



Access Statement

Please find outlined below information that we hope will ensure you have an enjoyable visit to The Falmouth Hotel, regardless of whether your life is affected in some way by a medical condition, disability, impairment, or specific learning difficulty.

Prior to your arrival

- Enquires and reservations may be made by phone on free phone number 0800 019 3121 or by email, reservations@falmouthhotel.com.
- For assistance prior to arrival please contact the reservations team on the free phone number.
- Should you require a taxi to the hotel from Falmouth Docks train station (2 minutes) or from Newquay Airport (approximate 40 minute drive), we use a reliable company on a regular basis and we would be delighted to book them on your behalf. They do have vehicles suitable for wheelchairs if required.
- Directions to the hotel can be found on our website.

On arrival at the hotel

- The driveway leading from the main road is up a slope, bearing to the left and then turns right at the tree island.
- We have five designated disabled parking areas at the front of the hotel along with ample additional car parking.
- Entrance to the hotel is by way of three steps all of which have a gentle sloping ramp that is suitable for a wheelchair.
- We are more than happy to help you with your luggage and will collect it from your car and deliver it to your room if preferred.

Reception area

- The floor is carpeted, well lit and suitable for wheelchairs.
- We have a portable low level desk available for check in.
- Reception is all on one level.
- An induction loop is available at the reception desk.
- There is seating provided in the reception area.

Public areas

- Our corridors are well lit and carpeted
- There are magnetic doors situated from reception to the restaurant and bar.
- All doors and corridors are wide enough for wheelchairs/zimmer frames/pushchairs.

Toilets

- Our accessible toilet is situated in the lower ground floor via the hotel lift.
- Our main toilets are situated off the ground floor corridor and down three steps.

Restaurant, Bars & Lounges

- All dining and function rooms are spacious and a variety of seating arrangements are possible **subject to the level of occupancy** etc. Advance notice may be required.
- There is ample movable seating and chairs in both the restaurant, bar and lounges with or without arms.
- There is back ground music in the restaurant and lounge bar.
- Full waiter/waitress service is available.
- Restaurant tables are laid with white table linen, as are some of the lounge bar tables.
- All areas are well lit.
- All doors and corridors are wide enough for wheelchairs/zimmer frames/pushchairs.
- Menus can be provided in large print or verbally by request.
- Dietary requirements can be accommodated with advance notice.
- Access/Service dogs are welcome by prior arrangement.

Function & Conference Rooms

- Conference rooms are on two levels. Two rooms (Windsor & Camellia) are located on the ground floor, carpeted and well lit.
- The main Pendennis Ballroom is only accessible by several steps leading down into the Ballroom. We will happily provide assistance to enable any guests including wheelchair users access to this suite.
- The rest of the meeting rooms are only available by stairs.
- A portable hearing loop system is available on request.

Accommodation

- There are no bedrooms located on the ground floor.
- All our bedrooms are from the first floor to the fourth floor.
- We do not have adapted bathrooms and grab rails are not in the bedrooms as standard, however we do have portable accessible aids for bathrooms and advanced notice will be required.
- Most of our rooms are spacious (Premier) and will accommodate a wheelchair.

Oasis Leisure Club

- There is a lift to take guests to the lower ground floor where the Oasis Leisure Club is situated
- There is a coded door access into the leisure club by digi-lock, to prevent young children from entering without adult supervision. The doors open outwards and we are more than happy to help with any assistance.
- All corridors and public areas are carpeted and well lit.
- All doors and corridors are wide enough for wheelchairs/zimmer frames/pushchairs
- There is not a dedicated accessible changing room and toilet facility within the leisure club.
- There is no pool hoist available.
- Access/Service dogs (only) are allowed in the leisure club, but not in the Jacuzzi or swimming pool.

Nirvana Beauty Rooms

- Access to Nirvana Beauty Rooms is via the lift and through a double opening door.

Fire Alarm

- The fire alarm system is a two tone siren and does not have flashing lights, nor do we have vibrating pillows in the bedrooms. Assistance is given if evacuation is necessary.
- The bells will ring continuously if evacuation is needed. If you require assistance for evacuating please notify us on arrival.

Additional information

- Service dogs are welcome free of charge. There is a charge for non- service dogs.
- Fridges are available on request for medication.

Although we have tried to be as accurate and have included as much detail as we can in our Access Statement, we are always willing to give information on any aspect of the hotel if this statement does not answer your particular query. We are also delighted to welcome your feedback to continuously improve on the information we provide. If you require further assistance please call 01326 312 671.