

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.



Access Statement for The Empress Hotel

Introduction

The Empress Hotel is located in the centre of Douglas Bay and has a bus stop within 100m as well as a horse drawn tram stop. The Hotel does not have any car parking facilities, but vehicles can park along the Promenade for free in front of the Hotel. Unfortunately, the Hotel does not have any disabled access bedrooms and some public areas are not suitable to wheelchair users due to internal steps.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01624 661155 or email reservations@theempresshotel.net.

Pre-Arrival

- Transport to the Hotel by bus from the airport is via No. 1, 1H, 2 or 2a and costs £3.10 one way and takes around 30 minutes. The bus stop is 100m from the hotel on central promenade.
- The ferry terminal is a 15 minutes walk away or 5 minutes in a taxi.
- The Hotel postcode is IM2 4RA
- Please advise the Hotel in advance of arrival if you have a disability where access may be an issue so we can advise further to ensure the Hotel can accommodate you and to offer assistance if needed on arrival and throughout.

Car Parking and Arrival

- There is no dropped curb leading on to the path towards the Hotel, and access is either via the main entrance that has 18 steps and automatic doors at the top and bottom entrances, or via the side Manx Gourmet Burgers and Grill entrance to the right of the main entrance.
- Signage at the main entrance, directs guests to this area and down a ramp to our disabled access entrance. If the door is locked outside of the restaurant opening times, then please press the bell and reception will answer. A member of staff will then attend to open the door for you.
- Access to reception and the lounge bar is then by the lift to the 1st floor after following the signage towards the lift from the restaurant entrance.
- Please advise the Hotel in advance of arrival if you have a disability where access may be an issue so we can advise further to ensure the Hotel can accommodate you and to offer assistance if needed on arrival and throughout.

Main Entrance / Reception / Welcome Area

- Reception is on the 1st floor. The area from the front steps towards reception has a further 2 steps up and then back down again over a marbled and carpeted floor.
- Reception is well lit at all times.
- For wheelchair guests, exit the lift and turn right for reception and the lounge bar. Flooring is carpet and marble throughout.
- The lounge offers seating areas with low level tables.

Bedrooms

- There are no bedrooms that are specially designed for wheelchair use although some rooms on the upper floors do have space for a wheelchair to enter the room and bathroom. Should you need one of these rooms, please ask reception for assistance before booking to check the availability.
- Other corridors and bedrooms have narrow access.

- We have a second area with 9 bedrooms and Suites and that area has its own lift from the 1st floor but does not go down to the lower ground floor and restaurant, and there are still some steps to each bedroom from the lift in this area only. Guests need to return to the main lift near reception to access the lower ground floor area.
- Fire alarms are tested at 11am each Monday and sirens sound throughout the property. We do not have any rooms with sounders or strobe lighting inside the room and any guests that may need assistance MUST inform reception upon arrival.

Bathrooms, Shower-rooms and Toilets (Ensuite or Shared)

- Unfortunately we have no bathrooms that have walk in showers, wider doors or grab rails.
- All rooms have a bathtub with a shower over the bath
- Toilets in all rooms are standard height.
- Grab handles to help access/exit the bath are fitted in all rooms.
- All bathrooms are tiled and well lit.

Public Areas - Halls, Stairs, Landings, Corridors

- All corridors are well lit and have carpet, but many are quite narrow.
- The main lift goes to all 4 guest bedroom floors, plus reception and the public lounge plus the lower ground floor where breakfast is served, and a second smaller lift goes to 9 rooms but this area still has stairs from the lift to those 9 rooms.
- The main lift is quite small and can take a maximum of 6 people.

Public Areas - Lounges, Lobbies

- The Piano Bar Lounge is situated near the entrance and has several areas with carpet, tiles and marble and different levels.
- The conservatory and bar counter are not suitable for wheelchair users as there are steps to/from the lower lounge area.
- A television in the lower lounge area shows all major sporting events and bar and food service are available.

- Seating is made up of armchairs and sofas with low level tables and good lighting throughout.

Restaurant/Dining Room, Bar & Bar area

- The Brasserie Restaurant is located by the main entrance, but is not suitable for wheelchair users as there are steps up to, and down into parts of the restaurant. It is open Monday to Saturday evenings.
- The Manx Gourmet Burger & Grill Restaurant is fully accessible for all guests with the main lift going to the basement level.
- Breakfast is served in the MGBG Restaurant with a buffet style service for hot and cold food and toast, and dinner is also available Wednesday to Sunday evenings.
- The Piano Bar is open daily with food available all day and offers limited wheelchair access, but plenty of comfortable seating and good lighting throughout. Table service can be offered as required.

Public Toilets

- The public toilets are located on both the lower ground floor and the first floor.
- There is a disabled toilet near reception with a wide door and toilet grab handles.

Conference and Meeting Rooms

- The 2 conference rooms are on the first floor just past reception.
- There is a ramp into the Prince Albert Suite and it is fully carpeted and well lit.
- The Connaught Room has 2 steps down into the room from one door and level access from a second door near the lift.
- Doors to both rooms open wide and they have good lighting,

Additional Information

- The Hotel has a small mini gym, sauna and steamroom on the lower basement floor, but is not suitable for wheelchair users due to several steps leading into the area.

Future Plans

- Our website will be updated in 2017 to include more access information for guests.

Contact Information

Address (Inc postcode): The Empress Hotel Central Promenade Douglas
Isle of Man IM2 4RA

Telephone: 01624 661155

Email: reservations@theempresshotel.net

Website: www.theempresshotel.net

Hours Of Operation: 24 hours