



GRANTLEY HALL

ACCESSIBILITY POLICY

At Grantley Hall, we ensure that all our guests receive the same experience during their stay and we therefore have a range of facilities catering for people of all abilities.

During the restoration of Grantley Hall, we have done everything possible to make sure that the facilities at our Grade II* luxury hotel are designed to be disabled friendly, providing full access for our guests. Please find outlined below information regarding our accessibility:

MAKING A RESERVATION

- Enquiries and reservations can be made by booking online, by telephone or email.
- We would welcome the opportunity to discuss your requirements prior to arrival.
- Directions to the hotel can be found by clicking [here](#). Alternatively, we can post or email them to you.
- If you require a taxi from a surrounding train station, we use a reliable local taxi company and we would be delighted to book them on your behalf.

ON ARRIVAL

- Arrivals drive to the front of the hotel, immediately adjacent to the front entrance.
- A valet parking service is available for all arrivals.
- Entrance to the hotel is at level entry through the front door which is suitable for a wheelchair.
- Your luggage will be collected from your car on arrival and delivered to your room.

IN THE HOTEL

- All of our public areas are at entry level on the ground floor and suitable for wheelchair access:
 - o Reception
 - o The Morning Room
 - o Norton Bar & Courtyard
 - o Fletchers Restaurant
 - o The Drawing Room
 - o Shaun Rankin at Grantley Hall
 - o Three Graces Spa
 - o ELITE Luxury Gym & Executive Wellness
- The toilets located on the ground floor can be found at the bottom of the Main Hall staircase across the corridor from our main Reception. Additionally, an accessible

toilet can be found just off the corridor from the Sitting Room. A member of our team will happily show you if required

- On check-in, our Reception team will go through your registration paperwork with you before escorting you to your room while showing the layout of the public areas. If your bedroom is ready for check in at the time you arrive the registration paperwork will take place in the comfort of your bedroom.

ACCESSIBLE BEDROOM

- Our accessible bedroom is located on the first floor which can be accessed via the lift at the Fountains Wing staircase and includes the following amenities:
 - o Full wet room
 - o Low level lighting
 - o Deaf Guard Wireless Pillow systems can be provided upon request from our Reception team
 - o Assistance dogs are welcome
 - o Personal emergency evacuation plan is completed on check in to ensure we fulfil your requirement

THREE GRACES SPA

- The Three Graces Spa is located on the ground floor at entry level in the Fountains Wing
- All our treatment rooms are wheelchair accessible
- A disabled changing room with a disabled shower is available
- Our treatment couches are wider than a standard treatment couch and are height adjustable for easy access
- Our thermal area, outdoor terrace and outdoor pool area are wheelchair accessible - the outside terrace is on two levels, with a number of steps up to the higher level but loungers available on the lower level
- A poolside hoist is available for disabled guests

ELITE LUXURY GYM & EXECUTIVE WELLNESS

- ELITE Luxury Gym & Executive Wellness is located on the ground floor at entry level in the Fountains Wing
- The male and female changing rooms and showers are fully accessible
- All three areas of the gym are fully accessible - the Health & Performance Centre is located at basement level but can be accessed via the lift in the main corridor

THE GARDEN PAVILION

- The Garden Pavilion is located a short walk from the main Hall and is home to the Grantley Suite, Bar & Restaurant EightyEight and our late-night Champagne & Cocktail Bar, Valeria's.
- Grantley Hall buggy's are available to take guests across to The Garden Pavilion or it can be accessed by the path that follows the front of the Hall.
- There are a set of steps down to The Garden Pavilion, however we do have a purpose-built wheelchair ramp.

- The Grantley Suite is located on the ground floor of The Garden Pavilion and the terrace can also be accessed at entry level
- Bar EightyEight is located at entry level through the door on the left of the main entrance to The Garden Pavilion
- Restaurant EightyEight and Valeria's Champagne & Cocktail Bar is on the basement level and can be accessed by the lifts in the main foyer area