

Accessibility Statement

Location:

The Hotel is located on the outskirts of the Islands capital Douglas on the A5 main road south. A map and details of our exact location can be found on our website [here](#).

Hotel postcode:

IM4 2HT

Sat Nav Co-ordinates:

Latitude: 54.139353

Longitude: -4.5610889

Please note: Sat Nav's will sometimes try to send people via a small single-track back road off the A24. We would advise guests not to use this route and stick to the main access road which comes off the A5.

Getting here:

By Car- Ferry

If you are travelling by car from the ferry you will start your journey at the Isle of Man Steam Packet arrivals terminal in Douglas. As you leave the ferry terminal take a left at the roundabout and again at the next roundabout which brings you over a small swing bridge to the south quay.

Take a right here and follow the main road directly for two miles until you come to the large roundabout on the outskirts of Douglas. Take a left on to the A5 south and after two miles you will see the 'Forge Restaurant' on the left and it is the next turn right on to the Mount Murray Road and the hotel entrance is the second turn on the right. It should take you about 15 minutes to get to the hotel by car.

By Car – Airport

Leaving the airport, take the A5 north and follow the signs to Douglas for approximately 4 miles. As you pass through Santon you will see the Hotel signposted on the left-hand side of the road after which you take the next left on to the Mount Murray road and the entrance to the hotel is the second turn on your right. It should take you about 15 minutes to get to the hotel by car.

By Bus – Route 1, 1a, 2, 12

From Douglas: Buses run from the main bus terminal every hour and your stop for the hotel will be the next stop after the 'Forge Restaurant on the A5 south which is 3 miles outside Douglas. You will have to cross a busy road and a walk of approximately 800 metres to the hotel entrance.

From Airport: Buses to Douglas run from outside the arrivals terminal and your stop for the hotel is the one after Santon village and there's a walk of approximately 800 metres to the hotel entrance.

Please let the driver know where you're going, and he will arrange to stop for you.

Hotel Accessibility

Entrance

The hotel is fully accessible for wheelchairs. On arrival, the entrance is at ground floor level and is step free access to the lobby. The car parking facilities have dedicated disabled parking spaces within a short distance from the entrance and the car park has been re-surfaced. The entrance at the front of the hotel is paved with automatic doors with sufficient lighting provided both in daytime and at night. The lobby reception areas are spacious and have casual seating areas available for use.

Getting Around

The hotel has a lift providing access for guests to use the restaurants, function rooms and bars on all floors. Access is available to external patio areas such as the Brulot Grill using double doors and the new block paving on these patios has a smooth surface for use by wheelchairs. There are disabled toilets signposted and available on the upper and lower ground floors both of which have step free access and fitted with emergency pull cords.

Bedrooms

The hotel has dedicated accessible friendly rooms available for guests. Some of these rooms have full wet room accessibility whilst others have features such as extra wide doors and separate showers and baths. These rooms are all step free access and located close to reception, restaurants and function suites.

Guest safety

All guest bedrooms and public areas have heat/smoke detectors and fire alarm sounders to local fire certification requirements. Guests requiring special assistance in the event of an evacuation are asked to inform the hotel on arrival. Lifts should not be used in an emergency evacuation due to potential power cuts.

Assistance Dogs

We are pleased to accept assistance dogs at the hotel. Please inform us at the time of your booking so we can discuss these arrangements with you.

Allergies

Our professional catering team are fully equipped and trained to cater for guests with allergies. It is recommended that you inform us at the time of booking, so we can make arrangements to cater for your specific needs.

Internal print, menus and other written information

Hotel information, brochures or menus are not available in braille or audio form. We will however be pleased to assign members of staff to help guests with visual impairments who may need assistance.