



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.

Access Statement

Introduction

Smiths Hotel is a family run hotel that occupies a prime position on the beautiful seafront of Weston-Super-Mare just a two minute stroll to the town centre and tourist attractions such as the Grand Pier.

Proudly sporting 48 attractive and stylishly decorated en-suite bedrooms on three floors, many with spectacular sea views, each hotel room is fitted with en-suite facilities to make your stay more convenient and relaxing.

Smiths Hotel values all their customers and demonstrates this with easy access to all rooms for both the able and disabled by stairs or passenger lift. We have accessible bedrooms suitable for wheelchair users situated on the ground floor with step free access. The en-suite has level entry shower / wet room with handrails fitted where appropriate.

It is this dedication to customer comfort and customer service that has earned Smiths Hotel an enviable 3 star rating with Visit Britain and Gold Commended with the Weston super Mare Hotels Association.

Whilst considered one of the best hotels in Weston-super-Mare for organised tours, Smiths Hotel also caters for one night stays, party meals, and social club events through to 'Turkey and Tinsel' breaks followed by our seasonal favourites of Christmas and New Year.

Smiths Hotel bar and restaurant in Weston super Mare on the Somerset coast is the perfect choice for:

- Short break
- Family holiday
- Executive working away from home
- Group or coach party

We look forward to welcoming you. If you have any queries or require any assistance please phone 01934 642159 or email holiday@smithshotel.uk.com

Pre-Arrival

- For full details and maps of how to reach us please see the How To Find Us section of our website. Alternatively, you can plan your journey by car or public transport using www.transportdirect.info; simply enter your postcode and ours, which is BS23 2AW to get directions.
- The nearest railway station is Weston-super-Mare, which is 0.75 miles away (a 10-15 minute walk). Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.
- The main road outside the hotel has a wide tarmac path.
- A local company supplies equipment for hire, please contact us on 01934 642159 for more information.
- Our Access Statement is available in larger print on request from Guest Services, please call 01934 642159.

Car Parking and Arrival

- Limited on-site car parking for approx. 10 cars is available on a first come first served basis (parking cannot be reserved).
- The car park surface is tarmac leading to the main entrance and reception. The car park is well lit at night.
- Guests are able to upgrade to a 4* Executive Suite for guaranteed secure parking
- We have a porter service available 24 hours a day to assist with your luggage.

Main Entrance / Reception / Welcome Area

- Reception is on the ground floor and has level access throughout.
- The main entrance is via double doors.
- The floor surface throughout the lobby is laminate.
- The area is evenly and well lit with overhead lighting and wall lights.
- Guest services are on hand to help you check-in between the hours 09:00 and 21:00. The night porter is available outside these hours.
- A pen and pad of paper are available on request.
- A familiarisation tour is available on request.

Bedrooms

- We have ground floor accessible bedrooms with next door non-adapted rooms suitable for a personal assistant/carer or friend/family member. They can be reached via step free access from the main entrance and reception. These rooms provide specific facilities for guests with disabilities, these include:
- All entry doors are light and easy to open.
- In each room there is a transfer space on one side of the bed
- The height of the beds from the floor to the top of the mattress is 450mm/17.7 ins.
- Rooms are bright and evenly lit. overhead and wall lighting is used. There are also bedside and table lamps in each room. Additional reading lamps are available on request.
- All bedrooms in the hotel offer the following: Lighting as above, good colour contrast between the floor, walls and doors, short pile carpet, all bedding is non-feather, widescreen digital television with remote control, subtitles and audio description facilities.

Bathrooms, Shower-rooms and Toilets (Ensuite or Shared)

- Each ground floor accessible bedrooms have en-suite bathrooms providing specific facilities for guests with disabilities, these include:
- Doors, easy to open.
- Level entry shower / wet room.
- The toilet height is 400mm/15.7ins.
- The wash basin height is 800mm/31.5ins, with clear space underneath.

Public Areas - Halls, Stairs, Landings, Corridors

- All public areas, halls, stairs, landings and lifts, are well lit using a combination of ceiling and wall lights. Corridors are slightly dimmer lit by wall lights.
- Floor covering is short pile carpet.
- There is a lift. There is a mirror on the back of each lift, the sides are wooden and the floor is short pile carpet.

Public Areas - Lounges, Lobbies

- The lounge area is situated on the ground floor with level entry from the reception and main entrance area.
- The lounge door is wide.
- The lounge and bar has a mixture of seating with sofas and soft chairs with and without arms as well as some stools, together with low coffee tables.
- Lighting is natural daylight, and by night with overhead and wall lighting used as well as table lamps around the room.
- The flooring is short pile carpet in both the lounge, bar and the lobby.
- Bar food and drink can be served in the lounge, just ask at the bar for menu details.
- The nearest toilets are to the rear of the lounge close to the bar.

Restaurant/Dining Room, Bar & Bar area

- The restaurant and bar are situated on the ground floor with level entry from the reception and main entrance area.
- Double doors to this area are normally open.
- Both the restaurant and bar have level access except one area to the rear of one of the restaurants which has a step down. Tables in the restaurant are spaced apart, with a mixture of upright chairs with and without arms.
- The bar area has a mixture of seating with sofas and soft chairs with and without arms as well as some stools, together with low coffee tables. Service is usually at the bar, but drinks and food can be served at the table on request.
- Lighting is natural daylight, and by night with overhead and wall lighting used as well as table lamps around the room.
- The flooring is short pile carpet in both the lounge, bar and the lobby.
- We do our best to cater for any dietary requirements: please contact us in advance with any specific requests. Where possible all our food produce is locally sourced.
- The restaurant is table service.
- Large print menus are available on request. Specials of the day are shown on a blackboard. All staff can assist by running through menus with you.
- The nearest toilets are to the rear of the lounge close to the bar.

Clubs and Entertainment

- We have a banqueting/dance floor area with a bar on the same floor, access is step free. This can be accessed from the main entrance/reception area
- Lighting is natural daylight, and by night with overhead and wall lighting used as well as table lamps around the room.
- The flooring is both short pile carpet and wood.
- Chairs and seating can be arranged to suit.

Additional Information

- All of our staff receive regular training that includes disability awareness training.
- We have a set of evacuation procedures – should you require assistance someone will come to your room and help you with evacuation either out of the building or to a refuge.
- We welcome trained assistance dogs. A water bowl is available just outside the main entrance for assistance dogs and one can be supplied for bedrooms where necessary.

Contact Information

Address (Inc postcode): Seafront 20-24 Knightstone Road Weston-super-Mare Somerset
BS23 2AW United Kingdom

Telephone: 01934 642159

Email: holiday@smithshotel.uk.com

Website: <http://www.smithshotel.uk.com>

Local Public Transport: Finding Smiths Hotel is simple. Follow the signs for the seafront or beach once you leave the M5 at junction 21. Once you reach the promenade proceed north past the Grand Pier and you will see us on the right. Railway Station: Weston-super-Mare – 0.49m Motorway Junction: M5 J21 Airport: Bristol