

Access Statement for

The Waterfront Hotel and Venue & Prego Italian Café Bar & Restaurant

Introduction

The Waterfront Hotel and Venue is situated in a Grade II Listed Building on the banks of the Calder & Hebble Navigation. We are a 54bedroom hotel offering double, twin, single and family rooms, with both executive and standard rooms available.

Attention has been paid to the details that will make your stay here most enjoyable and we look forward to welcoming you to the Waterfront Hotel and Venue & Prego Italian Café Bar & Restaurant.

Pre-Arrival

- For assistance prior to arrival please contact the reception team on 01484 715566.
- We are located in the centre of Brighouse, with all local shops and amenities a short walk across the car park.
- Buses run to Huddersfield & Bradford from directly outside the hotel; these bus stops and the main bus station are all accessible on one level from the hotel (lowered kerbs where necessary).
- The train station is located a 5minute walk, or a few minutes in a taxi, from the hotel. Trains run to Halifax, Leeds, Huddersfield and surrounding towns. The walk from the hotel to the train station is up a steep hill, crossing three roads, two of which have pedestrian crossing services.
- A local company offers an accessible taxi service on pre-booking. Reception can book a taxi for you or call us on 01484 715566 for the taxi contact details.
- All menus and tariffs are available in larger font format on request.
- Our website's main text is in HTML format and is also responsive and is therefore screen-reader friendly. We have tried to follow the main guidelines provided by the Website Accessibility Initiative. Text and all information from the website can be e-mailed in larger font

format if required. The website is designed to be compatible with all browsers to allow the user to adjust the size of text.

- You can contact the hotel by phone, e-mail, fax, via our website, or in person. The reception is manned 24 hours a day.
- Any special requests can be made on reservation and will be fulfilled wherever possible.

Arrival & Car Parking Facilities

- All guests should use the main entrance to the hotel, located via Bethel Street car park. There is a short ramp to reception for all guests' use (there are no steps) and the ground is paved.
- The front door is 'pull to open' and can be propped open for easier access. If assistance is required there is a buzzer to reception located to the left of the front door.
- There is an area directly outside the front entrance for dropping off and picking up. Cars must not be left unattended as this is a no-parking area.
- The car park is a public car park and is Pay & Display at 60p per hour between 8am and 6pm. Guests with blue badges are not required to pay & display.
- Please ask at reception for assistance with luggage.

Main Entrance & Reception

- There are no steps from the front entrance to reception and into the hotel. There are 4 steps into the function suite, which are marked with non-slip grippers. An alternative ramp entrance to the function suite is available from outside the venue, please ask at reception.
- The reception desk is immediately in front of you when entering the main entrance.
- The restaurant and bar is located to your right.
- The reception desk is 125cm high with a lower section at 70cm high.
- Assistance can be provided with completing the registration card if required.
- To the right of the reception and through a door is the lift and stairs

to the bedrooms.

- The reception, stairs and corridors are all short-pile carpeted. The restaurant floor is tiled, bar area is laminate, the function room floor consists of areas of laminate, short-pile carpet and tile. Please ask at reception if assistance is required.
- Familiarisation tours can be given where required.

Public Areas - General (Internal)

- The lift only provides access to the 1st, 2nd and 3rd floors. The 4th floor is accessed via the 2nd floor with a short walk down 8 steps. The 5th floor is accessed via the 4th floor, up 16 steps.
- There is one mirror at the back of the lift, the other sides have wooden panels.
- There are refuge areas located on the stairwell of the 1st, 2nd and 3rd floors. The refuge point for the 4th & 5th floors is down 10 steps from the 4th to the 1st floor.
- Wall mounted LCD TV's are available in the restaurant and function room bar areas; please ask for remote control from reception if required.

Public Areas - WC

There are 2 sets of public toilets; one set in the Prego suite (function suite) and one set downstairs from restaurant bar area. The unisex accessible toilets are located at the entrance to the restaurant and in the function suite.

The toilets provide:

- Emergency call systems
- Vertical rails at side of basin and toilet
- Horizontal rail on the side opposite the transfer from the toilet
- Lever taps on sinks
- Flip handle door lock
- There is colour contrast with critical surfaces; tiles are cream coloured and sanitary ware is chrome/ grey
- 160cm x 90 cm free space of obstacles and doors, in the restaurant toilet and 120cm x 90cm free space of obstacles and doors, in the

Prego suite toilet.

- 90cm transfer space to the left of the toilet in the restaurant toilet and 80cm transfer space in the Prego suite toilet.

Restaurant / Dining Room, Function Suite & Bar

- The hotel has 2 bars; one as part of the restaurant and one in the function suite.
- The restaurant bar has level entry and is open plan with laminate flooring.
- The function suite bar is accessible by 4 steps (clearly marked with red non-slip grippers); alternative ramp access is available - please ask at reception if required. The function suite bar is partly tile and partly short-pile carpet.
- Table service is offered in both bars if required.
- There is a selection of tables and chairs available, varying in height.
- Lighting is a mix of both natural, ceiling spot lights and low level wall lights; many of which can be dimmed or lightened on request.
- Breakfast is served in either the restaurant area or function suite. Alternative seating can be arranged on request (room service breakfast is also available). Breakfast is served as a buffet, however table service can be requested.
- On Sundays, Prego use both the function suite and restaurant for dining customers
- A Host/ member of the restaurant team will seat you at a table.
- The restaurant is table service only.
- The restaurant managers will assist with the specials board if requested.
- Lighting is a mix of both natural, ceiling spot lights and low level wall lights; many of which can be dimmed or lightened on request.
- We are able to cater for varying dietary needs, please advise reception on booking a table or attach dietary requirements notes on your online booking via togo.

Laundry

- A laundry service is offered. Bags are available in the bedrooms and should be brought to reception by 8am to ensure clothes are returned by 5pm. Laundry bags can be collected from the bedrooms by the housekeeper if pre-arranged with reception.

Shop

- We do not have a shop on-site, however certain toiletries can be purchased from reception if required.

Treatment room/s

- Not available

Leisure Facilities

- Not available

Outdoor Facilities

- Not available

Conference & Meeting Rooms, Banqueting

- We have one function room located on the ground floor up 4 steps with ramp access available and one meeting room located on the second floor, accessed by lift.
- The function room is accessed through double doors (87cm wide) and the floor is partially tiled, carpeted and laminate flooring.
- The meeting room has short pile carpet.
- Chairs are armless banqueting style, however upholstered seat armchairs can be supplied on request.
- Lighting is a mix of both natural, ceiling spot lights and low level wall lights; many of which can be dimmed or lightened on request.
- The function suite hosts male and female toilets and a unisex

accessible toilet with baby changing facilities.

- We try to accommodate everyone's needs where possible.

Bedrooms

We have 2 accessible bedrooms (one twin on the 1st floor and one single on the 3rd floor), both easily accessed by the lift and provide specific facilities for guests with a disability, including:

- 120cm transfer space to one side of the bed;
- 23cm space under the bed
- Emergency call point (in both bedroom and bathroom);
- Lower level storage and hanging;
- Television with teletext and remote control;
- Telephone with light alert;
- Deaf guard alarm with pillow vibrate available from reception;

Available on request

- Electronic door locks which flash to alert entry/unlocking/do not disturb;
- Emergency procedures clearly written in large print;
- Flooring in bedroom and corridors is short-pile carpet;
- Room service is available 24 hours (food service restricted to restaurant opening hours);
- Hypo-allergenic pillows in both bedrooms;
- Bowls can be provided for assistance dogs' food and water;
- Non-smoking rooms;
- The furniture is flexible and items can be moved or removed on request;
- External calls can be made from all bedrooms, prices can be obtained from reception or from the guest information folder.

Bathroom, Shower-room & WC

All bedrooms have en-suite bathrooms. The 2 accessible bathrooms include:

- Open-out bathroom door with flip handle lock;
- Push taps on sink;
- Level entry shower with seat and grab rails (vertical & horizontal);
- Grab rails either side of the toilet;
- Emergency call point (in both bathroom and bedroom);
- Flooring in bathroom is non-slip vinyl;
- Twin room also has a bath, with horizontal grab rail.

Self-Catering Kitchen

- Not available

Caravans, Holiday Homes & Twin Units

- Not applicable

Touring Facilities (Holiday Parks)

- Not applicable

Boats - Narrow Boat, Cruiser & Hotel Boat

- Not applicable

Attractions (Displays, exhibits, rides etc.)

- Not applicable

Grounds and Gardens

- Not available; however we are located on the banks of a canal. The towpath is paved and differs in width along the canal and there is a

slight slope from the front of the hotel to the canal towpath.

Additional Information

- If you require assistance during your stay please contact reception. The Duty Manager can also be contacted through reception.
 - All front house staff have regular training which includes disability awareness training.
 - All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms.
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- There is good network coverage for mobile phones in all areas of the hotel.
 - We have a set evacuation procedure. A continuous alarm will sound and a manager or member of staff will come to your room and assist with evacuation; either out of the building or to a refuge point.

PREGO

Italian *Café Bar* & Restaurant

Waterfront

HOTEL & VENUE

Contact Information

- Address: Huddersfield Road, Brighouse, West Yorkshire HD6 1JZ
- Telephone: 01484 715566
- Fax: 01484 715588
- Email: info@waterfronthotelandvenue.co.uk
- Website: www.waterfronthotelandvenue.co.uk
- Hours of operation:

Hotel:

24hour reception; check in after 2pm and check out by 11am

Breakfast:

Monday to Friday 7 - 9am

Saturday & Sunday 8 - 10am

Café Bar:

Monday - Friday 12pm – 2pm

Saturday 12pm – 5pm

Restaurant:

Monday - Friday 6 - 10pm

Saturday 5 - 10pm

Sunday Open all Day 12 – 8pm

- Local carers: Calderdale Carers Project 01422 369101
- Local accessible taxi numbers: 01484 400700 or book via reception
- Doctor Surgery - Church Lane Surgery (Brighouse) 01484 714349

We welcome your feedback to help us continuously improve if you have any comments please phone 01484 715566 or email info@waterfronthotelandvenue.co.uk