

# Accessibility Guide for The View Hotel

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## Welcome

Set on a picturesque street in a row of stately white buildings, this refined boutique hotel overlooking the English Channel is a 3-minute walk from the nearest bus station, 1 km from Sunny Sands beach and 5 km from the Battle of Britain Memorial.

Warm, fashionable rooms with sea views feature flat-screen TVs, and tea and coffeemaking facilities. Upgraded rooms add plush sofas, elegant decorative fireplaces, and soaking tubs with separate showers.

A sophisticated restaurant/bar with panoramic sea views serves everything from a la carte meals to tapas and afternoon tea. There's also a conference room.

## At a Glance

### Level Access

- The main entrance has 10 steps and a handrail. There is no lift and no ramp.
- There is level access from the main entrance to:
  - Bedroom: Room 402
  - Dining Table
  - Reception Lounge
  - Cliffe Bar
  - Assisted Toilet next to Reception
  - Breakfast Room
  - Outside Terrace of the Cliffe Bar & Restaurant
  - Cliffe Bar

### Access with steps

- There are steps from the main entrance to:
  - Hotel Reception

### Bedrooms

- We have non-allergic bedding.

### Level access bedrooms

- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.
- The bathroom has a level access shower.

## **Hearing**

- The fire alarm has flashing lights.
- The (bedroom) TVs have subtitles.
- All staff have disability awareness training.

## **Visual**

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.

## **General**

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.
- All staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

## **Getting here**

30-32 Clifton Rd  
Folkestone  
Kent  
CT20 2EF

## **Travel by public transport**

- You can get to The View Hotel by bus and train.
- Castle House stop is the closest bus stop and goes to the Station or Dover. It is a 3-4 minute walk from the hotel. The bus stop is 0.20 miles / 5.5 km from The View Hotel.
- The nearest train station is Folkestone Central Station. The train station is 0.7 miles / 1.1 km from The View Hotel.
- Outside Folkestone Central Station take Bus 91 towards Dover from Civic Centre Stop. Stay on the bus for 2 stops, which takes about 9 minutes, and get off at the Castle House stop. Walk south on Castle Hill avenue, at the round about take the 2nd exit onto Sandgate road and then left onto Clifton Road. The hotel is at the end of the road on the left hand side.
- You can get a taxi with Folkestone Taxi by calling 01303 252000. The taxi company has a wheelchair accessible vehicle.

## **Parking**

- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
- Guest can park for free in the roads around the hotel and be dropped off at the front door of the hotel.



Street view from Hotel entrance door

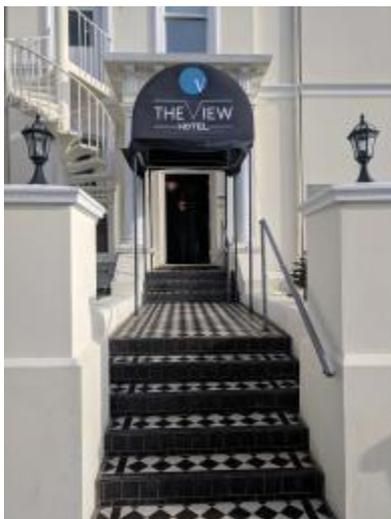
## Arrival

### Path to main entrance

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The path is 1780mm wide, or more.
- The path is sloped.

### Main entrance

- The main door is side hung and manual.
- The door is 1000mm wide.
- The main entrance has 10 steps.
- This entrance has a handrail.
- The other entrance door is 850.00mm wide.
- It is a side door leading into the Restaurant and Bar from the street level.
- From street level follow the path around the terrace and front entrance of the Cliffe Restaurant, to the right is the ramp going up to the side entrance.



Hotel Front Entrance

## Getting around inside

### Visual Impairment - General Information

- We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.



### Lift

- We have 1 lift.
- You can get a lift to all floors.

### Lift to all floors

- The lift door is 780mm wide.
- The lift is 1020mm wide. The lift is 1000mm deep.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.



Lift Photo



### Hotel Reception

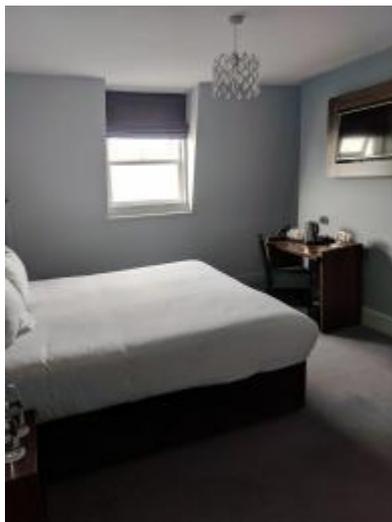
- From the main entrance to reception, there are 10 steps. There is no lift and no ramp.
- You can sit down at reception.
- Process in place to facilitate check in for wheelchair users and visually impaired guests.



Hotel Reception

## Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, floor standing lights, bedside lamps, desk or table lamps, spot lights and natural daylight.
- Lights are halogen, LED and energy saving. TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- Some rooms have king size pillows with feather and fibre mixed together
- We can move the bedroom furniture, to improve accessibility.



Adapted Bedroom

## Accessible bedrooms

### Accessible bedroom Room 402

- From the main entrance to the bedroom, there is level access. There is a lift. The route to the bedroom is 860mm wide, or more. The bedroom door is 750mm wide. There is 1600mm at the side of the bed. The bed is 660mm high. There is 10mm under the bed.
- The bedroom is flexible (either double or twin). The bathroom is ensuite. The bathroom door is 860mm wide.
- The bathroom has a level access shower. There is a shower chair available. The level access shower has handrails.
- The direction of transfer onto the toilet is to the right. There is 260mm at the side of the toilet.
- There is 400mm in front of the toilet. The toilet seat is 425mm high.
- The basin is 840mm high. There is space under the basin, with no pedestal.
- Fittings are white and chrome and the tiles are light in colour, shelves are dark stained and grout on the floor is gray.



Bathroom Basin and Toilet



Wet room Shower

## Lounge

### Reception Lounge

- From the main entrance to the lounge, there is level access. The route is 860mm wide, or more. The door is 1330mm wide.
- Seating area in front of the Hotel Reception Area

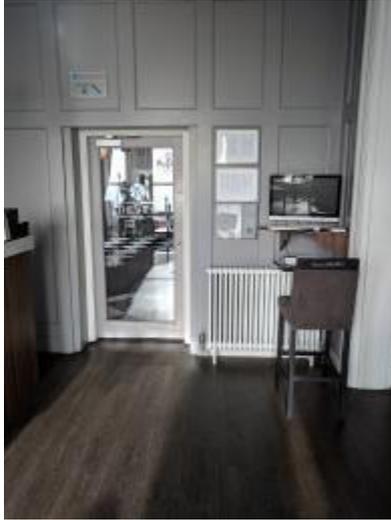


Reception Lounge

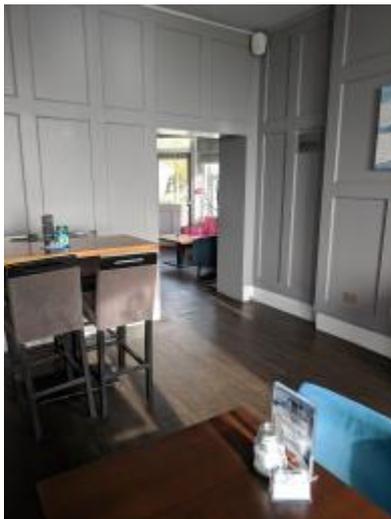
## Bar

### Cliffe Bar

- From the main entrance to the bar, there is level access. The route is 880mm wide, or more.
- The door is 880mm wide.
- The bar is next door to the Hotel Reception



Bar door to Reception



Bar seating area

## Public toilet

### Assisted Toilet next to Reception

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1330mm wide, or more.
- The toilet door is 870mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 460mm at the side of the toilet. There is 1200mm in front of the toilet. The toilet seat is 475mm high. The toilets have handrails.

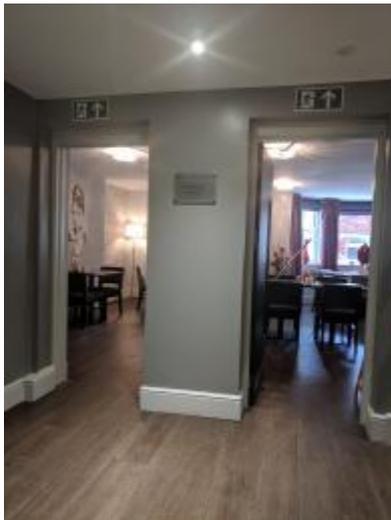
## Place to eat and drink

### Cliffe Restaurant

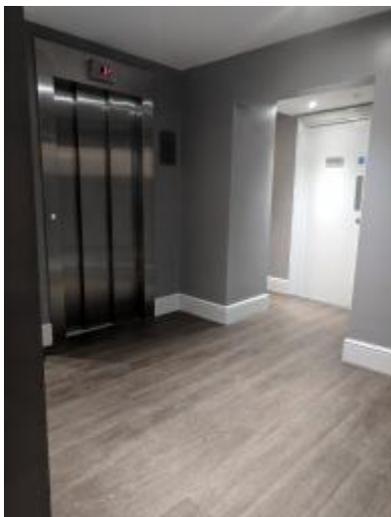
- From the main entrance to the dining area, there is level access. The route is 880mm wide, or more. The door is 880mm wide.
- To get to a table, there are no steps.
- If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, vegan, kosher and halal specific diets.

### Breakfast Room

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 770mm wide, or more. The door is 770mm wide.
- Breakfast Room is located on the basement level of the Hotel and is serviced by the lift.



Breakfast Room Entrance



Lift Lobby in the basement



Breakfast Room

## Getting around outside

### Smoking

#### Outside Terrace of the Cliffe Bar & Restaurant

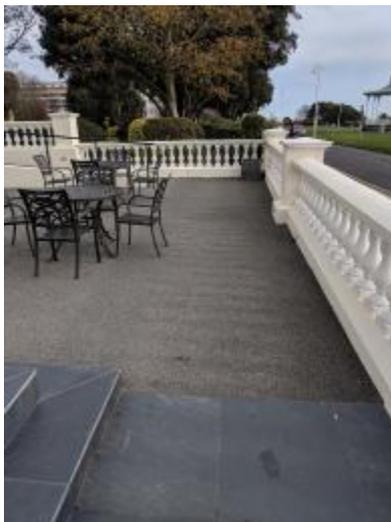
- From the main entrance to the smoking area, there is level access. There is a permanent ramp. The route is 850mm wide, or more.
- The entrance is 1290mm wide.
- Part of the Terrace for the Cliffe Bar & Restaurant



Terrace



Access route past Cliffe entrance stairs



Access route past stairs leading to ramp



Ramp leading to side entrance of the Cliffe Restaurant

#### Terrace

#### Cliffe Bar

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 880mm wide, or more.
- The entrance is 880mm wide.
- To get to a table, there are no steps.

## Customer care support

### Accessibility equipment

- There is a large lawn next to the hotel as well as the lawns in front of the Cliffe Bar & Restaurant.
- You can hire mobility equipment from Cinque Ports Mobility by calling 01303 850 760.

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.
- The sounder base for the fire alarm in the room has a flashing light on it.

### Customer care support

- All staff have disability awareness training.
- Staff are available 24 hours a day.