobby area, the reception desk is immediately in front of you. Registration can be completed whilst sitting in the reception area. The Breakfast Room and bar are located to the right of reception. There are no steps or slopes en route or at the entrance to the Bar or Breakfast Room.

The floor surface throughout the reception area is carpeted.

Familiarisation tours are given as standard.

The lighting in the reception area is low key, but can be increased upon request.

The public telephone is located in the reception. Please ask if you require either a seat or assistance.

Public Areas-WC

There are 2 public toilets located off the entrance lobby.

The toilets provide grab rails in the WCs

The floor of the ladies toilet is carpeted, except for the WCs which are tiled

The floor is colour contrast with critical surfaces, tiles are coloured and sanitary ware is white.

Breakfast Room and Bar and lounges

Nearest toilets to the bar and breakfast are off the entrance lobby.

The bar is situated on the ground floor to the right of the reception, it has level entry and is open plan with carpeted, even flooring.

The bar servery is on the left and has comfortable tub chairs.

Table service is offered in the bar upon request.

Lighting is mainly natural day light (from large windows overlooking the garden)

We are able to cater for varying dietary needs, please advise at time of booking.

Leisure Facilities

There is a swimming pool available for guests staying at the hotel only. Pool opening times are 0800 to 2000.

The entrance to the pool is up one small step of 2.5”(73.7cm) wide.

The pool has 2 changing areas which are not suitable for guests in wheelchairs.

The pool access is via graduated steps into the shallow end of the pool. There is a rail in the middle of the steps to assist entry.

Bedrooms.

There is 1 accessible bedroom which is suitable for those guests with walking difficulties, this room has a wide entry door and a large en-suite shower (raised shower tray, not suitable for wheel chair use).

Tiles and sanitary ware are white. This bedroom may be let as either a twin or super king.

Grounds and Gardens

The front garden is accessed via stone steps from the bar terrace. The bar terrace is level with front car park and is paved.

Additional Information

If you require any assistance during your stay please do not hesitate to ask. We have a set evacuation procedure for basic information-Alarm bells are a continuous ring (Full L2 Fire Alarm system installed throughout the hotel, every room has a smoke detector). If you have informed us of your disability, someone will come to your room and assist with evacuation.

Contact Information

Address: The Fernbank, 6 Highfield Road Shanklin Isle of Wight PO376PP

Telephone 01983 862790

Email: info@fernbank.co.uk

Website: www.fernbank-iow.co.uk

Emergency number 01983 862790

Local equipment hire companies: British Red Cross: 0983 537821

Local accessible taxi numbers: Lake Taxis: 01983 402641 TelTax: 01983 402560

Island Health Line: 0845 6031 007

St Mary's Hospital 01983 524081

Ambulance: 999

NHS Direct;0845 46 47

Future Plans

No future plans at this time