

Access Statement for Crow Park Hotel

Introduction

At the Crow Park Hotel we provide bed & breakfast and (if desired) dinner. We have 28 bedrooms located from the ground floor up to and including the third floor. Situated on the ground floor are the reception, dining room, bar, lounge, WC and 2 bedrooms and on the first, second and third floors there a further 26 bedrooms.

Pre-Arrival

- You can contact us using the following methods: - Letter, email, telephone and via our website. If you require any alternative accessibility (eg large font letters) please get in touch and we will do our best to help you.
- Crow Park Hotel is located approximately 5 minutes walking distance from Keswick town square and roughly 10 minutes from the lake. The nearest bus station is about a 5 minutes walk away and there are bus services to most local towns and villages. Including Penrith where the nearest train station is located, roughly 19miles away. Taxi numbers are available on request and we can book a taxi for you if required.
- Guests with mobility/visual/hearing impairments should contact us before arriving and arrangements can be made to help aid and ensure the safety of arriving guests.

Arrival & Car Parking Facilities

- We have 22 car parking spaces at the rear of the hotel, this is accessed via a tarmac lane which is behind all the hotels and B&Bs on the same road. We cannot guarantee a parking space but if a space is required for disabled guests we shall do our best to reserve a space near to the rear entrance of the hotel.
- The rear entrance is the easiest point of access to the hotel and so guests who are being dropped off should use this entrance.
- There is a walk of approximately 20 paces including 2 steps to the rear entrance of the hotel. This is over a tarmac lane and a concrete path with the hotel wall on one side and a metal hand rail on the other side.
- The front and rear of the hotel are clearly signed as well as the car park. All Crow Park Hotel signs have a dark green back ground and white font and so are easy to identify and read. All external areas including front grounds and entrance and rear entrance, paths and entrance are well lit at night.
- Portering of luggage from the front and rear of the hotel to the reception and or bedrooms cannot be guaranteed due to employee insurance but may be available on request.

Main Entrance & Reception

- Access from the roadside at the front of the hotel is via approximately 20 concrete steps with height 20cm and one small step into the front door and an internal door. Due to this front access we recommend that any guest with mobility or visual impairments use the rear entrance which is a 2 minute walk along the pavement to the tarmac track behind the row of hotels. The lane is up an incline and so elderly or those who have mobility impairments may need to take their time.

- Reception is located 3m from the front door and 15 paces from the rear entrance including 3 steps down and 3 steps up. The reception and lobby area has a red coloured carpet, white glossed skirting boards and magnolia painted and wallpapered walls. As well as natural light the reception and lobby area is well lit during the day and night.
- Reception is manned between the hours of 08:00 and 23:00. (Hours may vary out of season), if there is no one present at reception there is a bell to ring on the reception counter and a member of staff will attend as soon as possible.

Public Areas - General (Internal)

- Our reception, dining room, bar and lounge are all on the same level. All are well lit by natural light, wall lights and chandeliers. We do not have a lift or escalator installed in the hotel and so any guest staying in any bedroom except the 2 ground floor rooms will have to ascend/descend at least one flight of stairs to access these areas from the bedrooms.
- All doors in between the reception, dining room, bar and lounge are wedged open and all mats are secured down.
- Although we do not have a public payphone in the hotel we do have an emergency phone line set up during the hours of 23:00 and 08:00 so that guests may reach a member of staff in an emergency at a touch of a button. The nearest payphone is located in the town square.

Public Areas - WC

- We have one public WC on the ground floor, this is accessed via the corridor from the reception to the back door and there are 3 steps down and 3 steps up.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- Our restaurant seats up to 50 people with a various arrangements of tables, if extra space or a table near to the entrance of the dining room is required please advise.
- Our bar and lounge have an assortment of leather armchairs, wooden chairs and sofas. All furniture is moveable and so extra space can be created if required.

Laundry

- Laundry service is available at a cost and is serviced by a member of staff. Please note this is at the guests risk and staff will not be held responsible for any damage to items.
- An Iron is available, a member of staff should be contacted before use. The Iron is used at the guest's own risk.

Bedrooms

- Bedrooms 1-10 are located on the first floor, up one flight of stairs (18 steps in total).
- Bedrooms 11-20 are on the second floor, 2 flights of stairs up (36 steps in total).
- Bedrooms 21 - 27 are on the third floor (54 steps up). The hotel does not have a lift or escalator.
- Rooms Catbells (28) and Skiddaw (29) are situated on the ground floor.

- However, there are 3 steps down and 3 steps up between Catbells and the rear entrance.
- There are 3 steps up and 3 steps down between Skiddaw and the reception, dining room, bar and lounge.

Bathroom, Shower-room & WC [Ensuite or Shared]

- All bedrooms are en-suite with either a bath or shower, please state at the time of booking if you require a bath or shower.
- Except, rooms 8 and 18 which have their own private bathroom a few steps from the room itself. There is a wash basin in each bedroom and then a bath and toilet in each bathroom.
- Skiddaw (room 29) is equipped with a spacious "wet room" bathroom designed for disabled guests. Including walk-in shower with no steps and hand rails for shower and toilet. The room also has its own entrance at the rear of the hotel with ramp. Please note that there are 2 steps between the car park and this entrance and also 3 steps up and 3 steps down between the internal bedroom door and the reception, dining room, bar and lounge.

Self-Catering Kitchen

- We do not provide a kitchen for the use of guests however on request guests may have use of a microwave and fridge.

Grounds and Gardens

- We do have a seating at the front of the hotel which is accessed through the front door and then 3 steps down to the paved area.

Contact Information

- Address: Crow Park Hotel, The Heads, Keswick, CA12 5ER
- Telephone: 017687 72208
- Email: reception@crowpark.co.uk
- Website: www.crowpark.co.uk
- Hours of operation: 08:00 - 23:00

We welcome your feedback to help us continuously improve if you have any comments please phone 017687 72208 or email reception@crowpark.co.uk

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