

# Accessibility Guide for The Windsor House Hotel

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## Welcome

The Windsor is a stone's throw from Worthing's delightful Edwardian promenade. 'The Windsor Lawns', beginning at Windsor Road are the starting point for a short walk along the promenade that take you into the heart of Worthing, with its Pier, theatres and shopping precincts, not forgetting the towns' famed bowling greens. Unwind and recharge with a relaxing drink in our gardens, or enjoy a warm welcome in our licensed bar and restaurant. The Windsor House Hotel can cater for up to 120 guests for conferences, functions and weddings in the garden.

The hotel provides free onsite (limited) parking and complimentary on road parking, reducing the stress after your journey.

## At a Glance

### Level Access

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
  - Reception
  - Dining Table
  - Reception Lounge
  - Bar
  - Adapted Toilet
  - Bar Terrace

### Bedrooms

- We have non-allergic bedding.

### Hearing

- The fire alarm has flashing lights.
- The (bedroom) TVs have subtitles.
- We have a hearing loop in All areas as it is portable.
- Some staff have disability awareness training.

### Visual

- Glass doors have contrast markings.

### General

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

## Getting here

12-20 Windsor Road  
Worthing  
BN11 2LX



### Travel by public transport

- You can get to The Windsor House Hotel by bus and train.
- East Worthing station is the nearest main line rail stop to the hotel. Alternatively walk to Bus Stop D and take bus 16 towards Tarring and get off at the Gannon Road stop, walk east on Lyndhurst Rd towards Windsor Rd and then Turn right onto Windsor Rd. The Hotel is on the left-hand side of the road, the grey and white building. The bus stop is 0.20 miles / 25.8 km from The Windsor House Hotel.
- The nearest train station is East Worthing Station. The train station is 0.7 miles / 1.1 km from The Windsor House Hotel.
- East Worthing station is the nearest main line rail stop to the hotel.  
Walking from the station will take you 15-20 minutes:  
From the station walk north towards Dominion Rd/B2223, Turn right onto Dominion Rd/B2223 , Turn right onto Church Walk and finally Turn left onto Windsor Rd. The Hotel is on the left-hand side of the road, the grey and white building.
- You can get a taxi with Arrow Taxi Group by calling 01903212121. The taxi company has a wheelchair accessible vehicle.



### Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 meters from the main entrance. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The path is sloped.
- The route is 1200mm wide, or more.

## Arrival



### Path to main entrance

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The path is 1200mm wide, or more.
- The path is sloped.



### Main entrance

- The main entrance has level access.
- There is a permanent ramp.
- The main door is side hung and automatic.
- The door is 1200mm wide.

# Getting around inside

## Visual Impairment - General Information

- We have contrast markings on all glass doors.



### Reception

- From the main entrance to reception, there is level access. You can sit down at reception.
- The Reception Team will complete the check in process with the guests at the seating area.



### Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, bedside lamps, desk or table lamps, spot lights and natural daylight.
- Lights are halogen, LED and energy saving. Some lights can be controlled independently.
- TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- We can give details of our cleaning products on request.
- We can move the bedroom furniture, to improve accessibility.



### Lounge

#### Reception Lounge

- From the main entrance to the lounge, there is level access. The route is 4000mm wide, or more. The door is 1200mm wide.



### Bar

#### Bar

- From the main entrance to the bar, there is level access. There is a permanent ramp. The route is 1630mm wide, or more.
- The door is 980mm wide.

### Public toilet

#### Adapted Toilet

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 4000mm wide, or more.
- The toilet door is 920mm wide.
- The direction of transfer onto the toilet is to the left and right.
- There is 980mm at the side of the toilet. There is 950mm in front of the toilet. The toilet seat is 470mm high. The toilets have handrails.

## Place to eat and drink

### Restaurant

- From the main entrance to the dining area, there is level access. The route is 4000mm wide, or more. The door is 1500mm wide.
- To get to a table, there are no steps.
- If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, vegan, kosher and halal specific diets.

## Getting around outside

### Bar Terrace

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 850mm wide, or more. The entrance is 850mm wide.

## Customer care support

### Accessibility equipment

- We have a hearing loop in All areas as it is portable.
- There is a space next to the left of the hotel for the Dog's convenience.
- You can hire mobility equipment from Russell's Mobility & Care Shop Ltd by calling 01903 231578.

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

### Customer care support

- Some staff have disability awareness training.
- Staff are available 24 hours a day.