

Access Statement for The Town House

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Introduction

The Town House is an apartment hotel on Douglas sea front. We have 3 ground floor apartments (7,8 and 9). There are steps to the bedroom in 7 and to the dining room in 9. Apartment 8 has the best facilities for guest with restricted mobility.

Each apartment is different so please do review the detailed room profiles on this site and hone us t make a reservation in a specific apartment.

Pre-Arrival

- We are located approximately 300 yards from the sea terminal and 30 minutes from the airport
- Buses run frequently from the airport and stop opposite the hotel.
- The Town House is in the first terraced block on the promo travelling from the sea terminal and just before the pedestrian crossing traffic lights after The Claremont Hotel. We have a big green plant on the steps to the entrance which you should easily spot.

Key Collection, Welcome and Car Parking

- Douglas Promenade is a very busy road and used for parking for the main shopping centre which is in Strand Street behind the Town House. Parking is free but during normal business hours may be full. If you are arriving by car we recommend you wait for a car to move rather than drive around as parking is limited to 2 hours and so turnover of cars is pretty rapid. To park you will need a clock disk which is free and available on all hire cars or on the ferry or from ourselves. Overnight parking is unlimited and a clock disc is not required. We do recommend setting the disc to 8 so that you have until 10am before you have to think about your car.
- There is disabled parking on the left hand side of the road at the start of the first terrace (20 yards from hotel). Parking limits also apply to these spaces.
- We have a manned reception between 8.30 and 4.30 7 days a week and meet all guests outside these hours. It is very important you keep us up to date with your arrival plans so that we are there to meet you.
- We do not have keys but work with electronic key pads. Codes are provided at checkin.
- There is no drop off zone in front of the hotel and a standard height pavement.

Entrance to Property

- There are 7 steps up to the front door, with a handrail
- The front door is 70cm wide.
- The steps and the entrance are tiled.

Halls, Stairs, Landings, Passageways

- The halls vary in width but at their narrowest 70cm.
- The property is over 4 floors with many stairs between floors.
- We do have a lift which is 70cm wide at the entrance.
- We have 3 ground floor apartments with door entry 72cm.

Sitting Room/Lounge

- Sitting rooms have a sofa bed and occasional chairs. Dependent on the apartment there is a dining table and chairs
- Furniture can be moved,
- There is a wide screen television with remote control.
- There are ceiling lights and table lamps.

Dining Room

- In most rooms the dining area is part of the sitting room but in the case of the one bedroom apartments 9,10,12,15 there are separate kitchens with kitchen tables
Please see room profiles on our web site for more details.
- All chairs are movable with varying space around the tables.

Kitchen

- Kitchen areas are attached or in the living areas.
- All have hobs and microwaves
- Worktops at standard 930cm height
- Fridges are built in at floor level
- Most fridges have small freezer compartments.

Bedrooms and Sleeping Areas

- Nearly all bedrooms have zip and link twin/superking size beds
- Doors throughout are 72cm wide
- Most bedrooms are compact with limited space around the bed with the exception of the suites (1,3,5 and apartment 8 which has a very large bedroom)

Bathrooms, Shower-rooms and Toilets

- All apartments have showers. Some are in baths (2,5) but most are free standing with low 6cm entry.
- Apartments 5,6,2,8,11,14 have baths.
- most wash basins are 55cm wide and 80cm tall
- most toilets are 37cm wide and 45cm high
- there are no raisers for toilet seats
- taps are standard rotating tops
- 2 cantilever grab rails can be fitted.
- all floors are tiled

Additional Information

- Mobile phone coverage is poor in all apartments despite being on Douglas seafront but it does work. You may just have to be persistent about trying to get a call completed. Each apartment does have a dect telephone and we do not charge for land line calls.
- There is a hotel guide in each apartment with local contact numbers for hospitals, doctors etc. as well as a host of information about the Island and the hotel.