

Access Statement

The Ellerby Country Inn

Introduction

The Ellerby

We are a small country Inn situated near the North East coast. We have 10 bedrooms, all en-suite, a large restaurant and two bar areas. One of our bedrooms is fully equipped for disabled users and we have disabled access to all public areas. This statement is a basic guide to what we offer here at The Ellerby. If you have any specific questions or requests then please don't hesitate to contact us and we will do our best to meet your needs.

Pre-Arrival

- Telephone, letter and e-mail are all available as forms of communication between you and ourselves.
- We are able to provide any of our menu's and hotel information in large font if requested.
- We have a comprehensive website, if you have any trouble reading then please contact us by telephone and we can answer any of your questions.
- Our Access Statement is provided on our website and as paper documents if requested.
- We have a bus service running from outside the hotel to Whitby and Middlesbrough- X56 Arriva bus- every 30 minutes. Any further information on local transport and taxi's is available on request from us or Esk Valley Mobility on 01947 825555.
- For information on equipment hire, shop mobility, Radar toilets and accessible taxi's you can contact us or contact Whitby Disabled Action Group on 01947 821001.
- We welcome all guests with any mobility, visual or hearing impairment accompanied or not. We will do our utmost to meet your needs and make you feel comfortable. If you have any concerns then please contact us for further information.

Arrival

Car Parking Facilities and Entrance

- We have 2 car parks, one at the front of the Inn and one at the back.
- We have a total of 35 spaces, 1 of which is specifically reserved for disabled users located in the back car park next to the entrance.
- We are more than happy to help any guest from the car park to the hotel and our staff are also available to help with luggage.
- You can drop/ pick up guests right outside the front or back door.
- The car park at the rear is tarmaced and there are no steps to the back entrance.
- The flag- stone path from the back car park to the rooms through the garden is on a gentle slope and is approximately 25 meters in length.
- The corridor from the rear car park to the bar is on a slope and has a handrail for most of the length which is about 12 metres.
- The front car park is also tarmaced and is situated on the other side of the quiet road running through the village. There are 3 steps up to the front entrance from the road.
- Our car parks are free of any barriers and speed humps.
- Dogs are not allowed in the public bar or restaurant unless they are guide dogs. We have a garden at the rear of the Inn where we serve meals and dogs are welcome in this area. We welcome dogs in 3 of our rooms and provide water bowls for them and any other dogs with customers.

Main Entrance and Reception

- The most accessible entrance is at the rear of our property from the back car park. This entrance does not have any steps.
- From this entrance there is a short concrete slope to the external push door and then second internal swing door. Once inside there is a longer more gradual carpeted slope, with a handrail on the right, which takes you down to reception on your left at the bottom. There is a push door in front of you leading to the bar area.
- You can use the reception here on your left, this is 106cm high. alternatively you can enter the door to the bar and use the reception on the left, also 106cm high. Once in the bar we can also use a table as an alternate reception and these are 65cm high.
- When you check in our staff will show you to your room and answer any questions you have.

- Our fire evacuation procedures are listed on the back of each bedroom door.
- Our registration forms can be enlarged on request.
- We do play background music in the bar and reception area and this can be turned down on request.
- We can provide guests with a second room key if required.
- When bringing a dog with you we ask that you don't bring your dog into the public bar area unless it is a guide dog.

Public Areas

Halls and Corridors

- The entrance hall, bar, public toilets, reception, garden and restaurant are all on ground floor level with only a few slopes but no steps.
- We have a telephone in the reception area available for emergency public use and this is portable if you need to take the phone to a quieter environment.
- The front entrance has an external door which is left open most of the day. There are 3 steps up to the front door (9cm, 15cm and 12cm high) then a second internal door that you pull to enter the bar and reception area.
- There is a door from reception/ entrance hall to the accommodation and this is a pull door.
- There is an external paved walkway leading to the rooms which are located in 3 areas; Rooms 10 and 11 are up an external flight of stairs from the right hand side of the path; Rooms 1, 2 and 3 are located through a door and down a step to the left hand side of the path. Rooms 4, 5, 6, 7 and 8 are located at the end of the path through a pull door.
- Our public toilets are in the entrance hall from the back car park. The ladies are on the left in the direction of the back car park, up the carpeted slope. The gents are directly opposite the door from the bar. The disabled toilet with baby changing facilities is to the left of the gents.
- In our public areas the wood work and skirting are mostly dark brown and our walls are mostly cream offering a good level of contrast.
- All our corridors and door ways have ample room for wheelchair access.
- All of our staff are more than happy to assist with any doors in the hotel.

Conservatory Lounge

- We have a conservatory lounge for residents situated in the same area as rooms 4, 5, 6, 7 and 8.

- As you go through the pull door at the end of the outside walkway the conservatory is on your left and the door to it is directly in front of you.
- This area has fairly low lighting on an evening but there are plenty of lamps to add to this. During the day it is flooded with natural light.
- The outside walk way that takes you to the hotels bedrooms also leads to our garden.
- Taking the external walk way, after the external steps up to room 10 and 11 you can turn right. This path way is again paved and slopes up through the garden and out to the back car park.
- Apart from the path the garden is grassed and has several tables with attached bench seats and some with fixed wooden roofs.

Toilets

- Our ladies toilets are about 3 metres by 3.5 metres in total.
- You enter the room through a push door and there is a built in cupboard in front of you and the room extends to the right.
- There is a mirror running the length of the room on the wall parallel to the main door.
- The floor is flat, in a dark, non-slip material. The walls are floor to ceiling white tiles.
- There are two cubicles and the wall opposite the mirror, both with pink doors that open inwards.
- There are two white sinks on a dark surface under the long mirror with a hand dryer at the right end and paper towel holder at the left end.
- The gents toilets are about 3.5 metres by 2.5 metres in total.
- The floor is flat, in a dark non-slip material.
- You enter through a push door and straight ahead are the two white hand basins set into the fully tiled white wall.
- On the same wall to the left is the cubicle with a door that opens inwards.
- Opposite the cubicle are the four urinals, the right-hand one is set lower than the rest.
- The disabled toilet is about 1.5 meters by 2.2 meters in size.
- You enter the room through a pull door and the floor is flat, in a non-slip dark material.
- The white sink is directly opposite the door with a swivel- lever mixer tap.
- The toilet is to the left on the end wall. It is 49cm high and is fitted with dark blue grab rails.
- The baby-changing unit is 80cm high and to the right of the sink on the opposite wall to the toilet.

- There is a red floor to ceiling pull cord next to the toilet for emergency use.

Restaurant and Bar Area

- The lighting is a mixture of wall and spot lighting and is fairly even throughout the hotel. Some of our lights are on dimmer switches in the bar and restaurant are so please ask if you need it turning up or down.
- The bar and restaurant areas are carpeted and have no slopes or steps.
- The reception is opposite the front entrance, as you enter the building there is a small area of bar tables to your left and the main bar and bar tables to your right.
- On the left there are 4 tables with bench seats round the outside and 8 chairs round the inside.
- The door to the public toilets, rooms and back car park is to the left of reception.
- On the right walking through the bar takes you to the main restaurant.
- The bar is on your left and there are 5 tables to your right, again with bench sets along the walls and 11 chairs.
- At the end of the bar you will go through an open archway into a small dining area this has 4 tables to your right and 2 to your left with a total of 14 seats.
- Straight on and slightly to the left of the arch way is an open door, this is the entrance of our main dining area.
- Just through the doorway on the right is the restaurant reception desk.
- To the left is the staff entrance to the kitchen. Just after that are 3 booth tables each with bench seats on 2 sides and wooden and glass partitions.
- To the right of the booths are 2 tables in the middle of the room with 6 chairs maximum round each.
- Past the booths at the back of the room are 4 smaller tables with 2 chairs each.
- The emergency exit is located in-between two of these tables on the left.
- On the opposite side of the room to the booths are 2 long tables with 6 chairs each and 2 small tables with 2 chairs each.
- Both our small and main dining rooms have full table service.
- We are able to cater for most allergy sufferers if you make us aware prior to your meal, and preferably on booking your table.
- We have separate Vegan and Coeliac menus available on request, though some of the items on each menu require a pre-order. We are more than happy to post these menu's to you if you require them prior to booking.
- We are able to provide our menu in large type if requested prior to your visit.

Accommodation

Bedrooms

- We have one room specifically designed for disabled users, Room 6, it has ample room for a wheelchair with the door frames being 84cm wide.
- The size of the bedroom is roughly 3.7 meters by 4.8 meters and the size of the bathroom is roughly 3.4 meters by 2.2 meters.
- The bedroom is carpeted and has a Super King size bed which can be split into twin beds. We are also able to fit a third bed in this room if requested.
- The TV is a 27" flat screen with remote control and has Sky TV and Sky Sports.
- There is a fridge and kettle in the room.
- The telephone in this room has oversized buttons with a raised dot on the number 5.
- We also have a second room on the ground floor with flat access, however it does not have as much space for wheelchair access and the door is a standard 70cm width.
- If the fire alarm should sound the Duty Manager will come to your room to help each guest with evacuation if required.
- We will provide dog bowls in your bedroom if you are bringing a dog with you. We have three guest rooms that we are happy to have dogs in and these are room 1, 2 and 7 we do not allow dogs in our other rooms unless it is a guide dog and you require room 6, our disabled friendly room.

En-Suite Bathrooms

- All of our rooms are en-suite. All except three rooms have both a bath and a shower, the other two have only a shower.
- Room 6, our disabled friendly room, has a wet-style bathroom.
- The shower is to the right of the door, which you push to enter the room, and has no tray so it can be accessed more easily. The water drains away due to a gradual slope and it has a shower curtain to pull round. The shower has a removable seat and stylish black grab rails.
- The bath is opposite the shower and is 60cm high. It also has a showerhead incorporated in with taps. There is a removable low seat you can use in the bath if needed.
- The floor is a dark non-slip surface throughout the bathroom and the walls are tiled from floor to ceiling in white tiles.
- The toilet is to the left of the door and is 48cm high.

- The two sinks are opposite the door. The left one is 83cm high and the right one is 73cm high. Both have swivel- lever mixer taps.
- The bath, toilet and sinks are all white and the grab rails are all black for a good level of contrast.
- The water is on a thermostatic control which is restricted to 46°c.
- There is an emergency phone in the bathroom- near the floor, attached to the wall next to the toilet.

Laundry

- We are happy to do any laundry for you for a nominal charge while you are staying at The Ellerby.

Other Information

Smoking

- The Ellerby Country Inn is a non-smoking establishment. We do not allow smoking within the hotel, however we do have several designated smoking area.
- You are free to smoke at any of the outside tables in the garden.
- There are also ash boxes as you enter the hotel at each entrance.

Assistance and Extras

- During your stay if you need any assistance please ask at reception or ask the 24hour Duty Manager.
- Unfortunately we do not have very good mobile network coverage within the hotel. All rooms do have landline telephones and one is available at reception on request.
- We have a manual wheelchair in case of emergency.
- All of our rooms have fridges in them.

Local equipment hire companies: Contact, Whitby Disabled Action Group: 01947 821001

Local accessible taxi numbers: Contact, Esk Valley Mobility: 01947 825555

Contact Details

Address

The Ellerby Country Inn
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Whitby
North Yorkshire
TS13 5LP

Telephone: 01947 840342

Email: relax@ellerbyhotel.co.uk

Website: www.ellerbyhotel.co.uk

Fax: 01947 841221

Hours of operation: Open from 7am to 11pm

We welcome your feedback to help us continually improve if you have any comments please phone 01947 840342 or email relax@ellerbyhotel.co.uk.