

## **Accessibility Statement - Palace Hotel and Casino**

We are pleased to provide you with some information that we hope will make your visit to the Palace Hotel and Casino an enjoyable one.

Everyone's needs are different and if you are concerned in any way that a particular aspect that you might be looking for is not covered below then please contact us.

### **Prior to your arrival**

- Enquires and reservations may be made by telephone, fax or email.
- Should you require a taxi from the airport or boat terminal, we use a reliable company and can book on your behalf or can be picked up outside the terminal.

### **On arrival at the hotel**

- There are 6 designated disabled spaces hotel
- Entrance to the hotel is on ground level.

### **Location**

The Best Western Palace Hotel is centrally located and close to the Sea Terminal, business district, high street shops and many restaurants and bars

### **Access**

Access to the reception from the car park is on the same level and all floors are accessible by a lift. Breakfast is served on level one, and is again, accessible by a lift.

There is a disabled toilet situated on the first floor and is fully equipped with a hand rail and panic alarm.

### **Accommodation**

Each room includes an iron, ironing board, tea and coffee making facilities, hairdryer, chair, internet access, direct dial phone, LCD TV in addition to the usual facilities.

We have 4 specific disabled rooms. These rooms feature a hand rail and emergency cord. They also have a lower spy hole and a lower sink.

Corridors are all carpeted and well lit with auto closes on all doors.

Basic statistics

Door width: 77cm

Bed height: 62cm

WC height: 43cm

Room lights can be switched off from the bed.

## **Facilities**

The Best Western Palace Hotel has a large car park. The car park is strictly for patrons of the Hotel.

## **Food and drink**

The Palace Hotel has a choice of restaurants and bars. The main restaurant, Paragon serves a delicious carvery with a wide choice of starters, mains and desserts.

## **Equipment:**

Scooters and other mobility equipment are available for hire. Please make arrangements prior to your arrival so it can be in place when you arrive. Please contact CIRCA +44 (0) 1624 613713

## **Fire alarm**

The fire alarm is a high pitched siren and does not have flashing lights  
Deaf guards linked to the addressable fire alarm system are available for those with impaired hearing

An evacuation procedure can be agreed with guests on arrival

Emergency evacuation plans are available in each room. Please make yourself familiar with them for your own safety. Personal safety (fire) door hangers are used in the specific disabled rooms.

## **Additional information**

Service dogs are welcome