



Idle Rocks Hotel Access Statement

Please find outlined below information that we hope will ensure you enjoy your stay at The Idle Rocks Hotel, regardless of whether your life is affected in some way by a medical condition, disability, impairment or specific learning difficulty.

Prior to your arrival

- Enquiries and reservations may be made by telephone, email or fax.
- Bookings may be made by telephone, email or on line through our website.
- Should you require a taxi to the hotel to or from the airport at Newquay or train station at Truro, we use a reliable company on a regular basis and we would be delighted to book them on your behalf. They do have vehicles suitable for wheelchairs, if required.
- Directions to the hotel can be found on our website.

On arrival at the hotel

- There is designated disabled parking in the village car park, together with additional parking.
- Entrance to the hotel is by way of one small step and is easily accessible by wheelchair.
- We are more than happy to help you with your luggage and will collect it from your car and deliver it to your room.

Reception area

- Floor is carpeted ,tiled and suitable for wheelchairs.
- Reception is all on one level.
- A low level desk is available.

Public areas

- Our corridors are well lit and carpeted.
- The Water's Edge restaurant, bar and lounge all have carpeted floors, are on one level and easily accessible from the front entrance of the hotel.
- There are fire doors from reception to the restaurant, bar, lounge and terrace.

Toilets

- We do not have a disabled toilet.

Fire alarm

- The fire alarm system activates bells and does not have flashing lights. Assistance can be given if evacuation is necessary.

The Water's Edge Restaurant, Bar and Terrace

- There is ample moveable seating in these areas and there are chairs without arms.
- Background music operates in the restaurant and bar.
- Full waiter service is offered, although breakfast does involve some self-service but assistance will be given if required.
- Restaurant tables are laid with white table linen.
- All areas are well lit.

Accommodation

- Rooms are located on all floors with access by stairs.
- Bathroom sizes are varied, depending on room booked, one Cottage room has a ramp and takes wheelchairs.
- We do not have adapted bathrooms and grab rails are not in the bedrooms as standard, however, if required and with prior notice, we can make hoists and grab rails available.

Additional information

- Service dogs are welcome.
- We are able to use the front doors in the event of evacuation. The bells will ring continuously if evacuation is needed. If you require assistance for evacuation, please notify us on arrival.

We have tried to be as accurate as possible and have included as much detail as we can in our Access Statement. We welcome your feedback to continuously improve on the information we provide. If you have any other enquiries, please contact the Hotel reception.