

## **Bolton Whites Hotel Accessibility Policy**

At Bolton Whites Hotel we pride ourselves on creating a welcoming establishment for all guests, regardless of age, physical, intellectual or sensory ability. We aim to allow access and inclusion for all and strive to provide the best possible experience for all our guests, through continuous monitoring and improvement of our facilities and training for our staff.

Disabilities are wide ranging and not always visible; the emphasis is on removing barriers to ensure accessibility to services and facilities to enable all guests, where possible, to enjoy the guest experience independently.

We are forever conscious of our legal obligations under equality legislation, and aim to exceed the minimum standard requirements and deliver an outstanding journey for all regardless of the reason for the visit.

Our facilities include:

- Main entrance and public areas including; meeting rooms, restaurant, lounge and route to bedrooms are all fully accessible
- Open Reception area with accessible Reception desk for check in
- Accessible bar in the main lounge area
- Onsite Leisure club and facilities are accessible, including self-operating lifts for the pool
- Service animals permitted for persons with disabilities
- Hotel has onsite accessible self-parking situated just to the front of the building
- Variety of accessible rooms available including pitch views, doubles and twins
- Our Penthouse Suites are wheelchair accessible but only recommended for those who are not travelling alone
- All accessible rooms have the appropriate width space for wheelchair users entering and independently moving within the room
- Vibrating pillows in our disabled rooms for anyone with a hearing impairment
- Emergency pull cord panic alarms linked directly to our 24 hour Reception, in case emergency assistance is required

We welcome any guest, whether disabled or otherwise, to bring to our attention any accessibility issues you may encounter whilst here at Bolton Whites Hotel. We benefit from guests' feedback and will address any concerns to strive and to continuously improve our facilities and services on offer, for the benefit of all guests.