

Access Statement for The Peacock at Rowsley

Introduction

Our hotel is a grade 2 listed star building, sadly we have no lift. Please note that we have 2 steps into our hotel from the front door.

Pre-Arrival

Guests are welcome to call or email to check our availability. We can send out information in larger fonts if preferred.

The nearest mainline railway station is Chesterfield with accessible taxis available outside for the 20 minute journey to our hotel. We are about 3 miles from Bakewell and Matlock, both are easily accessible by foot or by bus.

Shop mobility available on Wednesday in Bakewell and everyday in Chesterfield.

Our accommodation is suitable for people with visual/ hearing impairment who are accompanied.

For accessible taxis we recommend AJAX based in Matlock. We strongly advise that all guests with a disability let us know before arrival.

Arrival & Car Parking Facilities

We have 2 disabled parking spaces at the side of the hotel. Guests are welcome to ring us on arrival to the car park and assistance and portage can be given to the main entrance which is around 7-10 metres on tarmac and pavement from these allocated parking spaces. There are 2 steps to enter the hotel

We are dog friendly and can provide dog bowls and food.

Main Entrance & Reception

There are 2 steps to enter the hotel and assistance can be provided. Our reception is visible from the entrance as a white clad desk. .

Pads and pens available at reception and in all bedrooms. Additional bedroom keys can be requested and comfortable seating is also available in reception.

As part of our check in process all guests are given a familiarisation tour of the public areas.

Reception is manned 24hrs.

Public Areas - General (Internal)

Sadly we have no lifts but have a household stairway with 14 steps. There are no doors for guest to open downstairs as all are always open apart from the WC. Downstairs guests have easy access to the lounge, restaurant and bar, which all have carpet apart from a concrete floor in the bar and adequate lighting.

Public Areas – WC

Our disabled WC is located outside our main restaurant and is one toilet and is unisex. The area outside the WC is carpeted and inside is quarry tiles. Emergency pull cord and response and support rails are provided. Mixer sink is provided

Restaurant

The restaurant is lit by 3 chandelier lights and wall lights set to dim in the evenings. All tables and chairs are sturdy and are made of wood. The chairs are armless but chairs with arms can be provided,

Menus in larger fonts can be provided and we can cater for any allergies or dietary requirements.

Table service is provided and the WC is just outside the restaurant

Bedrooms

We do not have any bedrooms suitable for wheelchair users as all bedrooms are on the 1st floor.

Fire alarms are fitted in each bedroom. All bedrooms have remote control televisions and DVD players. All rooms have a hospitality tray and kettle. All bedrooms are carpeted and have wall and desk top and lighting.

Room service menus are offered and we can work with any dietary requirements.

Dogs are also welcome

Bathroom, Shower-room & WC [Ensuite or Shared

Each bedroom has private en-suite facilities and has a shower, bath or shower over bath. Bathroom floors are tiled. There are no support rails in our bathrooms.

Grounds and Gardens

Our garden is predominately grass with a gravel path which leads to a paved patio section which in summer has garden furniture out allowing guest to sit outside at other times of the year there is no furniture.

Additional Information

Our fire assembly point is in the main car park. Guests with hearing, visual or mobility difficulties are asked to advise reception in case of an evacuation.

The hotel is completely non smoking, some rooms have fridges but we are happy to store any medication.