



The Park Hotel - Disabled access

1. Introduction
2. Arrival and car parking facilities
3. Main entrance and reception
4. Public areas - general (internal)
5. Bars and restaurants
6. Meeting, function and conference rooms
7. Bedrooms
8. Bathrooms
9. Additional information

1. Introduction

Our guests tell us they love the value we offer, our clean comfortable rooms and the warm welcome they receive from our Team Members.

At The Park Hotel we take the needs and equal treatment of all our guests extremely seriously.

Notwithstanding this, we recognise that there is no single hotel design or layout that will entirely meet all individuals' needs and preferences. If during your stay you feel there is something we could do to assist you, or make your stay more comfortable, please allow us the opportunity to do so by contacting Reception.

The information in this document provides details of the accessible facilities and services available at The Park Hotel.

2. Arrival and car parking facilities

Directions to the hotel are available on our website, details of local transport options can be obtained by contacting the hotel directly.

We have our own car park with a number of designated disabled parking bays. These disabled parking bays are located close to the main Reception entrance at the rear of the hotel.

We do have external steps as well as a ramp to access the Reception area and back entrance.

In our case level access to the hotel via the front entrance is not possible, due to the design of the building, alternative access arrangements will have been made. These may include the use of an alternative entrance to the building.

3. Main entrance and reception

Payment of hotel bills is made at check out. Our payment systems are set up to accept a PIN number.

Clipboards are available to assist any guests who have difficulty accessing the Reception desk.

Whilst some of our Reception areas are quite small, there will generally be at least one small table and one or two chairs provided.

We have additional seating provided in the reception area.

Familiarisation tours of the building can be provided upon request.

Guests are advised to inform Reception at check in if they will require any assistance in the event of a fire evacuation.

The Park Hotel • Park Road • Teddington • Middlesex TW11 0AB

T: 020 8614 9700 • F: 020 8614 9701

E: res.park@bespokehotels.com • www.parkhotelteddington.com • www.bespokehotels.com/thepark

Galleon Hotels Limited Company Registered in England & Wales at 25 Harley Street, London W1G 9DR Registration No. 01191 280 VAT 974 2646 88





4. Public areas - general (internal)

Where level access around the public areas is not possible, due to the design or layout of the building, alternative access arrangements have been made.

For reasons of fire safety, the circulation corridors of our hotel are subdivided at regular intervals by self-closing, fire resisting doors.

5. Bars and restaurants

We have an integral bar and restaurant, which is accessed from the ground floor and car park areas.

We have accessible toilet facilities in the bar area. These toilets are provided with grab rails, adequate transfer space, accessible sinks with lever taps and emergency alarm pull cords.

Table service is provided in our restaurant. Where this is not standard practice we will be happy to provide this on request.

In restaurants where breakfast is provided by means of a self service buffet, our Team Members will be happy to provide assistance upon request.

A range of seating options is provided throughout our bars and restaurants, offering a reasonable degree of choice and flexibility.

Our televisions in our bar areas can be set to display subtitles and these can be displayed upon request.

6. Meeting, function and conference rooms

We do not have a function and/or conference room for hire. Please notify the function or conference organisers in advance if any particular services are required

If you wish to book a meeting room we strongly recommend that you discuss your requirements with the hotel direct.

7. Bedrooms

We do have bedrooms designed for use by disabled persons, the dimensions and nature of the facilities available in these rooms allow for easy of access.

The accessible bedrooms are located in the Lodge part of the hotel on the ground floor.

All of our accessible bedrooms have en-suite bathrooms (see 'Bathrooms' section below for details of these).

A clear space to allow transfer from a wheelchair to the bed is provided on one side of the bed.

Unfortunately, The Park Hotel cannot provide mobile hoists. However, should a guest wish to bring their own mobile hoist this is not a problem and we will assist in whatever way we can.

All bedrooms are provided with a desk and chair. Where space permits a tub chair and small table are also provided. If during your stay you would like the bedroom furniture rearranged, or an item of furniture removed or provided, please contact Reception and we will do our utmost to assist.





Accessible storage facilities are provided in all bedrooms.

The flooring in bedrooms is short pile carpet.

Televisions with a remote control are provided in all bedrooms.

Fire evacuation procedures are displayed on the back of the bedroom door. Guests are reminded to inform Reception if they would require any assistance in the event of a fire evacuation.

In accordance with The Park Hotel policy, all of our hotel bedrooms are No Smoking.

8. Bathrooms

All of our accessible bedrooms have en-suite bathrooms.

All accessible bathrooms are fitted with a bath grab rail.

Complimentary toiletries are provided in all our hotel rooms.

Bathroom floors are of a non-slip material.

Bath mats are standard in all our bathrooms.

9. Additional information

Assistance dogs are welcome in all areas of the hotel.

All team members receive disability awareness training.

Unfortunately, The Park Hotel cannot offer personal care. Where personal care is required we recommend that guests contact their own local social services who may be able to advise them of approved care services local to the hotel.

Should you require assistance during your stay please contact Reception and our Team Members will be happy to do all that they can to assist.

The Park Hotel • Park Road • Teddington • Middlesex TW11 0AB

T: 020 8614 9700 • F: 020 8614 9701

E: res.park@bespokehotels.com • www.parkhotelteddington.com • www.bespokehotels.com/thepark

Galleon Hotels Limited Company Registered in England & Wales at 25 Harley Street, London W1G 9DR Registration No. 01191 280 VAT 974 2646 88

