

ST MICHAEL'S MANOR HOTEL



ACCESS STATEMENT

Introduction

A 30 bedroom privately-owned 4* hotel in the historic area of St Albans, St Michael's Manor is well known for excellent food and service and is highly regarded as Hertfordshire's leading wedding venue.

Ground floor meeting rooms and accommodation are available with disabled facilities and access.

Pre-arrival

Information can be found on www.stmichaelsmanor.com

- o Email reservations@stmichaelsmanor.com
- o Fax number is 01727 848 909
- o St Alban's town centre is a 10 minute walk and only 2-3minutes by car
- o Taxis can be ordered from Reception

Arrival & car parking facilities

Access to the main entrance is either via two wide, low-rise steps, or a temporary ramp. After-hours entry is gained by ringing the bell located to the left of the main entrance.

The hotel has 70 on-site car parking spaces on a gravel surface. Mobility impaired guests are welcome to temporarily leave vehicles at the hotel entrance, on hard-standing, from where valet parking is available on request. The car park is lit at night.

Main entrance and reception area

The main entrance is on your left as you turn into the driveway from Fishpool Street. There are two low steps at the main entrance. A temporary ramp is available on request.

In good weather direct access can also be gained to the hotel from the patio area into the bar, restaurant and lounge.

Staff are always on duty to assist if required.

Public areas

Entrance lobby, Reception, meeting rooms, lounge, restaurant, bar, stairs, landing and corridors.

Reception, entrance lobby, lounge, bar, restaurant, toilets and function rooms can be reached from the ground floor with level access.

Seating is available in the entrance lobby.

There are two further floors reached by stairs only. The hotel is carpeted throughout with the exception of the entrance lobby and Reception areas, which have parquet flooring and fitted rugs, and the wooden floor in the bar.

Baby changing facilities are available in the Disabled Access Toilet.

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Toilet facilities

There are ladies and gentlemen's toilets on the ground floor, situated close to Reception. There is also a small unisex Disabled Access Toilet with ceramic tiled floor, emergency pull cord and baby changing facilities. Support rails are situated in the Disabled Access Toilet. Coat hooks are provided.

Bedrooms

One bedroom in the Garden Wing is available specifically for wheelchair users, with a vibrating pillow pad to raise awareness in an emergency at night. This bedroom has a wet room with non-slip floor and an emergency pull-cord. This room is on the ground floor and has level access from the Reception area.

All bedrooms in the Garden Wing can be accessed directly from the parking area immediately in front of the bedrooms and four rooms are located on the lower ground floor, accessible from the car park and so avoid the use of steps.

Bedrooms are carpeted, apart from the bathrooms areas. Many, but not all, beds can be either doubles or twins. Bedrooms are situated on the lower ground floor, first and second floors. Nearly all bedrooms have armchairs and all have desks, cordless kettles, safes, irons, televisions and telephones.

Room service is available. The menu caters for specific dietary requirements.

With the exception of guide dogs, pets are not permitted.

If advised of assistance being required in the event of an emergency, a staff member will knock on the bedroom door to assist with any evacuation.

All bedrooms are designated as non-smoking.

Bathrooms, shower-rooms and WC

All bedrooms have private facilities which, due to the age of the building, vary in shape and size. Some bathrooms have walk-in shower and separate bath, some have a shower over the bath.

Restaurant-orangery, lounge and bar areas

The restaurant-orangery and lounge are carpeted throughout with a wooden floor in the bar. Background music is played continually at low volume. There is ample space in which to move around and seating can be moved to accommodate as necessary.

Waiter service is offered throughout and specific dietary needs are catered for.

A 'no smoking' policy is in effect throughout. This policy includes the smoking of e-cigarettes and any such similar devices as well as all other tobacco products.

Menus can be copied to a large format if needed.

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Patio area

The patio is at the rear of the hotel overlooking the garden.

Level access is available from the front of the hotel drop off point and access can be gained to the hotel through a small step into the bar or through the use of the temporary ramp at the front entrance.

Staff are available to assist as necessary.

The same menu is served on the patio as in the bar and lounge.

There is ample space in which to move around and seating can be moved to accommodate as necessary.

Waiter service is offered throughout and specific dietary needs are catered for.

Menus can be copied to a large format if needed.

A 'no smoking' policy is in effect in all areas except for a designated part of the patio. This policy includes the smoking of e-cigarettes and any such similar devices, as well as all other tobacco products.

Conference/meeting rooms and private dining

There are two meeting rooms on the ground floor, accessed from the main Reception area, and which are both carpeted throughout. The Reception area has a parquet floor with large fitted rugs.

The rooms do not have fixed seating.

Grounds and gardens

The five acre garden is laid to lawns with a large lake, all of which is lit at night.

Future plans

There are no current plans for further development of the hotel other than constant improvements to the facilities.

Fire Alarm

The hotel has a fully audible fire alarm with sounders positioned around the building. In the event of a fire the alarm is sounded and an investigation takes place by hotel staff.

The alarm can be raised at the break glass points positioned around the building or by contacting Reception.

A portable "deafguard" system is available from Reception should you be hard of hearing.

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Additional Information

- A hearing loop is available in our Reception area.
- Background music can be reduced in volume upon request.
- Pads and pens are available in Reception.
- Equipment hire can be requested in order to assist with making the stay of guests more comfortable.
- Safe Custody is available at Reception for medications & valuable items.

Contact telephone & email address

In order to help the hotel continually improve services and facilities please feedback any comments directly to the Duty Manager on 01727 864 444 or email reception@stmichaelsmanor.com

Address

St Michael's Manor Hotel, Fishpool Street, St Albans, Hertfordshire AL3 4RY

Telephone: 01727 864 444

Fax: 01727 848 909

reservations@stmichaelsmanor.com

www.stmichaelsmanor.com

Hours of operation: 365 days per year, 24 hours per day

15th April 2015