

Access Statement For Yarn Market Hotel, Dunster

Introduction

The Hotel is in the centre of the Medieval village of Dunster in Somerset, next to the 17th century Yarn Market with views of the High Street and Castle, and the Exmoor hills beyond.

We have a combination of double, twins and family rooms. Some rooms have four-poster beds, and others are more spacious with sitting areas and King-sized beds.

We aim to provide a high standard of personal service to every guest, and our friendly staff are always ready to help.

We offer the following services and facilities:-

Pre-Arrival

- A member of our staff is always available on 01643 821425
- The Hotel is in the centre of Dunster village, but facilities there are limited. The centre of the nearest town is 2 miles away (5-10 minute drive)
- A bus service is available from the nearest main road - 5 minutes walk away down a steep hill. Most buses are low floor easy-access.
- Many of the local taxi firms are wheelchair-friendly
- Brochures, menus and all tariffs are available in larger print on request.
- The Hotel can be contacted by telephone, e-mail, fax or in person. A member of staff is available 24 hours a day, although there is a reduced service between 11pm and 7.30am.

Arrival & Car Parking Facilities

- All guests should come to Reception on arrival. This is situated in the High Street immediately alongside the Yarn Market.
- The main entrance has 2 steps with handrail, approached over cobbled pavement.
- It is possible to stop cars directly outside the front door, 2 metres away, for dropping off and picking up.

- Car parking is available in public spaces outside the front of the Hotel, although these are likely to be full in busy times. There are two disabled bays. We have a number of passes for free parking in the nearest Car Park (3 minutes walk) at the edge of the village. The route is mostly level, uphill at the start, and paved for much of the distance. The car park is lit with security lights.
- Assistance with luggage to rooms is available on request.

Main Entrance & Reception

- There are 2 steps up into Reception, then one step with a door leading out of Reception. The bedrooms are approached via a staircase of 12 steps.
- We have no ground floor rooms.
- There are chairs in the Reception area, and a clipboard is available to enable Registration details to be completed sitting down.
- The Reception desk is 130cm high.
- The Registration form is available in larger print if required.
- The Reception area is fully carpeted, with a large doormat of a different colour which is slightly raised.
- Details of the emergency evacuation procedure will be explained on request. Any guest concerned that they would not hear the Fire Alarm or have difficulties in evacuating in an emergency should register their fact with Reception on arrival to be personally alerted and assisted by Management in case of Emergency.

Public Areas - General (Internal)

- The public have access to the ground floor only. Guests have access to the first and second floors. The Hotel is carpeted throughout.
- All stairs have banisters or hand rails, and are of average tread.
- Dogs are permitted in all public areas except the Restaurant.
- There is a public telephone on the 1st floor outside the Lounge. A stool is available.
- Internet access is available on request. Please ask at Reception for details. Wi-Fi is available throughout the hotel.

Public Areas - WC

- There are 3 sets of toilets reserved exclusively for hotel and restaurant patrons:
- at the rear of the Breakfast Room (level access)
- behind the Reception area (2 small steps)
- in the Gables suite (on the first floor - 1 flight of 12 steps)
- Toilets have colour contrast with the floor covering.
- Public toilets for non-patrons are available in the main Dunster Steep Car Park.

Restaurant / Dining Room, Bar, Lounges & Cafe

- The Deer Leap Restaurant is adjacent to Reception.
- There is level access from Reception, carpeted throughout.
- Tables of different sizes are available.
- Chairs do not have arms.
- Evening meal service is by our waiting staff at your table. Breakfast service consists in part of a buffet style, but a waiter will be on hand to offer table service if required.
- Subdued lighting is sometimes in use with candles on the tables.
- Varying dietary needs can be catered for if notified in advance.
- Food is generally served on plain white crockery.
- There is a small Bar, accessed through Reception up 2 x 2 small steps.
- It has a level, carpeted floor.
- Table service is available in the Bar.
- Natural light enhanced by extra lighting is in use both day and evening.
- The Gables Suite is also used for dining and breakfast. This can be accessed internally or externally by means of 2 small steps up from the road onto the approach to the building, and 3 steps up to the entrance.
- Day time meals are by enhanced natural light. Evening meals have variable lighting which can be increased if required.
- Menus in all Restaurants can be provided in larger print.

Laundry

- A washing machine and tumble drier are available for guest use. These are situated in the cycle shed at the back of the Hotel, approached by a gentle, non-slip concrete slope and 2 shallow steps.
- Assistance is available as required.

Shop

- Emergency supplies of toiletries etc are available from Reception.

Outdoor Facilities

- There is a heated drying room with racks for boots and hanging space. It is approached up a gentle slope at the back of Reception, and has 4 small steps at the entrance. The floor inside is cobbled.
- There are outdoor facilities in the adjoining courtyard for cleaning very dirty boots or dogs.
- There is a secure shed for cycles.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Small conferences usually take place in our Spinner's Suite with level access to Toilet facilities. The entrance from the street (cobbled) has three steep steps. The Spinner's Suite is also accessible internally down the flight of stairs from beside room 4.
- Larger conferences can be accommodated in our Loft Conference Venue above Rohan. Please ask for further details.
- Additional lighting can be supplied on request.
- Seating is in chairs which are all moveable on request.

Bedrooms

- All bedrooms are upstairs. There is a small lift between reception and the restaurant which can be accessed by taking five steps. It leads to some rooms on the first floor. If a room near the lift is required, please ask for it at the time of booking.
- A first floor room near to the staircase can be requested.
- Bedrooms are all ensuite. Some have bath only, some have shower only and some have both - if a preference is expressed it can usually

be accommodated.

- Guests who would not hear the fire alarm can ask for Management to call personally in case of emergency.
- Twin or double bed combinations are available.
- Flooring in bedrooms is short pile carpet.
- Flooring in bathrooms is either short pile carpet or non-slip laminate.
- Reading lamps are provided. Extra lighting is available on request.
- Emergency procedures are clearly written in each room, and are available in large print if required.
- Bowls and beds are available for assistance dogs.
- The Hotel is non-smoking throughout.
- Televisions in the bedrooms all have remote controls.
- Mini-fridges are available for the rooms on request.
- Room service is available during the day. (8am to 8pm)

Bathroom, Shower-room & WC [Ensuite or Shared]

- All bedrooms are ensuite.
- Shower attachments are available for rooms which only have a bath.

Additional Information

- Reception is open from 7.45am to 10.45pm daily. At other times a member of the Management Staff is available on emergency call and can be contacted either by ringing the front doorbell outside reception or by lifting the phone on reception desk or by phoning the hotel number 01643 821425.
- A Duty Manager can be contacted at all times via Reception.
- Mobile phones are available for any guests who may need to contact Reception, or who are concerned that their own mobiles may not work - only the Orange network is reliable in this area.
- The Fire Alarm is a continuous bell.
- Staff have attended Welcome Host, Welcome Host Plus and Welcome All training courses.
- A ramp for the front steps is available.

Contact Information

- Address: Yarn Market Hotel, 25-33 High Street, Dunster, Somerset TA24 6SF
- Telephone: 01643 821425
- Fax: 01643 821475
- Email: hotel@yarnmarkethotel.co.uk
- Website: www.yarnmarkethotel.co.uk
- Grid reference: 992438
- Hours of operation: Open 24 hours. Reduced Reception cover between 11pm and 7.30am
- Emergency number: 999
- Local public transport numbers: First Bus: Timetable 0871 200 2233

Future Plans

- Signage around the Hotel is under constant review.

We welcome your feedback to help us continuously improve if you have any comments please phone 01643 821425 or email hotel@yarnmarkethotel.co.uk