



Accessibility Statement

This Statement is to enable prospective clientele, who may have a wide range of disabilities, to have a better understanding of the facilities at Bartley Lodge and how these can assist the client when looking to decide whether to stay with us. As a business, we have taken the necessary steps to become as accessible and inclusive to as many visitors as is reasonably possible in our Grade II listed property.

Bartley Lodge is privately owned and run by New Forest Hotels Plc (T/A New Forest Collection) and this statement complies with the access requirements of our local disability legislation. Whilst the physical limitations of the existing building may impose some constraints on what the Hotel is able to do, we fully intend to comply with current regulations and good practice.

Here at Bartley Lodge we have 39 en-suite bedrooms, our rooms are divided over 3 floors, ground, first and second (room types and layouts detailed below). Our public rooms consist of a bar, 3 separate lounges, the dining room and Orangery, all on ground floor and accessible by wheelchair. We have 3 function rooms – Kings, Queens and Georgian room all on the ground floor which lead onto our grounds/garden. Our indoor swimming pool area is again on ground level and accessible by wheelchair.

Pre Arrival

- We request that, when making an enquiry or booking, customers inform us of any special needs or disabilities that they may have in order for us to meet any personal requirements. You can contact us by telephone, live chat, email or post
- The hotel uses our website to describe our services and terms
- Bartley Lodge is situated in the New Forest National Park, Hampshire in a small village called Cadnam
- The hotel is mainly accessed by car. Public transport is minimal with the closest train station (Totton) being 5 miles away. Taxis are available and reception will be happy to assist, however with the remote location can be difficult to source late at night. A bus stop is 0.4 miles from the hotel and provided by Blue Star
- The nearest pharmacy is 0.5 miles from the property, the closest GP surgery is in Lyndhurst (3.0 miles) and A&E is situated in Southampton (9.8 miles)

Arrival & Car Parking Facilities

- Entrance to the hotel requires you to cross over two cattle grids with a long tarmac driveway surrounded by trees and woodland and no street lamps/lighting. This leads onto a gravel carpark at the front of the property allowing for up to 22 parking spaces, 2 of which are disabled parking (with paved access to the front entrance)
- The hotel also has additional parking at the rear of the property offering a further 55 spaces. Parking at the

rear requires you to walk on the gravel pathways to the front entrance

- The car park is lit both at the front and rear of the building by outdoor lighting attached to the building. It has CCTV cameras, however does not cover all parking bays

Main Entrance & Reception

- The floor is level with tiles and rubber surrounded welcome mat
- The reception desk is semi-circular and approx. 1.25m high. Chairs are in reception should you require to sit down whilst completing check in/out
- Reception leads to all our public areas and functions rooms, which are all on ground level without steps

Public Areas & Gardens

- Our corridors are well lit and carpeted with motion sensors in some locations
- We have WC facilities on ground and basement level along with a disabled/baby changing toilet on ground floor. The basement WC is accessible via stairs only
- The fire alarm is sonic and has flashing lights at each detection point. Assistance will be given if evacuation is necessary
- Our gardens can be accessed through our dining room, function rooms or by walking around the property. An entrance has a small step and ramps are available to gain access.
- The gardens consist of patio with paving, gravel and grass/lawn
- We have rattan furniture with chairs (with and without arms) as well as lower level sofas and tables, some with parasols

Dining Room, Orangery & Lounges

- Our dining room and orangery are joined together and on ground level with access to the gardens. All our chairs are a mixture of chairs with and without arms. All table and chairs are moveable
- The Orangery, also used for dining has 2 steps leading onto the patio and not accessible friendly
- We provided background music in our dining room, orangery, lounges and bar area
- Our dining room offers buffet breakfast with waiter service for Full English as well as waiter service in all areas for lunch, afternoon tea and dinner
- We have 3 lounges, 2 of which are all flat level with moveable furniture. Our 3rd lounge (behind our reception area) has steps down into fixed seating
- Our bar is small with minimal seating and high rise stools, bar/waiter service can be offered in our lounge areas if required

Swimming Pool

- Our pool is 4.7m x 8.7m in size. The shallowest point is 0.4m and the deepest is 1.5m with an average temperature of 28c. It has steps and a rail leading into the pool at the shallow end
- The pool is located on ground floor level and is not supervised by a lifeguard, however we have trained emergency responders on duty
- We have communal changing facilities for all customers to use with towels available

Function Rooms

- We have 3 functions room, 2 of which can be made into one larger function space with access to the gardens using moveable ramps. They are all on ground level and accessible by wheelchair
- Moving from the Kings room to the Queens room is on one level, however moving from the Queens room to the Georgian room requires you to walk down 3 steps. An alternative route is available by using the door next to reception
- Each room has hard floors, moveable furniture, curtains and appropriate lighting

Bedrooms

- All rooms have en-suite bathrooms. Some may have a bath with overhead shower some just a walk in shower. All rooms with a walk in shower (except the accessible room) are situated on either first or second floor and will require using the stairs
- 4 rooms are on the ground floor, 1 is an accessible room with a wet room consisting of a bath, walk in shower with a chair and grab rails in the shower and by the toilet. This room has a divan bed and therefore not suitable for hoists, however can twin. The 3 other rooms on ground floor are double rooms with the option to divide into a twin and have bath with overhead shower
- 7 rooms are on the first floor. Our hotel is divided into 3 sections where you can gain access to all of these using 2 sets of stairs
- 8 rooms are located on the second floor. All requires walking up 3 staircases
- All rooms have telephones with access to reception and also to make external calls in an emergency

Night Security

- We keep a record of all guests notified with particular disabilities, in the event of any emergency or evacuation. These guests are offered a hanging door sign to signal emergency assistance. A Personal Emergency Evacuation Plan will be filled in at check-in for any guests with a notified disability
- Night Porters/staff hold details on guests with hearing difficulties, sight difficulties and movement restrictions, in order that they may provide assistance in the event of an emergency
- Guests are encouraged to ring down to Reception for assistance at any time, when we shall respond straight away

General

All information such as menus and bedroom information can be printed in larger fonts on request. Service dogs are accepted at the hotel by prior arrangement.

Should you wish to hire any mobility aids 'New Forest Mobility Services' www.newforestmobilityservices.com/hire-services are a local company that can assist. The hotel will be happy to accept delivery of these prior to your stay.

We have tried to be accurate and comprehensive in the preparation of this Access Statement and would welcome your feedback in order to maintain the quality and accuracy of the information we provide. Should you have any further questions or need more information about our provision, please call us, prior to booking, on 0800 44 44 41 or contact us by email at reservations@newforesthote.co.uk. The team will be pleased to assist, in any way possible.