

Access Statement for New House Country Hotel

New House Country Hotel is a grade 2 listed building . Whilst this does mean we have inherited some beautiful architectural details it also means that the structure of the building does present some physical barriers to accessibility.

If you do have any special needs please do contact us before making a reservation so that we can try to meet your requirements as best we can.

Contacting us

We welcome correspondence by phone, fax, letter or e-mail and we will endeavour to respond by whichever means is most suitable for you.

On arrival at the front of the hotel

The front of the hotel is reached via a single lane drive. Designated parking spaces are clearly signposted near the entrance. To reach the main front door there are a set of 4 stone steps to ascend. Alternatively there is ramp access (height??) with a handrail to the side of the building. Inside the porch there are a further 2 carpeted steps, ramp access is available with prior arrangement. There is a doorbell by the front door which is also covered by CCTV. The front door is not automated.

Reception

Reception is located on the ground floor and is accessible on the flat once in the front door. There is a bell to summon attention and a chair is located near the reception desk. The reception area is well lit and we have available a magnifying glass to assist guests with checking in forms if required. Help with luggage is available but please note that guests may have to wait for assistance with particularly heavy items as not all members of staff can safely manage heavy lifting. All public areas including stairways are carpeted throughout the hotel.

Ground floor

The lounge/bar area is located to the right from the front entrance. The furniture is a mix of armchairs, sofas and freestanding tables. No smoking is permitted at any time in this room. The bar is at a height of 1 metre 18cm.

The Restaurant, where breakfast and evening meals are usually served, is located next to the lounge. The furniture is freestanding and chairs with arms are available if required.

Waiter service is always available and menus with larger print can be arranged on request. Staff will always be willing to read out the menu if guests would find this more suitable.

Most diets can be catered for by prior arrangement.

Toilets are located on the ground floor. The Ladies have 2 steps down to the cubicle, the Gents and a separate toilet for wheelchair users is on the same level. There are also ground floor toilets in the conservatory, again with a small stepped access to the ladies.
The payphone location??

Bedrooms

There are 36 guest rooms located on the first, second and third floors and ***all are non smoking***. There are ground floor rooms available. There are no lifts at the hotel. Each floor is accessed by stairs with handrails running all the way up to each floor. All rooms vary in size and style and we will always try to match rooms to guest requirements.

All bedrooms are en-suite with a shower or a bath, sometimes both. There is a small step to get into shower cubicles. Non slip mats are available for showers and baths. All bathrooms are carpeted to help prevent slips. All rooms have remote control TV's, corded kettles and phones. Mobile phone coverage is generally good and improving but depends upon which company is used. Chairs with arms are provided in each room. The fire alarm is audio only. Reception is manned from 7am until 11pm and can be contacted via bedroom phones. We have a night porter who can offer assistance in an emergency over night.

Function Rooms

Wyndham Suite is located on the first floor and has cloakroom facilities on the ground floor.

Sengenydd Room is located on the second floor with cloakroom facilities nearby, all on the same level. Both function rooms are non smoking.

Georgian is located on the ground floor with cloakroom facilities nearby.

Our Marquee is at the side of the hotel accessed by a series of steps.

General

We welcome assistance dogs by prior arrangement.
The hotel has no literature in braille.

Comments and suggestions from guests that could be included in our statement are always welcome.
We will continually update our statement as alterations and improvements occur at New House Country Hotel.

Please do not hesitate in asking any further questions that will help you to decide if we can meet your requirements for an enjoyable stay.