

# **Access Statement for Keats Green Hotel**

## **Introduction**

The Keats Green Hotel is located in central Shanklin within easy walking distance to the town centre. The hotel is located on the Shanklin Cliff Path, a popular paved walking trail for visitors. The hotel has 33 bedrooms made up of single, twin, double and family rooms, all of which have en-suite bathrooms; some bathrooms have thermostatic showers over baths, others have walk in showers. All of our public rooms are on the ground floor and sea-facing to take in the beautiful view. All of our staff are here to make your stay as comfortable as possible; please do not hesitate to ask should you have specific requirements and we will endeavor to accommodate you.

## **Pre-Arrival**

We are happy to offer the following services and facilities for our guests:

- Our reservations staff are available to assist you 365 days per year by calling 01983 862742 from within the UK or 01144 862742 internationally. Should a reservations agent be unavailable please leave a message on the answer phone and we will return your call at the earliest opportunity. We also offer reservations enquiries through our website, [www.keatsgreenhotel.co.uk](http://www.keatsgreenhotel.co.uk), which again will be answered at the earliest opportunity. Should you wish to contact us via the post our address is: 3 Queens Road, Shanklin, Isle of Wight, PO37 6AN alternatively, you can also fax through a reservation by dialing 01983 868572 from within the UK or 011441983 868572 internationally.
- Our website is available to anyone with internet access and is in the English language. Our website can be altered by approval of the management through our web design company.
- Our access statement is available upon request and is presented in English.
- We are pleased to have local bus and train routes and timetables available at reception for the convenience of our guests. The hotel is also situated conveniently with a bus stop at the top of our driveway. There is also a scenic road train which departs from the top of the hotels driveway and runs from Easter through early October.
- Keats Green Hotel is well situated being a 10 minute stroll to the town

centre on flat ground. Via the road train it is a mere two stops to the town centre as well. Guests can either walk, take the road train, bus or taxi from town to or from the hotel. We have business cards for two local taxi companies available at the reception desk and are happy to organise taxi service. No Shopmobility scheme has been registered with the National Federation of Shopmobility in the local area.

- Shanklin has one equipment hire shop located in the town centre and who will deliver if required.
- There are several Radar toilets in Shanklin, the locations are Esplanade Gardens (Male & Female - Daytime), Falcon Cross Road, Rylestone Gardens, Tower Cottage Gardens and Shanklin Station, Platform (Station hours - Island Line).

Please enquire at reception should you need directions to any of the above locations. The nearest radar toilet to the hotel is Tower Cottage Gardens.

- There is a wheelchair accessible taxi service, Mac's Taxi / Door-to-Door however it must be requested at the time of booking.
- We are happy to accommodate any guest with mobility impairment, visual and hearing impairment. The type of disability must be disclosed at the time of booking to ensure all the staff are aware and can treat the guest accordingly. We offer a welcome statement on paper for those guests who are hearing impaired so they are aware of all the services at the hotel. We also have a list of all our disabled guests and guests requiring assistance at the front of our reservations book. We have level access to 15 rooms, 12 of which require using the hotel lift. There is level access to all our public rooms. If a guest is wheelchair bound we are unable to offer accommodation.

## **Arrival & Car Parking Facilities**

- Upon arrival at Keats Green Hotel guests are welcome to park in any of our 26 parking spaces. Although we do have a slightly slopped drive, 7 of those spots are on level ground. If a guest requires a space close to the front door they can reserve one at the time of booking. We also offer one officially designated disabled parking space closest to the entrance of the hotel. Although all of our staff are available to assist guests whenever they require we do not have a designated porter.
- Guests can however be dropped off directly in front of the hotel door.
- Our hotel entrance is level access from the paved car parking area.
- At the entrance to the hotel there is a dropped kerb.

- We have diagonally spaced parking which would enable rear access to a vehicle if necessary.
- We have a large sign at the road entrance to the hotel listing the name and telephone number of the property.
- Keats Green Hotel is pleased to be one of the few hotels in Shanklin which allows small, well mannered dogs. The hotel does not have a water bowl outside the property but if requested we can provide one. We do accept dogs in the guest rooms and outside garden area of the hotel, however; dogs are not allowed in any of our public rooms with the exception of service dogs.
- The outside signage has a beautiful picture of the hotel painted on it and the wording is printed clearly and in large format.
- We have a bell located at the front entrance for guests arriving after hours, which is then answered by the bar manager/night porter who is available until reception re-opens at 8:00am.
- If a guest requires portorage for their luggage we offer this service at no charge.
- The entire entrance and parking area of the hotel is finished in tarmac with no barriers or speed bumps. From the furthest parking space it is approximately 56 meters (180 feet) to the entrance of the hotel. If guests have parked in the upper section they will be navigating a slightly sloped drive to the entrance. The car park's main area is lit using powerful 'son' lights and the main doorway entrance to the hotel is level and lit by two porch lights.

### **Main Entrance & Reception**

- All guests enter through the main entrance which as stated is accessible to all. We also have a CCTV camera system in operation which allows reception staff to see guests coming in from the car park.
- Upon arriving at Keats Green Hotel guests are welcomed at the reception desk, which stands at a height of 38 inches (965 millimeters). Should a guest require assistance to their room it is provided by the reception staff.
- The hotel provides quiet background music in our bar lounge and dining area where the volume can be altered upon reasonable request.
- Our rooms all have a pad and pencil.
- There is a bell located outside the front entrance and at the reception desk if it is not manned when a guest arrives to call one of the staff to attention.
- All our hallways and public areas are elegantly lit with wall and ceiling lights. At reception we have spotlights over the desk to make it visually bright at check-in.

- Guests receive their room key on check-in and we ask that they leave their key at reception before going out. The office staff have master keys to assist guests if they have locked themselves out.
- We offer two seats in the hallway just off reception should guests need to sit down after a tiring journey. Otherwise we offer more comfortable seating in our two lounges just steps away.
- Upon check-in guests are given a personal guided tour of the public rooms of the hotel, shown to their table in the dining room and asked if they require assistance with their luggage.
- Our main entrance door is side hung and the width is 33 inches (838 millimeters).
- The reception desk is open from 8:00am through till 8:00pm. Outside of these hours our night porter is available for guests. The front door of the hotel is unlocked between 07:00hrs (7.00am) and 00:00hrs (Midnight). Should guests need to enter or exit the hotel outside of these hours the night porter is available to assist them.
- We are pleased to offer guests level access on our ground floor.
- Tariff sheets are available at reception for viewing.
- The hotel is happy to welcome service dogs. We can provide water bowls on request, however; the owners must provide bedding and food. There is a lovely cliff walk located right outside the hotel for walking.
- All of the signage located around the hotel is clearly marked and all signs are in English.
- From the reception area guests can enter the public toilets, quiet lounge, bar lounge and dining room. There are side hung doors to each room.
- Our lift is located 20 meters (65 feet) past the reception desk, through a side hung door and down a hallway. We also have stair access to all our floors and the layout is as follows:
- Rooms 33-35 Ground Floor, Rooms 1-6, 17-23 are lift accessible. All other rooms are accessible by navigating at least 4 stairs.

### **Public Areas - Hall, Stairs, Landing, Corridors etc**

- We have a lift available from the ground floor to access the 1st and 2nd floors of the hotel. Our sea view rooms are not available directly from the lift. It is a passenger lift which takes up to 6 people at a time. There are Braille buttons available inside the lift at a height of 46 inches (1168 millimeters) for sight impaired guests. The doors are automatic and feature an infra-red sensor 19 inches (482 millimeters) from the base. The lift door is 32 inches (812 millimeters) wide and measures 55 inches (1397 millimeters) deep by 43 inches (1092 millimeters) wide.

- All of our public rooms are level access and located on the ground floor with the exception of our swimming pool. To access the swimming pool guests must exit the fire escape door on the first floor and walk down the stairs. On request reception staff can open a side gate to allow level access to the swimming pool from the car park.
- On our ground floor we offer public washrooms, two comfortable lounges and our dining room. These rooms are accessed by hung doors which measure 31 inches (787 millimeters) wide at the smallest.
- All of our public rooms, halls, corridors and bedrooms are furnished with carpet.
- We do offer guests of the hotel one house phone in which they can take outside calls from should they not be in their room and also a pay phone. We have a desk and chair located by these phones for the added comfort of our guests who wish to have prolonged conversations.
- All of our public rooms have lovely uniform lighting with the lounges featuring table lights for guests who require it. The dining room has overhead lights with windows to allow natural light.
- Guests not wishing to use the lift can access our first floor rooms by walking up 16 stairs; we do have handrails on the stairs at a height of 34 inches (863 millimeters). Our sea view rooms are accessed by 5 additional stairs where we offer a landing with a seat should guests need to rest. The second floor is accessed by 13 additional stairs and the second floor sea view rooms an additional 3 stairs. The corridors of our sea view rooms measure 40 inches (1016 millimeters) wide. The corridors of the 1st and 2nd floor measure 76 inches (1930 millimeters) wide. Our landings measure 98 inches (2489 millimeters) deep by 91 inches (2311 millimeters) wide. Noteworthy, the doors to the accommodation rooms measure 27 inches (685 millimeters) wide. Each of the hallways are accessed by doors which measure no smaller than 28 inches (711 millimeters) wide and are glazed and side hung. The hallway to our ground floor room is also accessed by a glazed, side hung door and the narrowest part of the hall measures 37 inches (939 millimeters) wide.
- Although we allow dogs there are no provisions for them in the hotel and they are only allowed in the guest rooms. Should a guest require their animal to be with them, ie. seeing eye dog, they will be accommodated for in all areas of the hotel. There is a lovely garden out front of the hotel with paved access to an exercise walking path through a small gate at the hotel property edge.

## **Public Areas - Sitting room, lounges, lobbies etc**

- As stated all the public areas of the hotel are on the ground floor and have level access.

## **Public WCs**

- We do offer our guests public toilets on the ground floor directly across from reception. These toilets are not wheelchair accessible and have no adult or baby changing facilities. We offer both a mens and ladies toilet which feature tile flooring, toilet, wash basin with hand soap and tissue paper as well as a hand dryer. These toilets are serviced by our housekeeping staff daily and are kept very clean.

## **Dining Room**

- Located on the ground floor with level access our dining room is one of the loveliest features of the hotel offering sweeping sea views from almost every table. We have the ability to move all of our square tables to accommodate large or small dining parties and the chairs are all high back. As we offer both Bed & Breakfast as well as Half Board we have separate menus for each. Our menus are all written in English in a large, easy to read format. We have excellent service staff in the dining room who, except for their rest days, are with you for the length of your stay to give guests a consistent dining experience. During each of our meal times guests can be escorted to their tables if they wish and are served each course. Exceptions for dietary requirements are available at a supplement and at the approval of the head chef.

## **Outdoor Facilities**

- We are pleased to offer our guests a lovely outdoor pool which is available from May 1st – September 30th each season. The pool is open from 8:00am - 6:00pm. The pool is 10 meters (33 feet) in length, 4.8 meters (15½ feet) in width and 1.3 meters (4¼ feet) in depth at the shallow end and 2.45 meters (8 feet) at the deep end. There is no lifeguard on duty which is stated by the pool and guests use the pool at their own risk. The pool is accessed by the first floor, out the fire escape door and down the fire escape stairs. A small paved walk through a gated outside door leads into the pool area which features a concrete deck and lounge chairs for resting. There is signage located around the pool expressly stating no diving and no

running. There is safety equipment in the form of a hook attached to the wall, a lifebelt and an outside alarm.

## **Bedrooms**

- We have 3 wheelchair accessible ground floor rooms which have walk in showers. All of our rooms feature kettles and we have in room service.

## **Additional Information**

- In regards to the hotel evacuation procedure it is printed on the back of every bedroom door as well as in the guest information file and is also available from reception on request. Staff are aware of fire evacuation procedures and if we have any guests requiring assistance during an evacuation staying in the hotel we ask they advise reception on arrival so it can be logged. The hotel staff are more than happy to help with equipment hire should it be required. The hotel policy in regards to service dogs is as follows. The dogs will be allowed to accompany the guest into any public room and the bedroom. We ask any guest bringing a dog that they provide for the dogs comfort and needs themselves. Our hotel is 100% non smoking, however; we offer an outdoor smoking area which is covered and has garden seating and ashtrays. This smoking area is accessed by one stair and through a door off our smaller lounge or via the parking lot for level access. Mobile phones do work on the Isle of Wight however; reception is dependant on the provider you are with. If a guest requires medications to be stored in a refrigerator the staff are happy to accommodate them. We also have a bar manager/night porter who is on duty from 5:00pm - 8:00am available for assistance during hours when the reception desk closes at 8.00pm. All rooms have a phone system and can access reception by dialing '200', this is stated upon arrival and also listed in the room books. There is someone on staff to attend to guest needs 24 hours a day.

Address: Keats Green Hotel  
3 Queens Road  
Shanklin  
Isle Of Wight  
PO 37 6AN

Telephone: From within the UK 01983 862742  
From outside the UK 044 1983 862742

Fax: From inside the UK 01983 868572  
From outside the UK 044 1983 868572

Email: [enquiries@keatsgreenhotel.co.uk](mailto:enquiries@keatsgreenhotel.co.uk)

Website: [www.keatsgreenhotel.co.uk](http://www.keatsgreenhotel.co.uk)

Hours of operation: The hotel is open from 1 week before the Easter break until the end of October and then again from December 23 - January 2nd for Festive Break.

Local equipment hire companies:

Newport Red Cross - 01983 522718

Shanklin Coastal Mobility - 01983 866431

Local public transport numbers:

Southern Vectis - 0871 200 22 33

Local accessible taxi numbers:

Macs Taxis - 01983 86 23 44

Tel Tax - 01983 40 25 60

## **Future Plans**

- There are currently no future plans for the hotel.

## **Contact Telephone and Email Address**

**We welcome your feedback to help us continually improve if you have any comments please phone 0198 3862742 or email [enquiries@keatsgreenhotel.co.uk](mailto:enquiries@keatsgreenhotel.co.uk)**

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