



STANLEY HOUSE
HOTEL & SPA

ACCESS STATEMENT

INTRODUCTION

The hotel is situated off the A677, Preston New Road, on a steep hill with unrivalled views across the Ribble Valley and Lancashire. We are a 30 bedroom, award winning hotel with two restaurants, offering double, twin and family rooms. One of the ground floor bedrooms is wheel chair accessible. The other bedrooms are situated in two separate buildings. One with two floors and the existing farm house with four floors. We aim to provide the highest standard of service to all our guests and encourage this through our culture of detailed staff training. The following statement is a summary of our provision.

AWARDS RECEIVED

- 5 Bubbles Spa Award 2016
- LUX 2016 Hotel & Spa Awards
- Best luxury hotel & spa 2016 – Lancashire
- LUX recommended Best Wedding Venue 2016 UK
- Nominated World Spa Awards 2016 ‘England’s Best Country House Hotel & Spa’
- Ribble Valley Stars in Tourism Awards 2016
 - Reception Manager Clare Tauber Individual Excellence in Customer Care award
 - Sales and Marketing manager, Wendy Hope, Tourism Champion.
- The senior management team, Team of Excellence
- Visit England ROSE award 2016
- The Wedding Industry Awards 2016 – Regional Finalists
- Open Table Winner Diners Choice Award 2016
- Taste Lancashire Highest Quality Assured
- Visit England Gold Award
- Visit England Breakfast Award
- 5 Bubbles Spa Award 2015
- National “Above and Beyond” Award from the Good Spa Guide 2015
- Trip Advisor Award – Certificate of excellence

Stanley House Hotel & Spa, Mellor, Lancashire, BB2 7NP

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PRE-ARRIVAL

- We are approximately 10 minute drive from Blackburn town centre.
- A bus service is available from the main road at the bottom of the drive to Blackburn and Preston. There is a 10 minute walk from the bus stop to the hotel, parts of which are steep, but we can always arrange collection.
- The train station is approximately a 15 minute drive away with services to Preston and Manchester.
- There are accessible taxi's in the area and reception will be able to help with booking this service.
- Our hotel web site – www.stanleyhouse.co.uk provides pictures of our hotel, guest rooms and spa facilities and further information about the services we provide.
- You can contact us by telephone, e-mail, fax or in person. We are open 24 hours although response to e-mails may be reduced from 11pm to 6am. Please see the Contact Information Section of this document for full details.
- Our brochures, sample menus and tariffs are available in larger font. We can also provide Braille with advance notice.

ARRIVAL & CAR PARKING FACILITIES

- All guests should use the main entrance of the hotel. If you have pre-booked a spa treatment you may go straight to the spa main entrance. There are no steps and the ground is paved.
- The main entrances to the hotel and spa have automatic doors.
- The tarmaced surfaced car park has 168 spaces, of which 10 are designated for disabled guests, located in close proximity to the front entrance and the Woodlands block.
- Footpaths lead off the car park to the hotel and Spa entrance.
- The car park is illuminated during the hours of darkness as are the footpaths.
- There is some one available 24 hours to help with luggage, equipment or guidance.

MAIN ENTRANCE AND RECEPTION

- There are no steps in the main lobby area for the hotel or spa.
- The reception desk for the hotel is on the right through the automatic door. The spa reception is accessed through an automatic door and a set of double doors.
- There is some comfortable seating in the reception of both the hotel and spa.
- Both entrances are carpeted.
- Upon arrival to the hotel you will fill in a registration form and be given a key card for your bedroom.
- The bedrooms are located in two separate buildings. There are no steps, except in the bedroom wings. The only steps allow access to the different floors in the bedroom wings. If required, a member of staff can escort you to your room. Your luggage can be taken to your bedroom by a member of staff if required.
- The hotel reception has a lift which allows access to the upper level meeting and function rooms.
- There are two restaurants, Mr Fred's restaurant and bar which is located to the left of reception, to the right is the Grill on The Hill fine dining restaurant. There are no steps or slopes to either.
- The hotel reception and lobby floor surface is a marble finish.

PUBLIC AREAS-GENERAL (INTERNAL)

- Our public areas are on the ground floor.
- All our floor coverings are tiles.
- The restaurants are both tiled and carpeted as are the function rooms.
- The hotel has wi-fi throughout.



PUBLIC AREAS – WC'S

There are three sets of public toilets in the hotel, one male and female on each floor in the meeting/function area and a male and female wc in the fine dining restaurant. All three sets of toilets have a unisex accessible toilet.

The unisex accessible toilets provide:

- Emergency pull chord.
- Flashing light when fire alarm sounds.
- 150X160cm free space, free of obstacles and doors.
- 98cm transfer space to the left of the restaurant/bar toilet and to the right of the meeting area toilet.
- Floor is granite.
- There are vertical rails either side of the basin and toilet.
- There is a horizontal rail on the side opposite transfer from the toilet
- There are lever taps on the sinks.
- The sanitaryware is white
- There is a pull cord alarm that is sounded in reception

RESTAURANT, BAR AND LOUNGES

Mr Fred's Bar & Lounge

- Mr Fred's restaurant and bar is on the ground floor situated just off the main lobby. It has level access and is open plan with a carpeted even flooring leading to a tiled floor. In the two glazed areas.
- Seating is mixed, mostly with arms. Some of the seating is low couches and some upright chairs.
- The restaurant is table service only.
- Lighting is mainly by natural day light due to the large window areas. Evenly distributed lighting is on when required. Lighting levels are adjustable.
- We are able to cater for varying dietary needs. Please advise staff on booking.
- The nearest toilets are adjacent to the ground floor meeting/function rooms.

Grill on the Hill

- The Grill on The Hill restaurant is on the ground floor.
- Staff will seat you at a table.
- The restaurant is table service only.
- Lighting is mainly natural light whilst for the evening meal lighting is.
- We are able to cater for varying dietary needs. Please advise staff on booking.
- The toilets are adjacent to the wine room.

LAUNDRY

Laundry and dry cleaning is offered. Bags are available in bedrooms and are collected each day and returned that evening. (No dry cleaning on Sundays). Bags are collected from bedrooms.

SHOP

There are a couple of jewellery cabinets in the lobby entrance which contain items for sale. Stanley House also has gifts, gift vouchers, souvenirs and toiletries for sale. All can be purchased from reception.

OUTDOOR FACILITIES

We have beautiful gardens surrounding the hotel including a scenic footpath. We also have an orchard which contains apple, pear and cherry trees.



CONFERENCE & MEETING ROOMS AND BANQUETING

We have six main conference rooms on two floors. The upper two conference rooms are accessed via the lift or staircase in reception. All rooms are reached through double doors. Lighting is even but can be dimmed by individual conference organisers by sections. Please notify conference organisers in advance if any additional services are required for conferences. We do try to accommodate everyone's needs where possible.

BEDROOMS

We have two accessible bedrooms on the ground floor which supply specific facilities for guests with disability, the old farm house has access to the ground floor for guests that do not require a wheelchair but are not able to climb the stairs. The shower room has a walk in shower.

The Woodlands building has one ground floor bedroom that is suitable for wheelchair access and has;

- Wide, but easy to open entry doors.
- Level entry shower
- Grab rails and seat for the shower.
- Grab rails either side of the toilet.
- Transfer and turning space either side of the bed.
- Flooring in the bedroom is carpeted.
- Flooring in the bathroom is tiled.
- Room folders available in large print on request.
- Mini bar fridges are provided in the room.
- Room service is 24 hours.
- Hypo-allergenic bedding available on request.
- Rooms are non-smoking.
- Rooms have reading lamps.
- All rooms have a telephone.

All other bedrooms have;

- Twin or double bed combination available.
- Television with remote control.
- Flooring in the bedroom is carpeted.
- Flooring in the bathroom is tiled.
- Room folders available in large print on request.
- Mini bar fridges are provided in the room.
- Room service is 24 hours.
- Hypo-allergenic bedding available on request.
- Rooms are non-smoking.
- Rooms have reading lamps.
- All rooms have a telephone.

The furniture is flexible in the room and items can be moved or removed on request. The Woodlands building also has a lift which allows access to the first floor bedrooms.



SPA AND TREATMENT ROOMS

We have a Spa attached to the hotel that has the following facilities. Manicure and pedicure room, treatment rooms for massages ect. relaxation lounge, hydro therapy pool, Finnish sauna, salt steam room, aroma steam room, ice fountain and experience showers. Access to Pilates and the gym is also through the spa reception.

On arrival guests can go straight to the spa which is located in the Woodlands building. There are no steps and the ground is paved. The spa building floors are all level and are mainly made up of tiles and Karndene flooring. A lift is available to gain access to the lower ground floor changing rooms and thermal suite as well as a stairwell.

Changing room facilities are available on the ground and lower ground floor with unisex accessible toilets and showers.

The unisex accessible toilets and showers provide:

- Emergency pull chord.
- Flashing light when fire alarm sounds.
- 150X160cm free space, free of obstacles and doors.
- transfer space to the left of the ground floor shower, to the right of the ground floor WC and to the right of the LGF toilet and shower.
- Floor is granite.
- There are vertical rails either side of the basin and toilet.
- There is a horizontal rail on the side opposite transfer from the toilet
- There are lever taps on the sinks.
- The sanitaryware is white
- There is a pull cord alarm that is sounded in reception

An accessible toilet is also located adjacent to the gym with transfer space to the left of the WC.

Lighting throughout The Spa is by natural day light and evenly distributed lighting. Lighting levels are adjustable in most areas of the spa.

Access is available to wheel chair bound guests through out the spa accept entry for the hydro therapy pool itself. We advise any guest with a disability who wish to attend the spa, that they make spa reception aware of any special requirements before attending.

Food and drinks can be ordered and eaten in the relaxation lounge which allows stunning views across the valley.

Various beauty products can be purchased while in The Spa



ADDITIONAL INFORMATION

- If you require any assistance during your stay please contact reception. The Duty Manager can also be contacted via reception.
- We have a set evacuation procedure – alarm bells are a continuous alarm. Some one will come to your room and assist with evacuation either out of the building or to a refuge point.
- All front of house staff have regular training which includes disability awareness training.
- Network coverage for mobile phones within the hotel and hotel bedrooms is limited on some networks.

CONTACT INFORMATION

Address: Stanley House Hotel & Spa
Preston New Road
Further Lane
Mellor
BB2 7NP

Telephone 01254 769200

Fax: 01254 769206

Email: info@stanleyhouse.co.uk

Website: www.stanleyhouse.co.uk

Hours of operation: Reception 24 hours

Local accessible taxi: Please ask at reception for details.

CONTACT TELEPHONE AND EMAIL ADDRESS

We welcome your feedback to help us continuously improve. If you have any comments please phone 01254 769200 or email acurwen@stanleyouse.co.uk

