

Marstan Hotel Access Statement

- **Introduction**

The Marstan was originally built as a private home in 1854 with additions built in the 1970's. It has operated as a hotel since 1912.

- The building has 2 floors with a main entrance on the ground floor. There is one step into the building leading through an entrance vestibule. Once inside the ground floor is flat throughout. There are nine ensuite guest bedrooms in total. Two rooms are available on the ground floor with ensuite shower rooms.

PART 1 - PHYSICAL CHARACTERISTICS OF THE BUILDING

The following statement is a summary of our accommodation. We hope that you will find this useful in planning your visit. Please don't hesitate to contact us if you require any further information.

Pre-Arrival

The main Torquay station is approximately 1.75 miles away

- The coach station is approximately 1.5 miles away
- The nearest bus stop is 100 yards away downhill along Meadfoot Beach. Regular bus services are available and timetables are available for guest use.
- We use a reliable local taxi firm and will book taxi's on your behalf if required.

- **Arrival and parking facilities**

We have a car park at the front of the building with 8 marked bays, further parking is available on the road directly outside.

- There is one shallow step into the building.
- The car park is level to the left of the front door then slopes steeply.
- We provide assistance with baggage for all our guests.
- The outer doorway and, the inner doorway are 92cm (3 foot) wide.
- Guests are registered in the lounge area.

- **Public areas – General (internal)**

The ground floor area is all located on one level. The doorway access to the lounge, bar area and dining room are 82cm. The flooring in those areas are short pile carpet with additional rugs.

- There is a unisex toilet located on the mezzanine level between ground and first floor.
- A staff toilet located on the ground floor can be made available if necessary, the access door is 68cm.
- There are 12 steps to a half landing measuring 86cm across, 26cm depth and 18cm high then.
- A further 5 steps to rooms 8 and 9.
- Or turning a further 9 steps to rooms 4, 5, 6 and 7.
- A different staircase accesses room 10, there are thirteen steps to this room measuring 86cm across, 25cm depth and 18cm high.
- All steps are carpeted in short pile carpet.
- To comply with fire regulations all doors are self closing fire doors. A legally compliant fire alarm system is operational with emergency lighting provided.
- We request that guests inform us on arrival of any hearing difficulties so we can arrange for special alarm procedures to be put in place.

- **Bedrooms**

There are two double bedrooms on the ground floor. Six further bedrooms are on the first floor of the main building and a further room room is situated at the back of the building.

- We do not have an elevator in the building
The widths of the bedroom doors vary between 68 and 78cms and the doors to the ensembles vary from 52cm to 68cm
- All ensembles have a toilet, washbasin, mirror and shower or bath. The size of the shower trays vary from 760mm squared to 900mm squared as well as two at 760mm x 1200mm. None have grab handles.
- All ensuite floors are tiled with ceramic floor tiles except the family room which is lino.

- **PART 2 - SUPPORT WE ARE ABLE TO PROVIDE GUESTS WITH SPECIFIC NEEDS**

Guests with restricted mobility: We are unable to cater for totally wheelchair bound guests due to the layout, age and nature of the building.

However for guests with *some* independent mobility, we have:

- Ground floor bedrooms
- We are able to hire wheelchairs, electric scooters and other mobility equipment for your stay
- Guests with impaired mobility are able to use the staff toilet on ground floor.
- All public rooms on the ground floor have level access and are close to fire exits

For guests with visual impairments, we:

- Good lighting in all rooms and bathrooms.
- Large print copies of hotel literature/restaurant guides available.

Guests with hearing impairment, we:

- Direct the guest to written information.
- All television are equipped with teletext and subtitle options (subject to broadcast).
- Have procedures in the event of evacuation.

Guests with asthma or other breathing difficulties, we have:

- Non feather bedding available
- No pets are allowed in any room (except guide dogs)
- High standards of cleanliness

Guests with food allergies

- We rely on our guests to inform us of any allergies they may have.
- We can cater for most needs including for example gluten free bread , soya milk.
- Nut products are prepared in our kitchen.