

The Sefton Hotel Access Statement

We are pleased to provide you with some information that we hope will make your visit to The Sefton Hotel an enjoyable one, regardless of whether your life is affected in some way by a medical condition, any disability or impairment.

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.

On arrival at the hotel

- There are two designated disabled spaces in the car park at the back of the hotel and there is also a general car park all on the level.
- Entrance to both the back and the front area's of the hotel via a ramp.
- Portarage is always available and luggage can be fetched from your car and delivered to your room.

Location

Blending utmost comfort and amicable hospitality, the Sefton Hotel Douglas is an ideal location for a fun filled holiday as well as a business trip. The Sefton Hotel sits in a prime location on Harris Promenade within the popular Isle of Man town Douglas.

There is a unique atrium water garden along with hotel restaurant, swimming pool and health suite. The property is easily accessible from the local attractions and shopping centre.

Access

Access to the reception hall from both the car park and the Promenade is by convenient ramps and all floors are level and accessible from one of the lifts. The breakfast room is located on the first floor and has level access. A ramp gives access to Harbour lights Restaurant and bar.

Sir Normans Bar has some raised seating areas with some seating on the level. There is a disabled toilet situated in this area, fully equipped with panic alarm.

There is a special lowered section to the reception counter for easy registration and communication with the reception staff.

For disabled non-resident guests there is a disabled toilet facility on the ground floor and first floor immediately adjacent to the main lift.

The edge of the swimming pool is accessible by wheelchair but changing room is not and it is therefore best to get changed in your bedroom first and then come down to the pool. Dressing gowns are available upon request.

Accommodation

Each room includes Laptop WIFI, iron, ironing board, trouser press, tea and coffee making facilities, hairdryer, sofa or comfortable arm chair, fridge, internet access, personal safe, direct dial phone with voice mail, LCD TV, in addition to the usual facilities. You can choose from the luxury of one of the Atrium or sea view rooms or could enjoy a panoramic view over Douglas Bay, or you may wish to opt for your own balcony and a view over the atrium water garden.

Three specific disabled rooms are situated on the first floor each with atrium water garden views. These rooms feature a standard bath and a walk-in shower and are accessible via a lift.

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

Basic statistics

Door width: 80cm

Bed height: 59cm

WC height: 43cm

Room lights can be switched off from the bed.

24 hour service is available.

Facilities

The atrium water garden at the Sefton Hotel Douglas has a distinctive and most unusual design which uses nature itself to both ventilate and moderate the internal environment creating comfortable conditions for both hotel guests and plants alike. The Sefton Hotel has 30 spaces in an underground car park. The car park is strictly for patrons of the Hotel.

The Sefton Spa consists of a swimming pool, gym and beauty therapy services. The library on the ground floor is equipped with two fully enabled internet access PC's for your use.

The library is accessible from the reception with a small raised area. The floor is one level and wooden.

Food and drink

The breakfast room is situated on the first floor overlooking the bay and harbour, the perfect place to see the sun rise, Harbour Lights Restaurant serves high quality food and provides true service and comfort (accessible via a ramp from reception).

Sir Normans has an extensive wine list and also offers extensive food and bar snacks in a relaxed atmosphere. Sir Normans is accessible via Reception.

Equipment:

Commode shower chairs, hoists, scooters and other mobility equipment are available for hire. This must be arranged at time of booking or can be done via CIRCA 0624 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

Small fridges are available in the bedrooms for the storage of medications