

Access Statement for The Ambassador Townhouse

Introduction

The Ambassador Townhouse sits on the traditional Victorian Hampshire Terrace, built as a row of townhouses along Bath Street in 1861 during the then growing trend for taking sea air for both remedy and leisure.

Advanced thinkers they may have been, but our Victorian forebears could not anticipate the needs of future generations unable to navigate smaller spaces and narrow, if elegant, stairways between beautifully proportioned bed and drawing rooms.

Throughout our refurbishment process, we have endeavoured to take into account the needs of all potential users within the confines of the building infrastructure around us. We make no apology for retaining many original features, but this will inevitably limit our ability to make The Ambassador Townhouse fully accessible to all.

Being a small establishment, we have the flexibility to help in whatever way possible, and extend the offer of assistance to all our guests to ensure they have a safe and enjoyable stay.

Pre Arrival Accessibility

- ☞ Convenient email communication: rooms@ambassadortownhouse.com
- ☞ By request:
 - Access Statement available in large print of clear font 16pt.
 - Collection from any central Southport location can be arranged.
 - Provision made for accepting deliveries on guests' behalf.
 - Special dietary considerations may be taken into account when catering.
 - Limited space is available, but medication and special dietary ingredients may be refrigerated in our kitchen fridges.
- ☞ A minimum of five steps must be climbed to enter the property and reach public rooms and Ground Floor guest accommodation.

Arrival & Car Parking Facilities

Parking:

- ☞ Our four-space private car park located at the front of the hotel is free for the use of our resident guests only.
- ☞ During conferences we have limited additional parking passes for courtesy on-road parking directly opposite the hotel.
- ☞ All spaces are allocated on a first come, first served basis. However, we are able to make provision for reserved space should the vehicle driver be unable to walk unaided.
- ☞ **Please note:** our private parking does not allow for the full opening of car doors and during busy times will not facilitate wheelchair access between vehicles without cooperation of other parking users.
- ☞ We politely ask users of our parking facilities to park considerately at all times.
- ☞ Should you park behind another vehicle, we ask that you leave your keys with us in case a reshuffle is required. If you feel unable to leave your keys in our care, or have a vehicle too large for our spaces, we must ask you to find alternative parking.
- ☞ The Ambassador Townhouse is not obliged to provide parking, and it is our Guests' responsibility to make alternative arrangements adequate to their needs should there be insufficient space at any time.
- ☞ On street Pay & Display parking is available on Bath Street.
- ☞ The public car park facing the hotel is priced at £3 regardless of the duration your vehicle is continually parked.

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- ⌘ Drop kerb access is readily found along Bath Street including adjacent to all areas of our parking provision.

Assistance:

As resident proprietors, we have the flexibility to assist our guests in need upon arrival with parking, luggage, mobility aids and personal guidance as required.

Hotel Approach:

The approach to The Ambassador Townhouse is across a paved flag car parking area of gentle incline. While this material will never offer a perfect surface, our driveway is of good condition and safe underfoot.

- ⌘ We regret that the elevation of the main building prevents us from installing an access ramp of sufficiently shallow gradient to be practicable.
- ⌘ The hotel telephone number is clearly displayed in the centre of our outdoor signage should the need for assistance be realised upon arrival.
- ⌘ During busy times, passage between parked vehicles may prove limited without the co-operation of other car park users.

External Lighting:

- ⌘ Bath Street enjoys Council-operated street lighting that provides illumination across much of the hotel's approach.
- ⌘ Hotel external signage is illuminated from dusk.
- ⌘ Entrance vestibule illuminated by sensor light on approach from dusk.

Main Entrance

- ⌘ Access to our hotel is found on the front facade and entrance is gained by means of five steps leading directly from the private car parking area.
- ⌘ The steps are of non-slip contour tile surface.
 - Maximum rise: 23cm (9 inches)
 - Minimum pitch: 30cm (12 inches)
- ⌘ Wrought iron hand rails line the steps on either side.
 - Height rail to step: 89cm (35 inches)
 - usable width between rails: 91cm (36 inches)
- ⌘ Our front door is locked at all times, and guests are provided with a key for 24 hour access.
- ⌘ Upon arrival, guests are greeted at the front door to be welcomed and introduced to both facilities and accommodation.
- ⌘ The reception area and ground floor area is of universal level and carpeted throughout.
- ⌘ Seating is available in the reception area.
- ⌘ Fire doors with centre glass viewing panel and closure device are a safety requirement in place for all public rooms, stairways and landings.
- ⌘ Reflecting our boutique styling, lighting is individual and varied. Chandeliers, standard and table lamps form the basis of our lighting throughout the hotel.
- ⌘ Entrance and ground floor hallway sensor lighting will activate on approach from outdoors and first floor directions.
- ⌘ Public areas are continually illuminated.
- ⌘ In line with a commitment to reduce waste, low wattage energy saving light bulbs are used in the majority of lighting appliances.
- ⌘ Maintained emergency lighting is installed and illuminated 24 hours per day in reception, hallways and staircase landings.
- ⌘ All public rooms are located on the ground floor.
- ⌘ One ground floor twin accommodation room is located at the rear of the building.
- ⌘ There are no public WC facilities on the ground floor.
- ⌘ Access to floors one and two is by carpeted tread and closed rise stairs.
 - Maximum rise: 19cm (7.5 inches)
 - Minimum pitch: 25cm (10 inches)
 - Wooden spindle handrail to one side: Height 97cm (38 inches)

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Public areas

Hallways/Landings:

The original building design favoured living space, and stairways and landings are proportionately meagre in comparison to accommodation. However, they are sufficiently comfortable for those of relatively able body.

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- ⌘ Public areas are continually illuminated.
- ⌘ Maintained emergency lighting is installed and illuminated 24 hours per day in reception, hallways and staircase landings.
- ⌘ In line with a commitment to reduce waste, low wattage energy saving light bulbs are used in the majority of lighting appliances.
- ⌘ Hallways and landing lighting is switched as required by guests and staff alike
- ⌘ Seating is available in the main hallway.

Lounge/Dining Room:

All public rooms are located on the ground floor, making access freely available to all.

- ⌘ Fire doors with central glass viewing panel and closure device are a safety requirement and are fitted to both lounge and dining room entrances.
- ⌘ Adjoining lounge/dining room by means of folding glass panel French style doors
- ⌘ Universally level surface.
- ⌘ Wooden flooring throughout.
- ⌘ Light and airy lounge incorporating 24 hour courtesy bar.
- ⌘ Open side, high back wicker chairs with chenille seat pad available.
- ⌘ Reflecting our boutique styling, lighting is individual and varied. Chandeliers, standard and table lamps form the basis of our lighting in public rooms.
- ⌘ In line with a commitment to reduce waste, low wattage energy saving light bulbs are used in the majority of lighting appliances.
- ⌘ Space is available in the lounge to store wheel chairs & mobility aids.
- ⌘ Breakfast is served to table for each guest.
- ⌘ Table access allows wheelchair dining.

Guest Accommodation

- ⌘ It is recommended that the less mobile be accommodated on the Ground Floor.
- ⌘ All rooms are shower en-suite incorporating low level dual flush WC and low threshold sliding shower cubicle door.
- ⌘ With the exception of Room 5 (second floor), all guest accommodation en-suite is accessed by sliding door.
- ⌘ Depending on room, wash basin facilities will be located within en-suite or accommodation space.
- ⌘ All room floors are laid to short pile carpet.
- ⌘ To comply with regulations, all guest accommodation doors are fitted with hydraulic closing mechanism.
- ⌘ Double & King Size rooms allow three-side access to bed.
- ⌘ Twin rooms allow three-side access to at least one bed.
- ⌘ Reflecting our boutique styling, lighting is individual and varied. Chandeliers, standard and table lamps form the basis of our lighting in guest rooms.
- ⌘ In line with a commitment to reduce waste, low wattage energy saving light bulbs are used in the majority of lighting appliances.
- ⌘ Non-cooked breakfast may be served in-room at a small surcharge.

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Emergency Procedures

- ☞ Evacuation routes are clearly defined throughout the property and procedures detailed within each guest room.
- ☞ Guests in need of aid will be given priority assistance by hotel staff in times of emergency
- ☞ Each room is fitted with fire sensor and audible alarm siren.
- ☞ Ground Floor escape is by means of reception door to front.
- ☞ Upper floor escape is by means of rear steel spiral staircase accessed by single door entry on Floors One and Two, or to the front via Ground Floor means.

Additional Information

Shopmobility link:

Tulketh Street, Southport PR8 1AN

Telephone: 01704 546654/500996.

Fax: 01704 501506

Email: southportshopmobility@btopenworld.com

Web: www.southportshopmobility.co.uk

Public WCs:

- ☞ RADAR accessible toilets are located around Southport. The nearest are:
 - 3 minutes walk away on The Promenade (24hrs) &
 - 2 minutes walk away on Nevill Street in the Willow Grove bar (trading hours)

Taxi services:

- ☞ Wheelchair capacity taxis for local journeys are available from:
 - Coastal Taxis (telephone 07860 776338) pre-bookable
 - Central Cabs (telephone 0800 544414) not pre-bookable
- ☞ Assisted taxi services for travel to and from airports/ferry terminals/railway stations:
 - MD Travel (telephone 01704 211555)

Bus services:

Arriva North West

Green Lane, Stoneycroft, Liverpool L13 7HS

Telephone: 0151 282 8301

Web: www.arrivabus.co.uk

Rail services:

National Rail Enquiries

Telephone: 08457 484950

Web: www.nationalrail.com

Future Plans

As our refurbishment is on-going, we will endeavour to incorporate facilities, signage, materials, services and information that continue to make The Ambassador Townhouse the appropriate choice for all guests.

Contact Information

Proprietors: Steve & Tracy Holgate

Address: 13 Bath Street
Southport
Merseyside
PR9 0DP

Telephone: +44 (0)1704 543998

Email: rooms@ambassadortownhouse.com

Web: www.ambassadortownhouse.com

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