



ACCESS STATEMENT

The House

Alexandra Hotel and Restaurant is a Georgian Grade II listed building set in 1 acre of gardens. Whilst we aim to meet the needs of all our guests, its historical significance means that there are a number of period features which might make access difficult for people with limited mobility. We have 24 bedrooms (3 ground floor, 11 first floor and 9 second floor), as the hotel is almost 300 years old, there is no lift and all rooms even those on the ground floor have some steps. On the ground floor there are steps to both the Alexandra and Conservatory restaurants. We are pleased to offer the following services and facilities:

Pre-arrival

You can contact us prior to arrival by phone on 01297 442010 or e-mail reservations@hotelalexandra.co.uk

Our website www.hotelalexandra.co.uk provides in-depth information about the Alexandra and the surrounding area including road maps and directions.

Our postcode is DT7 3HZ for satellite navigation purposes.

We are located on the A3052 within the town of LYME REGIS. Heading West through the town we are on the sea side of the road going up the hill just past the cinema.

Axminster Train Station is approx 5 miles or 10 minutes drive and is on the main Exeter to London Waterloo line.

Taxis are not usually available at the station (fare £14 approximately) but we are happy to book one for you.

Exeter International Airport is 28 miles and about 40 minutes drive away using the A30 and A35 route.

Arrival & Car Parking

Check-in is normally after 2pm and check out around 11.00am. Earlier check-in to your room may well be possible by arrangement.

On arrival, our small car park may sometimes look rather daunting during busy times. If you are unable to find a slot please feel free to leave your car in the car park and unload your passengers and luggage. Reception will then arrange for your car to be parked. We do request that the keys of all cars which are double parked are left with reception. The car park is cobbled and we advise guests to take care as surface is uneven.

We are only too happy to offer help with your luggage and to provide an umbrella if it is raining.

Outside the front door there is a sand pot for smokers.

Main Entrance & Reception

There are 3 steps, the largest of which measures 18cm, with prior warning the ramp will be in place to aid wheelchair users.

Upon entering the hotel the floor is polished floorboards.

The reception desk is located in front of you.

Public Areas Internal

To the left if facing the reception desk, the Sitting Room runs through on the same level, with the bar area to the right. From the Bar, 2 steps (greatest depth of 18cm) lead down to Conservatory Restaurant and on through to your right, the Alexandra Restaurant is accessed by two sets of 2 steps (greatest depth of 18cm). All ground floor public areas are of polished floorboards with random rugs.

Public Areas – WCs

The Gents' and Ladies lavatories are off the reception area (Gents on the left and Ladies on the right, when facing the entrance door). The floors are tiled and partially carpeted.

We do not have a designated disabled lavatory.



The Restaurants & Bar

They are located next to one another.

We are licensed for the sale of alcohol.

Menus can be available in large bold print by prior arrangement.

Lighting is mainly natural daylight with and ceiling and/or wall lights and candles on the tables in the evening.

We are happy to cater for any dietary requirements, please advise on booking.

Meeting & Private Dining Rooms

Both the Alexandra and the Conservatory restaurants are available for private parties or meetings.

Bedrooms

We have 24 bedrooms, all vary in size with 6ft king, 5ft double or 3ft twin beds. All are en-suite with bath and shower over, except one 1st floor single which has shower only. All are carpeted and bathrooms have tiled or linoleum floors.

There is a choice of duvet (feather or fibre) or blankets please advise on booking.

Room service for morning tea and coffee, meals and refreshments is available.

Access is by 2 separate flights of stairs :

MAIN HOUSE: The stairway from reception to the first floor has 12 steps to the quarter landing then a further 6 steps to the 1st floor. (rooms 1, 2, 12, 14). The 2nd floor is then 11 steps to the quarter landing followed by 5 steps to the 2nd floor. (rooms 15, 16, 18, 19 & 20).

WEST WING: The stairs from the first floor landing of the main house then lead through to the West wing via 2 steps (room 10) turning right brings you to a further 3 steps to room 11 or straight on up 5 steps to rooms 3, 5, 6, 7, 8. The second floor rooms (23, 24, 25, 26) are accessed by an additional 16 steps.

EAST WING: This consists of one room on the first floor (room 27) accessed by 19 steps and our Ground floor rooms: Room 17 has 2 steps down then one step up followed by a further step down. Room 47 has 2 steps down then 1 step up. Room 37 has 2 steps down and is accessed outside with a further step down at the exit door and a further single step up to enter the room. Both rooms 37 and 47 have a single step down into the bathroom.

The back service stairs through the door past the Ladies lavatory has 15 steps (followed by two to enter the laundry area on the right).

There is a very comprehensive Room Directory in every room giving all information required or dial 0 for Reception.

Gardens & Grounds

There is approximately 1 acre of gardens which guests are welcome to explore and enjoy at any time. We have a children's play area with climbing frame, swings and trampoline, access is via 3 steps and a grass bank with incline or 13 steps followed by 8 steps into the playground area itself. Our wooden Deck has stunning views across the sea and over the Cobb harbour, drinks and food maybe served here (please order in the hotel) access is via 3 steps. To the left hand side (with your back to the hotel) we have a pathway which leads down to join the Town gardens and on to the beach (5 steps, the largest of which is a depth of 24cm). Pathways may be uneven and perhaps slippery when wet.

Additional Information

In the case of a fire, an alarm sounds continuously. Please advise us if you have a hearing impediment at the time of booking or at check-in. There are fire extinguishers throughout the House and Fire Exits are well signed and lit.

Staff have regular training which includes fire; emergencies; 1st Aid and disability awareness.

There is good mobile phone coverage, although we do ask guests to refrain from using their phones in any of the public areas. We are happy to refrigerate any medication or perishables i.e. baby's milk etc. Smoking is only permitted outside.



Alexandra

Hotel and Restaurant

LYME REGIS