

## Accessibility at Port Lympne Hotel

We have properly considered as an integral part of the hotel development process the needs of disabled people. However, as this is a Grade II\* listed building (where any fundamental changes to the architecture had to be approved by English Heritage and the Local Planning Office), our rooms are therefore not able to cater for anyone who is not mobile.

### Directions to Port Lympne Hotel

Port Lympne Reserve is located in the South East of England in Kent and is within easy reach of the home counties of London, Surrey, Sussex, and Essex. You can reach us by road, rail and bus.

Port Lympne Reserve  
Lympne  
Nr Hythe  
Kent  
CT21 4PD

### Accessibility at Port Lympne Hotel

To ensure that you enjoy your stay at Port Lympne Hotel set within Port Lympne Reserve, please observe all notices and bear in mind the points below regarding accessibility. If you require advice or assistance on your visit please call us on 01303 234112 and we'd be delighted to help.

### Arrival & Car Parking Facilities

There are car parking bays reserved for the hotel guests. The hotel car park is on an incline and is some distance from the hotel itself. It is therefore our recommendation that the disabled guest is dropped off before the car is parked. If guests require assistance with luggage, equipment or guidance, please notify us in advance, our concierge service is available 24 hours.

### Reception

Access to the Reception is through a wide door however there is a small lip. There are currently no additional services for visually or hearing impaired visitors.

### Disabled toilets

There are no disabled toilets within the hotel, however there are disabled toilets within the adjacent building; The Aspinall Suite. There is a ramp to enable wheelchair users to gain access to the building (available upon request).

### Ground Floor

A ramp can be placed to gain access into the hotel. The ground floor is on the level with the exception of a small area into the ladies bathroom that has a number of steps up so is only suitable for Mobility 1 guests i.e. suitable for a person with sufficient mobility to climb a flight of steps. We have no bedrooms on the ground floor. Upstairs bedrooms are not currently accessible for immobile guests.

### Restaurant

The restaurant is located at the end of the main entrance hall and the restaurant tables can be arranged to accommodate wheelchairs. The tables are at the height to accommodate wheelchair users to dine at, on the basis the wheelchair arms are retractable.

### Bar

The bar top counter is an unsuitable level for wheelchair users, however table service is available. Tables, armchairs and other furniture can be rearranged to accommodate wheelchairs. The coffee tables within the bar area are low set.

Seating is available on the terraces and a ramp can be arranged from the glass doors at the end of the main entrance hall to enable access to the terraces.

### First Floor

The first floor of the hotel is only accessible to Mobility 1 guests in that it is only suitable for a person with sufficient mobility to climb a flight of steps but who would benefit from fixtures and fittings to aid balance. There is no lift to the first floor.

### Port Lympne Hotel Bedrooms

Telephones are provided in the bedrooms.

Evacuation policy information is provided in each of the bedrooms. This information can also be provided in larger print on request.

An Emergency number is given 01303 394040 for any guest who may require assistance during the night. However, this number is not for Room Service.

All of the bedrooms have free wireless connection.

All bedrooms are en-suite, however there is only one bedroom, the Sir Winston Churchill room with a step into shower. The remainder all have baths that require a step up and over the bath to use the shower.

### Moorish Patio

The Moorish Patio is located between the first floor and ground floor of the hotel. The patio is only accessible to Mobility 1 guests in that it is only suitable for a person with sufficient mobility to climb a flight of steps but who would benefit from fixtures and fittings to aid balance. There is no lift to the patio.

### Hotel Gardens

Due to the historical nature of the gardens surrounding the hotel, very few areas are accessible other than to Mobility 1 guests. Visually impaired 1 guests would require assistance navigating the gardens as there are historical slopes and steps.

### Smoking

Smoking areas are situated under the East and West Loggias and ash trays are provided.

### Safari and Exploring the Reserve

Two of the safari trucks are fitted with a lift and the seats have been removed to give the guests unobstructed views. Please ask for details at reception. Golf buggies may be

available to hire from reception, subject to availability. It is advisable to book golf buggies in advance of arrival.

### Key to the National Accessible Scheme



**Mobility 1: Typically suitable for a person with sufficient mobility to climb a flight of steps but would benefit from fixtures and fittings to aid balance.**



**Mobility 2: Typically suitable for a person with restricted walking ability and for those that may need to use a wheelchair some of the time.**



**Mobility 3: Typically suitable for a person who depends on the use of a wheelchair and transfers unaided to and from a wheelchair in a seated position.**



**Mobility 4: Typically suitable for a person who depends on the use of a wheelchair and transfers to and from the wheelchair in a seated position. They also require personal/mechanical assistance to aid transfer (e.g. carer/hoist).**



**Visual 1: Typically provides key additional services and facilities to meet the needs of visually impaired guests.**



**Visual 2: Typically provides a higher level of services and facilities to meet the needs of visually impaired guests.**



**Hearing 1: Typically provides key additional services and facilities to meet the needs of guests with a hearing impairment.**



**Hearing 2: Typically provides a higher level of additional services and facilities to meet the needs of guests with a hearing impairment.**