



Access Statement for The Penta Hotel, October 2016



The Penta, 15/16 Palace Terrace, Queens Promenade, Isle of Man,
IM24NE

Tel: 01624680680

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Email: mail@regency.im

Website: www.penta.im

Welcome

The Penta is a 3-star limited service hotel, (registered as guest accommodation).

The hotel caters for the discerning business and leisure guest looking for impeccably clean, warm, up to date accommodation at a value for money price.

Whilst there is no restaurant or bar guests are very welcome to use the facilities at the sister hotel the Regency which is a 5-minute walk along the promenade.

Please note that due to the original architectural features of the Penta Hotel, it is not suitable for any guests requiring 'Wheelchair' or 'Street level access', as it has external steps to access the hotel entrance.

Entrance steps

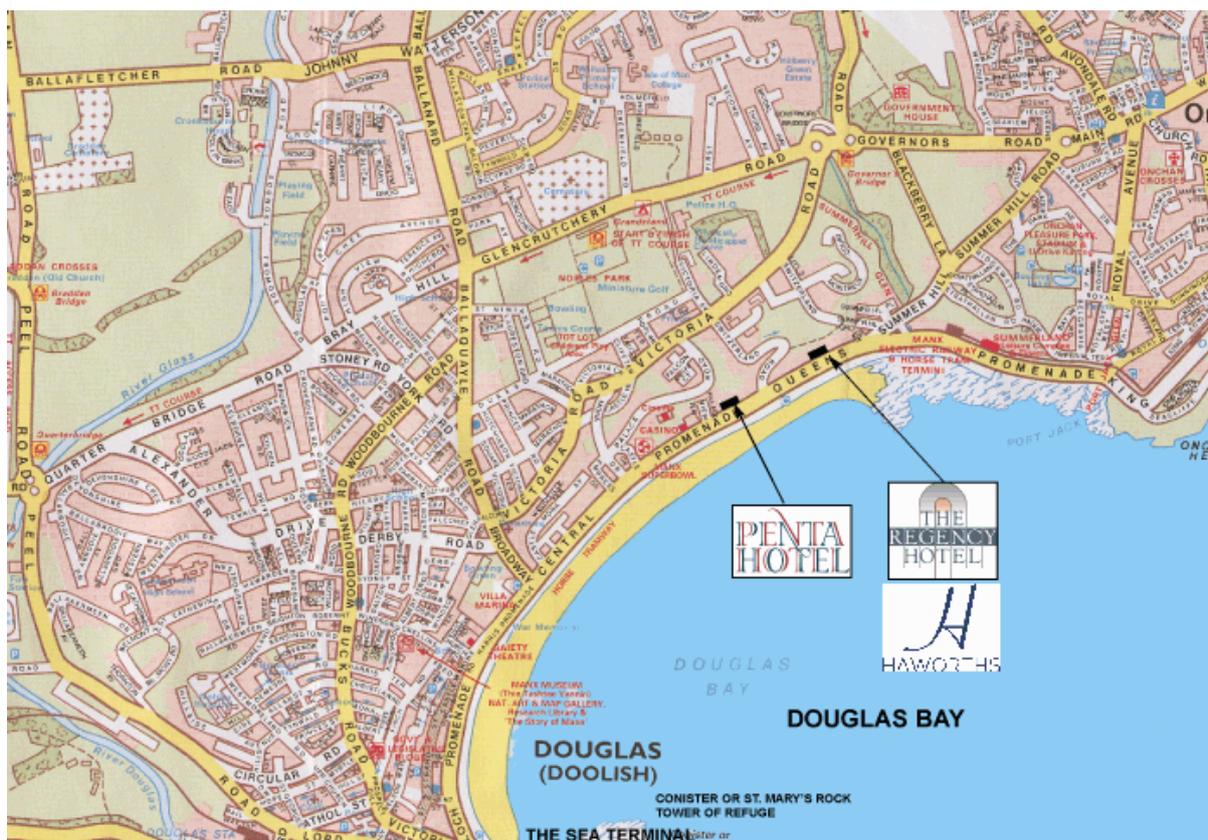


Getting here

Our business address is Penta Hotel, 15/16 Palace Terrace, Douglas Promenade, Douglas, Isle of Man, IM24NE, directions to us are available by calling 01624 680680.

We are situated 200 yards North of the Palace Hotel & Casino and have a bus stop nearby with services running to and from the airport and also into the centre of Douglas.

Taxis are always available at both the airport or sea terminals and if you would like to pre book please contact our reception in advance who will be happy to arrange. The hotel reception can also advise on the bus schedule.



Car parking and arrival

There is 24-hour street parking on both sides of the Promenade. There are usually spaces in the near vicinity of the Penta, however there are no reserved spaces.

Car parking discs are required for various areas on the Island and these are available at the reception.

The reception desk is not always manned but there is a red phone on the desk that will connect you to our Regency Hotel reception which is open 24 hours.

An arrival time is always requested when reservations are made and assistance can be given with luggage

Entrance

The Penta has a wide stepped entrance directly from the pavement, (7 steps to a levelled area leading to a further 2 at the front door). There is a rail at both sides of the steps.

Reception/ Public Areas

The reception is located on the ground floor.

It is step free and level access throughout

The reception has a row of seats adjacent where a guest may check in with the help of the reception team.

The reception area is fully tiled with wooden panelled walls

We are also able to provide assistance with luggage

Reception



Penta Toilets

There are public toilets in the basement, via a carpeted stair case. The toilets have tiled floors. The doors are light in weight and open inwards.

The taps in the toilets are all lever in design.

Lift

The hotel has one lift which goes to all floors except the basement. There is an emergency button in the lift which if pressed dials a telephone line to the Regency reception which is open 24 hours.

The reception will inform the guests on arrival of the breakfast room opening times, (Continental breakfast), Wi-Fi code and hotel security re the importance of retaining your key as it opens the guest bed room and also the front door of the Penta which is locked each evening at 22.00

The area is well lit and there is a guest information area by the front door stocked with maps, What's on Guides and tourist information.

Within each bed room there are fire evacuation cards and a guest information folder.

We have magnifying glasses and easy readers which guests are able to use in order to read the print on registration cards at check in.

Breakfast Room

The breakfast room is open each morning serving a buffet style continental breakfast.

The breakfast room is well lit, with wooden tables, leather chairs and has natural light as it overlooks the promenade.

Breakfast Room



Accessible Bedroom



There is one accessible bed room located on the ground floor which can be set with as a twin or double bed room, (King size), with an ensuite bathroom with walk in shower,(1 step), no bath.

Lever taps

Continuous toilet seat

High quality Television, sub titles if required.

The bed room has a tiled floor and a rug under the coffee table in the seating area.

A raised toilet seat and a suction grab rail for the bathroom are available with prior notice.

A cordless kettle can be provided on request.

Hotel & General

Assistance dogs are welcome with prior arrangement

The nearest pharmacy is:

Corkills Pharmacy, Main Road, Onchan, IM31AS, 2 miles from the
Penta 01624 615150

The nearest accident and emergency is:

Nobles Hospital, The Strang, Braddan, IM44RJ, 5 miles from Penta
01624 650000

Evacuation Procedure

There are fire evacuation cards in all bed rooms and all emergency exits are illuminated.

Feedback

We are always looking for ways to improve the service we provide our guests, so, please contact us if you have any comments or suggestions about this access statement or anything else that you think could improve your stay with us.