

Access Statement

The Wilton Hotel

At The Wilton Hotel, we aim to ensure that all our guests have comfortable facilities and are made to feel welcome. We have developed this access statement to address some of the more common issues that disabled people face.

The access statement is intended to provide additional information for all guests who wish to attend the hotel or use its facilities.

The Wilton Hotel is a family owned, with all en suite bedrooms and a bar. All the rooms are accessible by stairs.

Pre-arrival

You can contact us via telephone, email or post

The nearest bus station is Talbot Road Bus Station located in the town centre

The nearest train station is Blackpool South and is located less than 1 mile from the Hotel. The larger, Blackpool North station is situated near the town centre.

There are many local taxis firms, which we can provide you with details of or book on your behalf.

You can find a location map of 'where to find us' on our website at www.thewiltonhotel.co.uk.co.uk

Arrival & Car Parking Facilities

There is a private Car Park which is secure and free of charge

The entrance is on the left hand side

Guest's must park as instructed and cars are likely to be blocked in until breakfast time each day – if you are likely to want to move your car in and out of the car park, or leave before 10am, please advise us so we can discuss possibilities.

The car park surface is tarmac and lit at night

There is no slope to the back entrance door and two high steps

The front entrance has 3 steep steps

We offer assistance with luggage

Main Entrance & Reception

The front and back doors both lead to the Bar and reception

The floor is level & carpeted and laminate throughout

The Reception and bar are both on the Ground Floor

Public Areas

Our corridors are well lit and carpeted

The Bar is assessable on one level and has laminate floor

There is one door leading to the Bar

There is a narrow door leading to the dining room

We do not have a lift or escalators to the first or second floors

There is a WC on the first floor with fire doors leading to

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

The car park is private and is only accessible, after you have parked, by prior arrangement

Restaurant/Dining Room, Bar and & Lounge

Moveable seating in the dining room

Some moveable seating in the bar

All chairs are without arms

Tall bar stools optional

Background Music in the dining room and Bar

Waiter service in the dining room

Well-lit dining room and Bar

The bar is made up of bench seating and low level, small coffee tables

Bedrooms

Bedrooms are situated on the first and second floors

Bedrooms have small shower rooms with WC

Additional Notes:

We are committed to providing a high level of customer service. Whilst the physical limitations of the existing building may impose some constraints on what the Wilton Hotel are able to do, we fully intend to comply with current regulations and good practice.

The nature of the building means it is impossible to make access to upper floor bedrooms accessible without stairs.

The Wilton Hotel aims to ensure that all employees, guests and others, who use or assist in the provision of our services, are treated equally & according to their needs.

We request that anyone wishing to make an enquiry or booking inform us of any special needs or disabilities that they may have in order for us to meet any special requirements and advise as best as possible

If you require any further information relating to accessibility of the Hotel, please do not hesitate to contact us by phone, on: 01253 346673 or email: enquiries@thewiltonhotel.co.uk or of course in person & we will do our best to answer your query.