

Park Head Hotel Access Statement

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors. This Access Statement is available in large print on request.

Introduction

Situated by the A688 in Bishop Auckland, Park Head is the perfect business or leisure Hotel offering 38 en-suite bedrooms including 2 accessible rooms adapted and are ideal for wheelchair users or those with other requirements.

One of these rooms is located in the Main Building and another in the External Courtyard. All of the ground floor of the Main Building and the accessible guest room in the Courtyard Rooms are located on the ground floor of the Hotel with step free access. The accessible guest room in the Main Building can be configured into a super-king or twin configuration, and the accessible guest room in the Courtyard is a single room, and also has an interconnecting door to a standard king room, ideal for use by families or those with a carer travelling with them. The accessible bathrooms have en-suite bathrooms with wet-room and adjusted sink and toilet heights and grab rails. These guest rooms, as well as the Reception area and Bar area have hearing loops fitted.

The upstairs bedrooms in the Main Building and the upstairs rooms of the Courtyard are reached by stairs, and no lift is available. The 11 other rooms on the ground floor of the Courtyard have a small step (15cm) entry.

If you have any further queries please do feel free to contact us on 01388 661727 or via e-mail at phh@aucklandproject.org

Pre-Arrival

For full details and maps of how to reach us please see the 'Contact' section of our website. Alternatively, you can plan your journey by car or public transport.

If you are travelling with a Sat Nav, our postcode is DL14 8AB. If you are traveling by public transport, the Hotel is served by Arriva (number 6 bus) and Go Northern (number X21 bus)

The nearest railway station is Bishop Auckland which is approximately 2 miles away and has connections to Darlington. Taxis are available at the station and Park Head is approximately a 5-minute drive.

If you require an accessible taxi this can be booked in advance, see contact information for details.

Car Parking and Arrival

There is onsite parking with 4 Blue Badge parking spaces available on a first come first served basis approximately 30m from the Hotel entrance. There are also 52 additional car parking spaces including 4 with electric vehicle charging points.

The car park surface is tarmac with a tarmac path leading to the main entrance. The car park, the Hotel entrance and external Courtyard are all well-lit at night

The main entrance door are double doors, and is 1600mm/63ins wide. Receptionists will always be happy to assist with your luggage.

Main Entrance / Reception / Welcome Area

Reception is on the ground floor and has level access throughout.

The floor surface throughout the lobby is anti-slip Altro flooring with a carpeted area in front of the main entrance.

The area is evenly and well-lit with overhead lighting and wall lights.

Seating in the reception area consists of bench seating. A familiarisation tour is available on request.

Bedrooms

There are 2 accessible guest rooms available with step-free access, wet rooms, grab rails, adjusted height sanitaryware and hearing loops.

All entry doors are 780mm/31 inches and the two accessible guest room doors measure 900mm/35.5ins wide and easy to open.

Single, Double, King, Super King and Twin guest rooms are available.

There is a transfer space of at least 1200mm/47ins on one side of the bed.

The height of the bed from the floor to the top of the mattress is 610mm/24ins.

Emergency pull cord in bathroom areas of accessible guest rooms.

The room is bright and evenly lit. Overhead and wall lighting is used, controlled by panels situated at the entrance to the room and at the bedside. Additional reading lamps are available on request.

This bedroom and all other bedrooms in the hotel offer the following:

Lighting as above

Good colour contrast between the floor, walls and doors

Short pile carpet

Non-feather bedding

Television with remote control, subtitles, and audio description facilities

Bathrooms, Shower-rooms and Toilets

All rooms have an en-suite bathrooms and the bathroom in the accessible suite offers the following:

Doors are 900mm/35.5ins wide, easy to open.

Small step (90mm/3.4ins) into shower in non-accessible rooms.

The toilet height in accessible rooms is 430mm/17ins. and has side flush push bar.

The wash basin height is 880mm/34.5ins.

Horizontal and vertical grab rails are fitted either side of the toilet.

Lever taps are fitted on the washbasin and bath.

The bathroom has an emergency call system and intercom system fitted on the wall.

Well-lit with overhead lights and fluorescent lights within the mirror.

Lighting controls for all lights at entrance to bathroom.

Good colour contrast between the doors, floor, walls and towels.

The flooring is non-slip linoleum.

Public Areas - Halls, Stairs, Landings, Corridors

All public areas, halls, stairs and landings, are well lit using a combination of ceiling and wall lights.

Ground Floor corridors are 2300mm/90ins wide and the floor covering is short pile carpet. Upstairs corridors are 1300mm/51ins wide and the floor covering is short pile carpet.

Public Areas - The Oak Room

The Oak Room is situated on the ground floor with level entry from the reception and main entrance area.

The lounge door is 1680mm/65ins. wide.

The room has a mixture of seating with soft chairs, with and without arms, as well as some bar stools, together

with low coffee tables.

Lighting is natural daylight and by night overhead and wall lighting.

The flooring is wooden.

Bar food and drink can be served in the lounge.

The nearest toilets are outside the Oak Room and comprise of ladies, gentlemen and accessible toilets.

Tables in the restaurant are well spaced apart, with a clear height from the floor of 609mm/24ins, with upright chairs without arms.

The restaurant is fully accessible via a step on one side of the bar with a ramp on the other.

Lighting is natural daylight and by night, overhead and wall lighting used.

The flooring is wooden.

We do our best to cater for any dietary requirements; please contact us in advance with any specific requests.

The restaurant is table service.

Crockery is colour contrasted with the table where possible.

Grounds and Gardens

We have a small amount of outside and garden space all available via step-free access.

Conference and Meeting Rooms

We have one private dining/function space which can be accessed from the main entrance/reception area via level entry (ground floor) with level access throughout.

The room has double doors measuring

The room has natural lighting. Overhead lighting can be controlled by wall light switches

Upright chairs without arms are available. The flooring is slip-resistant Altro.

Additional Information

All of our staff receive regular training that includes disability awareness training via Smart log online learning platform.

We have a set of evacuation procedures – should you require assistance someone will come to your room and help you with evacuation. Please let us know on arrival at the Hotel if you require assistance in the event of an evacuation and a Personal Emergency Evacuation Plan can be created.

A water bowl can be made available for assistance dogs when necessary.

Clear signage is used throughout the hotel

The nearest Urgency Care Centre is located in Bishop Auckland on Cockton Hill Road – DL14 6AD. The nearest A&E unit is located in University Hospital of North Durham, DH1 5TW.

Free Wi-Fi Internet access is available in bedrooms and throughout the hotel.

Contact Information

Address (Inc postcode): Park Head Hotel, Park View Terrace, Bishop Auckland, Co Durham, DL14 8QB

Telephone: 01388 661727

Email: p hh@aucklandproject.org

Website: www.parkheadhotel.co.uk

Grid Reference: Ordnance Survey Grid Reference NZ 22839 30207

Hours of Operation: The hotel is open all year round