

# Access Statement

## Sentry Mead Hotel

**Madeira Road, Totland Bay, Isle of Wight, PO39 0BJ**

### Introduction

The Sentry Mead Hotel offers thirteen guest rooms. The house is a Victorian three storey building and whilst we aim to meet the needs of all our guests there are some period features which might make access difficult for people with limited mobility. We have rooms at different levels and there are steps and stairs between floors and rooms. The structure and design of the building does not enable us to install a lift. We do not have any ground floor bedrooms.

The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help.

### Pre-Arrival

- We are located on the coast in Totland Bay, 1 mile from Freshwater and 2.5 miles from Yarmouth.
- The nearest small shop is just 300 yds away, but there is a wider selection in Freshwater, one mile away.
- The nearest bus stop is 300yds away and buses run frequently to various destinations all over the Island.
- The nearest ferry port is in Yarmouth and is operated by Wightlink Ferries.
- There are several local taxi companies and we can make bookings in advance for you.
- Menus can be provided in large print if required. We regret we do not have facilities to prepare documents in braille.
- All dogs are welcome with prior notification and there are many dog walking areas nearby.
- Our website [www.sentrymead.co.uk](http://www.sentrymead.co.uk) provides pictures of our accommodation. The website provides further information about the services we provide and all contact details for the hotel.
- You can contact us by telephone, e-mail or fax. Please see the “Contact Information” section of this document for full details.

### Arrival and Car Parking

- To ensure your accommodation is ready we ask that guests do not normally arrive before 1.00 p.m. Earlier arrival may be possible by arrangement.
- Please park at the front of the hotel in one of the marked parking bays, or pull in behind the parked cars on the left if the car park is full. A space can be reserved for you at the front if you have limited mobility – please notify us at the time of booking.
- We offer assistance with luggage.
- The car park is well lit at night and has a level surface of tarmac.

### **Main Entrance & Reception**

- The front door is unlocked from 8.00 am until 11.00 pm.
- There is a small step 8cm high into the covered porch and then a level paved section of 2.3 m to the front door. The doorway has double doors. The door on the right opens on its own with an opening of 65 cm. The left hand door can be unlocked to give an opening of 1.3 m. There is a 9 cm step up into the hotel hallway. It is a level carpeted walk to the reception desk. The hallway has white painted dado rails, contrasting against the darker walls.
- There is seating provided at reception.

### **Public Areas – General (Internal)**

- All hallways and stairs have short pile carpet and white painted dado rails, contrasting with the darker walls.
- The main hall is 1.2 m wide at its narrowest point.
- The ground floor is level access to all areas.
- The bar is carpeted and the doorway is 78 cm.
- The dining room is carpeted and the doorway is 80 cm wide.
- The lounge is carpeted and the doorway is 76 cm wide. The sun lounge is off the lounge through double doors giving an opening of 1.0 m.
- 22 stairs lead to the first floor and bedrooms 1 to 6. There are 11 steps to a corner landing, then a further 3 to another corner landing and then a further 8. The stairs are 14cm high and 29cm deep and the width of this staircase is 90cm.
- There are 18 stairs to the second floor and Bedrooms 7 to 14. These stairs are 16cm high, 17cm deep and the staircase is 74cm wide. There are 7 steps to a corner landing, then 3 corner steps followed by a further 8 steps.
- All the stairs have a dark coloured handrail on one side
- The whole building is centrally heated throughout but temperatures can be adjusted in each room to suit individual requirements.
- The whole building has Wifi Broadband facilities and this service is free to guests.

### **Public Areas – WC**

- Bedrooms are all en suite but there are separate ladies and gents WC. The ladies toilet has been fitted with grab rails to assist guests with mobility difficulties. The doorway into the lobby is 75 cm wide and the doorway into the toilet is 67 cm wide.

### **Laundry**

- Available on request. Price list available.

### **Shop**

- Not available, but please ask us for anything you may have forgotten to bring ie. Toothbrush / toothpaste / shavers kit etc.

### **Restaurant, Bar, Lounge and Sun Lounge**

- Guests are welcome to use the lounges at any time.
- The lounge has four sofas, three armchairs and one wooden chair.
- We are licensed for the sale of alcohol. There is a bar as well as waiter service.
- The lounge has an open gas fire lit during cold weather.
- A selection of local information, newspapers, books, magazines and board games are available in the lounge and sun lounge.
- All meals are served in the dining room.
- Furniture is flexible and can be moved on request.
- Tables have under-space of 63cm high (legs on each corner) and a minimum of 60cm wide although some are much wider.
- Most chairs have no arms but we have 6 chairs with arms if required.
- Menus can be provided in large print, or we are happy to read through the menu with the guest.
- Full waiter/waitress service is provided.
- Vegan, vegetarian, gluten free and all other diets catered for upon request.
- We do play background music in the breakfast room, but this can be modified if requested.

### **Leisure Facilities**

- Not available

### **Outdoor Facilities**

- Beyond the sun lounge there is a terraced area with outside tables and chairs and garden umbrellas. This area is accessed through patio doors (107 wide opening) and has a metal lip to step over of 13cm high. It is used in the summer as an extension of the dining room or a place for guests to use at other times.
- This also leads to the gardens and lawned area accessed by several stone steps or a lawn slope.

### **Conference facilities**

- The hotel has no conference facilities.

### **Gardens**

- The gardens are for guest use. The slide and swings are for children under 12 yrs only and should only be used with adult supervision.

## **Bedrooms**

- All bedrooms are carpeted throughout.
- There are en suite facilities in all rooms with either tiled or laminate flooring.
- All rooms have remote controlled colour televisions. Some had flat screens and some are digital.
- All rooms have Wifi Broadband Internet access and plug-in Broadband connections.
- Mobile phone reception is good throughout the building and internal phones are provided.
- A hospitality tray with tea and coffee facilities and bottled water is provided.
- We also provide a hair dryer, radio facilities and a selection of quality toiletries.
- Our beds are normally made with duvets, All pillows are synthetic.
- We are happy to provide sheets and blankets if preferred. Please specify before your arrival if required.
- Bath sheets, hand towels, flannels and a bath mat are provided.
- There is a folder in each bedroom which contains further information about the accommodation.
- All rooms have hanging space, drawers, bedside tables/lights, desk space/dressing tables and chairs or stools, full length mirrors and dressing table mirrors.
- Ironing boards and irons are available upon request.

### **Bedroom 1 - Osborne**

- Bedroom 1 is on the first floor.
- This room has a 4ft 6in bed with access from both sides, plus a 3ft single bed with access from one side.
- There is level access to the en suite which comprises of a low level toilet, hand basin and bath with shower over.

### **Bedroom 2 - Seagrove**

- Bedroom 2 is on the first floor.
- This room has a 4ft 6in bed with access from both sides.
- There is level access to the en suite which comprises of a low level toilet, hand basin and bath with shower over.

### **Bedroom 3 - Chale**

- Bedroom 3 is on the first floor.
- This room has two 3ft beds with access to each bed from one side only.
- There is level access to the en suite which comprises of a low level toilet, hand basin and step in 70x74cm shower cubicle.

### **Bedroom 4 - Brook**

- Bedroom 4 is on the first floor.
- This room has a 4ft 6in bed with access from both sides.
- There is level access to the en suite which comprises of a low level toilet, hand basin and step in 70-74cm shower cubicle.

**Bedroom 5 - Freshwater**

- Bedroom 5 is on the first floor.
- This room has a 4ft 6in bed with access from both sides.
- There is level access to the en suite which comprises of a low level toilet, hand basin and step in 130x74cm shower cubicle.

**Bedroom 6 - Brighstone**

- Bedroom 6 is on the first floor.
- This room has a two 3ft beds – one with access from both sides and one with access from one side only.
- There is level access to the en suite which comprises of a low level toilet, hand basin and bath with shower over.

**Bedroom 7 - Luccombe**

- Bedroom 7 is on the second floor.
- This room has a 4ft 6in bed with access from both sides plus a 3ft bed with with access from one side only. There is room for a second 3ft fold-out bed if required.
- There is a level access to the en suite which comprises of a low level toilet, hand basin and bath with shower over.

**Bedroom 8 - Alum**

- Bedroom 8 is on the second floor
- This room has a 4ft 6in bed with access from both sides.
- There is level access to the en suite which comprises of a low level toilet, hand basin and bath with shower over.

**Bedroom 9 - Thorness**

- Bedroom 9 is located on the second floor
- This room has a 4ft 6in bed with access from both sides.
- There is a level access to the en suite which comprises of a low level toilet, hand basin and step in 72x74cm shower cubicle.

**Bedroom 10 - Totland**

- Bedroom 10 is located on the second floor.
- This room has a 3ft bed with access from one side only.
- There is a level access to the en suite, which comprises of a low level toilet, hand basin and bath with shower over.

**Bedroom 11 - Ventnor**

- Bedroom 11 is on the second floor
- This room has a 4ft 6in bed with access from both sides.
- There is level access to the en suite which comprises of a low level toilet, hand basin and bath with shower over.

**Bedroom 12 - Compton**

- Bedroom 12 is located on the second floor
- This room has a 4ft 6in bed with access from both sides.
- There is a level access to the en suite which comprises of a low level toilet, hand basin and step in 88x74cm square shower cubicle.

### **Bedroom 14 - Colwell**

- Bedroom 14 is located on the second floor.
- This room has two 3ft beds with access to each one from one side only.
- There is a level access to the en suite, which comprises of a low level toilet, hand basin and bath with shower hose attachment.

### **Additional Information**

- All rooms have Wifi Broadband Internet access and plug-in Broadband connections.
- Mobile phone reception is good throughout the building and internal phones are provided.
- In the event of a fire the fire alarm will ring. Please advise us if you have a hearing impairment and might not hear this.
- The building can be evacuated via the front door at the bottom of the stairs or via the emergency fire exit which is clearly signed.
- The building is entirely non-smoking, but you may smoke on the terrace when open or in the front car park.
- We are happy to cater for special diets or any particular likes or dislikes. Please advise us of these before your arrival.
- We are happy to refrigerate any medication.
- Dogs are welcomed by arrangement and will incur a small supplement.

### **Contact Information**

- **Address:** Sentry Mead Hotel, Madeira Road, Totland Bay, Isle of Wight, PO39 0BJ
- **Telephone:** 01983 753212
- **Fax:** 01983 754710
- **E-mail address:** [info@sentrymead.co.uk](mailto:info@sentrymead.co.uk)
- **Website:** [www.sentrymead.co.uk](http://www.sentrymead.co.uk)
- We are open all year.

### **Future Plans**

- We are getting quotations for re-designing the ladies WC to make it more accessible.
- We are looking into removable ramps for the front door and for accessing the terraced area.
- We welcome your feedback to help us continuously improve. If you have any comments please phone 01983 753212 or email [info@sentrymead.co.uk](mailto:info@sentrymead.co.uk)

**If you require further details or have any comments about the services we provide please do not hesitate to contact us.**