



The Claremont Hotel, (Sleepwell Hotels Ltd), Douglas, Isle of Man
Accessibility Statement
January 2017

Location

The Claremont Hotel is located to the Loch Promenade of Douglas, for a location map please refer to our website - www.claremont.im

The Claremont is approx. 5 minutes walk from the main Sea terminal:
www.steampacket.com, or a short car journey.

From the Isle of Man 'Ronaldsway Airport' we recommend either a local taxi approx £20 each way, or the Isle of Man bus service which runs directly from outside the airport terminal into Central Douglas.

For buses from the Airport into Douglas:

Services 1, 1A, 2, 10A, 11 and 12 operate Mondays to Saturdays 0555, 0620 then every 20 minutes 0652 until 2212. Sundays 0731, 0827 then every 20 minutes 0912 until 2212.

IOM Airport to Central Douglas £2.70 / £5.00 28 minute's travel time

IOM Airport to Douglas promenade £3.10 / £5.70 35 minute's travel time

Please check Taxi / Bus vehicle availability and accessibility with the service provider directly.

Wheelchairs and wheelchair access

Unfortunately, we are unable to accommodate full time wheelchair users. Regrettably the hotel premises is set back from the sea facing promenade to a raised perspective and the retained original Victorian design and architecture features five external steps (1250mm wide / 300mm high), from the pavement to the main entrance and the main hotel doorway access.

Image of the Claremont Hotel guest entrance and external access steps:



Internally all guest bedrooms are located to upper floors which also feature a number of internal steps at various locations around the corridor routes to access bedrooms.

Historically, the current hotel is formed of what was originally 3 separate properties joined together over time, each of which featured varying floor heights in some areas.

Car Parking

The hotel does not have a car park. Parking is possible immediately outside the hotel on the public roadway as may be available upon your arrival. This operates on a limited parking time period via a 2-hour maximum stay time restrictions from 8am onwards during the daytime, reverting to unrestricted parking to the promenade after 5pm and overnight. Reserving car parking spaces to the promenade highway is not possible. There are numerous paid council car parks in the area, please contact us if we may assist with more information on this.

Hotel reception, guest lift and internal accessibility to reception, guest bedrooms, public areas, main restaurant and conference facilities.

The external steps to enter the hotel has a bordering handrail to assist persons accessing the property.

The hotel reception is accessed immediately upon entering the hotel to the ground floor.

The ground floor of the hotel incorporating the hotel reception, lift to guest bedrooms, public lounge areas, boardroom, hotel restaurant and lavatories are all on one level & without any steps.

The ground floor lavatories do not have wheelchair accessible cubicles.

There is a lift to the hotel bedrooms set over 3 upper floors, with a maximum access width / depth of: 800mm x 800mm and a 375kg load capacity.

All floors have either a securely fixed carpet, tile or timber covering as appropriate to their use. All areas are well lit with ceiling mounted lights using mainly low energy bulbs.

The event room to the basement is accessed via a spiral staircase, it does not have a basement lift access. There is no fixed in-house 'loop' system. Any requirement for visual or hearing assistance should be discussed with us to see how we can help. Loop systems can be provided by the hotel for specific events on request.

Bedrooms

The Hotel is self-contained with 56 rooms of various sizes and lay outs. Floor plans for specific rooms can be provided on request.

Beds are of various sizes and heights. Details of any specific bed height as per room type booked can be provided on request.

The entrance is a full height sliding door feature with maximum width of 1230mm

A combination of ceiling, wall and table lamps are available. Additional lights can be supplied to guest bedrooms on request.

All decoration is primarily light coloured paint finished walls with a mixture of light and dark wood furnishings subject to room type. Rooms have varying brightness during the day subject to varying window apertures and whether the room has a sea facing location. Windows have blackout blinds and / or curtains fitted to ensure early morning light does not disturb.

Some of the furniture can be moved should it be required; however, some rooms have fixed beds, desks and other elements of joinery which cannot be removed.

All bedding is cotton, pillows are goose down, alternatives such as foam, may be provided on request.

Guest room TV's have multiple channels with a standard domestic style remote control. No use instructions, or audio description is specifically available or this. Some rooms have speakers to the bathroom.

There is an in-house telephone fitted, either to side table or desk, however the major (local) mobile network providers have good signal strength.

Guest room bathrooms and lavatories

All bedrooms are en-suite and in keeping with the various room designs have varying lay out and facilities.

Some rooms have 'walk in showers' some feature 'step in' baths with an overhead shower fitting or mixer tap feature.

Non- slip / rubber 'bath-mats' are available on request.

Lavatories and sinks are at standard heights as per domestic arrangements, additional details can be provided on request and subject to any specific room as may be booked. There are no handrails or supports to guest room baths or

showers. Lighting is supplied from central ceiling, shaver, and in some cases an integral shower cubicle light.

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. This information will be passed to local Fire and Rescue services upon their attendance. Lifts should not be used in an emergency evacuation due to any potential power cut.

Internal print, menus and other written information

We do not have hotel information, brochures or menus available in braille or audio form. We will however be pleased to assign members of staff to assist persons who may require assistance.

Dogs and Pets

We do not accept pets, however if you wish to bring your assistance dog, please contact us to discuss your individual requirements.

Future Plans

Sleepwell Hotels is committed to continuous ongoing improvement of our properties. Within the limitations of the building, planning and conservation area restrictions and we endeavour to incorporate more features to assist those with disabilities.

Contact Information

Address:

The Claremont Hotel, 18-22 Loch Promenade, DOUGLAS, IM1 2LX

Telephone:

(01624) 698800

Email:

info@claremont.im

Website:

www.claremont.im

Hours Of Operation:

24 Hours

Local Accessible Taxi:

24 Hours (pre-booked)

Additional Statement from Sleepwell Hotels Ltd:

We consider diversity and equality as the highest importance. We will not tolerate any discrimination in any form whatsoever against our guests, colleagues and employees, including, discrimination, harassment or victimisation.

We ask that all persons attending or considering attending our hotel please contact us to discuss any requests or individual requirements that we may be able to assist with and we will always endeavour to accommodate, where this may be possible.