

Access Statement

Access Statement for The Fox & Hounds

1. Introduction

Nestled in a sheltered valley between the North Yorkshire Moors National Park and the rugged North East Coast. This is a great base to explore places such as Whitby, Heartbeat land Captain Cook country & Redcar race course.

This fine establishment has returned back to traditional family values and is run by the Firbanks, a local family with extensive knowledge of the area having lived here for generations.

The four of them along with the help of their very important staff have transformed this fifteen bedroom Inn into a thriving, very popular retreat from the hustle and bustle of every day life. With real ale, fine wine and home cooked food this Inn offers excellent value for money. Offering quality accommodation in a family friendly atmosphere.

A high percentage of the staff have received Disability Awareness training but all staff are always more than happy to help any customer who requires a little extra special assistance.

2. Pre-arrival information

Visit Britain 3 star Inn rating

For assistance prior to arrival please contact Louise Warrell - Manager on 01287 632964

The Inn is a 35 minute walk or 4 minute drive to the centre of Guisborough town. Local shops include two supermarkets, newsagents, cloths shops, banks & building societies, post office and gift shops.

The nearest airport is Durham Tees valley 23.2 miles away.

The nearest train station Middlesbrough 11.6 miles away

A local bus service is available hourly at the entrance to the village. Routes include coastal and town (all buses are accessible)

Accessible taxi services available upon request

When using satellite navigation system this should send you directly in to Slapewath the Inn is at the bottom of the bank. (Slapewath is a hamlet of six houses just off the A171 Guisborough to Whitby road)

You are able to contact the Inn via, telephone, fax, email or text speak

Ideal for single travellers (many business people, walkers & tourists travelling alone stay here. Basic English maybe necessary although we will try and help out).

No night porter - late check in are sometimes available with prior notice.

Tourist attractions include

Captain cook tour - a 70 mile drive around the local area referencing the famous explorer James Cook

The Cleveland way - a famous walking route,

Surfing the Saltburn coastline,

White water rafting - Tees Barrage,

Redcar race course - horse racing,

Croft circuit track - motor sports,

Middlesbrough football club,

Nature's world - pioneering environmental experience

The great North Yorkshire steam railway.

All attractions can cater for different disabilities. For further information individual attractions may need to be contacted.

3. Booking arrangements

Address: The Fox & Hounds, Slapewath, Guisborough, Cleveland, TS14 6PX

Telephone Number: 01287 632964

Fax: 01287 610778

Email: info@thefoxandhound.co.uk

Website: www.thefoxandhound.co.uk

Hours of operation: 7am - 11.30pm

4. Arrival and car parking

Parking is available at the front and rear of the hotel, both entrances have wheel chair access. Wheel chair access doors do need opening from the inside of the building. If travelling alone please contact us using your mobile phone when you arrive in order to be greeted at the appropriate access (01287 632964).

The front of the hotel has a tarmac surface, the rear of the building road, is still flat but a little bumpier. The main front door to the building has two steps - step one is 7 ½ cm high , 50cm depth. Step two is 13cm high then on to a level floor.

If you need assistance with luggage, equipment or guidance, our team are available through working hours 7am - 11.30pm.

Assessable taxis are available in the area, staff will be more than happy to arrange taxis throughout your stay.

5. On site

Building accessible for wheel chair users but accommodation not suitable, no access to bedrooms on the first floor.

Number of steps to the first floor accommodation are 17 with a turn and wide step in the staircase half way up.

Measurements through the front door to the building 83cm wide. Entrance into reception 78cm wide.

Seating area and tables available in reception to complete check in procedure if necessary.

There are no steps or slopes on the ground floor once in the building

All guests are offered assistance and shown to their room

All floor surface is carpet (with the exception of the dining room floor which is wooden)

Bedrooms and bathrooms: access information and description

The bedrooms - We offer a number of different style rooms including doubles, twins, singles, bridal suite and two family rooms consisting of a double bed and pull out sofa bed suitable for children only.

Alternative bedding available on request for allergies.

Hair dryer, iron & board and other items are available on request a small deposit maybe asked for, which will be returned once the item is returned.

All rooms have TV and teletext remote controls

Bathrooms include use of French tubs (not suitable for guests with limited mobility), shower cubicles and baths.

Emergency evacuation procedures

Emergency procedures are clearly written and drawn on notices attached to the door in each room

Public areas - bar/restaurant/WCs/: access information and description

The bar area - a high bar counter but staff are able to assist with drinks and food orders from the table if necessary. Drinks can be delivered and payment taken from the table. Clear access throughout the bar. Seating consists of some chairs with backs and arms, stools, chairs with high backs but no arms and bench seating with high backs.

Dining room & restaurant - suitable for wheel chair use, chairs and tables are movable. Chairs have no arms for support but on requests one could be arranged for use in either restaurant.

Sturdy tables if needed for support when raising from the chairs.

Access throughout the restaurant is usually good although busy periods may cause a little difficulty with extra guests in the room. Former notice is not necessary, but does help us to enable to position guests with mobility difficulties closer to arrival and exit points if they feel this to be necessary.

Requests for tables in the window for extra light maybe necessary before arrival throughout busy periods.

Waiting staff will take orders from the table on an evening. The house menu is served to the table or you can help yourself to the carvery. Help is available with the carvery.

Special dietary requirements can be catered for.

The dining room lighting is very bright and the room airy. The restaurants lighting is dimmer with use of candles which makes it a little darker.

High chairs are available

Toilets- unfortunately we have no disabled toilets- They are accessible by wheel chair users but a little mobility will be required to use the cubicles.

Baby changing facilities are only available in the ladies toilets

Laundry

Laundry - We do not have an official laundry service but we are always happy to help out if needed as we have a washer and dryer on the premises.

Grounds and gardens: access information and description

Grounds and gardens - We have a large car park to the rear and front of the building. A large beer garden is accessible at the front of the building with fixed tables and benches. The garden is open with a stream which runs along side of it. Children will need to be supervised in this area.

Excellent access to fields, woodland walks and the Cleveland way. Suitable for dogs.

Local accessible amenities - Visit North East England have a comprehensive web site and brochure with lots of information on places to visit in the north east and accessibility www.visitnortheastengland.co.uk alternatively some places we recommend Alice's Cheshire cat, Captain Cook tour, Roseberry topping, Stewarts Park, Whitby and Saltburn to name but a few.

Any other useful information

If you require any assistance during your stay please contact reception and we will be happy to help

If you have any queries or special requests before you arrive please contact the manager who will be happy to help and advise you if possible

Assistance dogs have access in the building but family pets are only able to enter the ground floor public areas after 9.30pm.

6. Future plans

To have grip rails fitted to the main entrance and toilet areas.

To continue training staff on disability awareness.

To have a guest comments book.

7. Contact details

The Fox & Hounds

Slapewath

Guisborough

Cleveland

TS14 6PX

Telephone: 01287 632964

Minicom: none

Fax: 01287 610778

Email: info@thefoxandhound.co.uk

Website: www.thefoxandhound.co.uk