



## **Access Statement for The Regency Hotel, October 2016**



Regency Hotel, Queens Promenade, Douglas, Isle of Man, IM24NN

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# Welcome

The Regency is a 4-star silver accolade hotel located at the north end of Douglas Promenade, with panoramic views across the bay making it the perfect choice for either business or pleasure.

The Regency prides itself on providing high standards of service and sophistication.

The raison d'être at the Regency is to try and always exceed guest expectations.

Please note that due to the original architectural features of the Regency Hotel, it is not suitable for any guests requiring wheel chair or street level access, as it has external steps to access the hotel entrance.

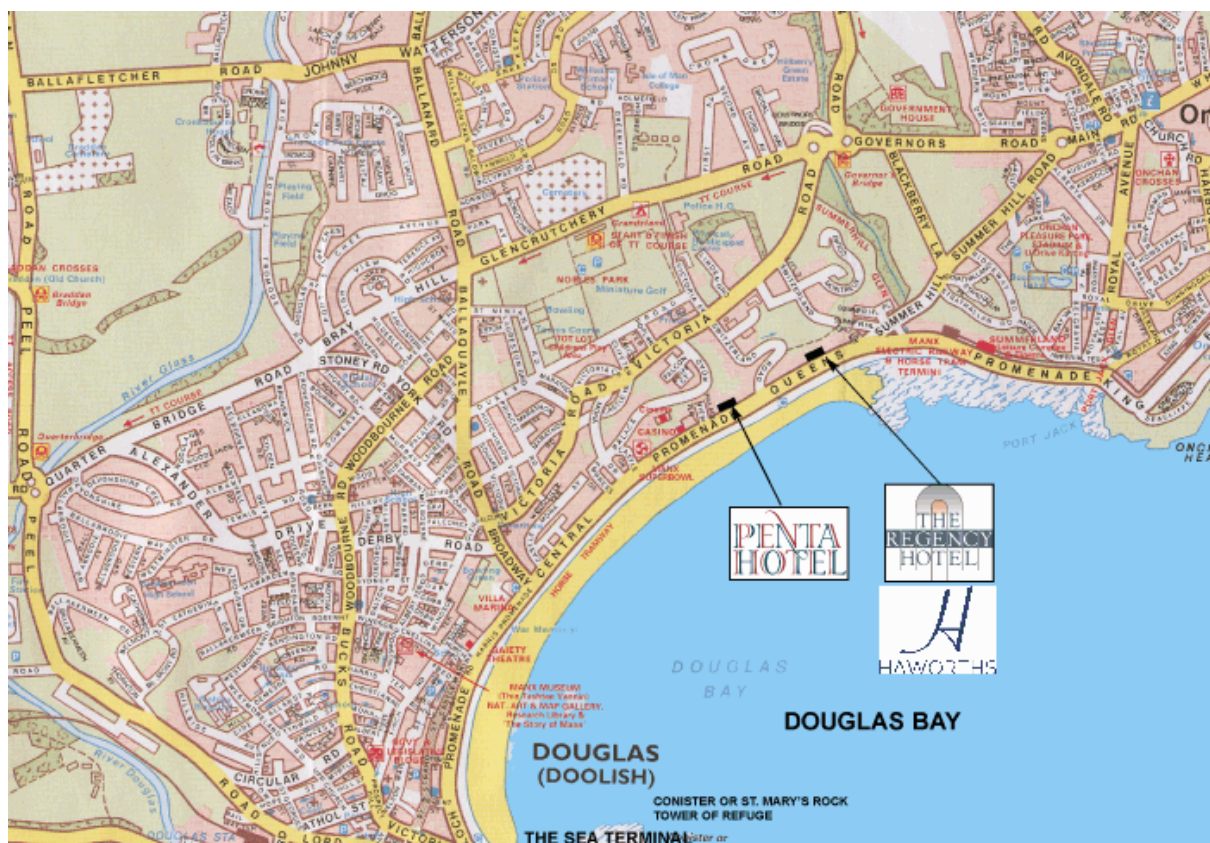


# Getting here

Our business address is Regency Hotel, Queens Promenade, Douglas, Isle of Man, IM24NN, directions to us are available by calling 01624 680680.

We are situated at the North end of Douglas Promenade and have a bus stop directly outside the hotel with services running to and from the airport and also into the centre of Douglas.

Taxis are always available at both the airport or sea terminals and if you would like to pre book please contact our reception in advance who will be happy to arrange. The hotel reception can also advise on the bus schedule.





## Car parking and arrival

There is 24-hour street parking on both sides of the Promenade. There are usually spaces in the near vicinity of the hotel, however there are no reserved spaces.

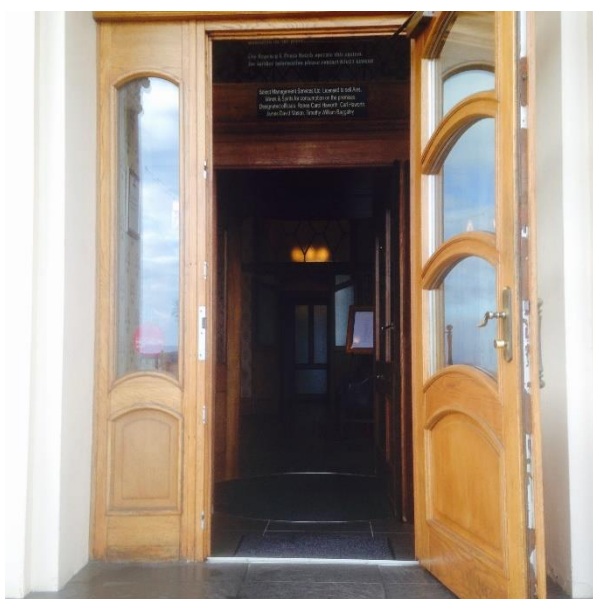
Car parking discs are required for various areas of the Island and these are available at the hotel reception.

### Entrance

The Regency has a sweeping Victorian style stepped entrance directly from the pavement with handrails either side. There are 4 steps with 2 further levelled areas. The hotel has a revolving door which in the summer months is always folded away. At any other times it can if needed be easily folded away to help with access.

There is also a brass doorbell which is connected to the duty receptionist's mobile phone if additional help is required with access or if you would like assistance with luggage.

### *Front door with revolving door - open and closed*



## Reception / Public Areas

The reception is located on the ground floor.

It is step free and level access throughout.

The reception/lounge area is spacious with sofas and easy chairs. The reception/ lounge area has seats where a guest may check in with the assistance of the reception team.

The reception/ lounge is a mixture of carpeted and tiled areas.

We are also able to provide assistance with luggage.

The reception will inform the guests on arrival of the restaurant, bar and room service times, Wi-Fi code, early morning call, complimentary week day newspaper and soft drinks in the mini bar.

This area is spacious, well-lit with natural lighting as well as chandeliers. There is also plenty of comfortable seating for lounging, checking in, waiting for a taxi or just simply looking out onto the promenade and watch the world go by.

*Reception and lounge/lobby area*



## Public Toilets

There are public toilets on the ground floor.

The toilets have tiled floors. The doors are light in weight and open inwards. In the ladies' toilets there is a step coming out of the cubicle which has been highlighted.

## Lift

The hotel has one lift which does not have automatic gates. Please note the lift cannot be operated unless both gates are firmly closed.

There is an emergency alarm button in the lift

The lift is carpeted and has mirrors inside.

### *Lift*



Within each hotel bed room there are fire evacuation cards and guest information folders which also have all hotel details inside including restaurant menus.

Any other queries we do inform guests that we have a 24-hour reception desk and we are always happy to assist where we can.

We have magnifying glasses and also easy readers which guests are able to use in order to read the print on the registration cards at check in.



## Restaurant and Bar

The bar and restaurant are all located on the ground floor.

The bar and restaurant are well lit with large sea facing lead glass windows. There is also table lighting in the restaurant and in the winter months' candle lights in the bar.

There are three steps from the bar into the restaurant.

The bar and restaurant are carpeted.

There are a mixture of carver and armless chairs in the bar and restaurant. If you require a carver, please ask the restaurant team and they will be happy to provide.

### *Restaurant Entrance*





*Bar*



*Restaurant*



## **Accessible Bedrooms**

There are two accessible bed rooms on the ground floor which can be set with twin or double bed rooms, (king size), with an ensuite bathroom.

The accessible rooms are located within 10 metres of the 24-hour reception desk.

All bathrooms have lever taps.

Continuous toilet seats.

These rooms are fully air-conditioned.

The large wall mounted flat screen televisions are adjustable for sound and brightness. Guests also have the option for subtitles if required.

The bedrooms are carpeted and the bathrooms have a non-slip tile.

Guests have a choice of feather pillows, duvets or no – allergenic bedding on request.

A raised toilet seat and a suction grab rail for the bathroom are available with prior notice.

A cordless kettle can be provided on request.

## Meeting Rooms

We have two meeting rooms within the hotel, a board room and training room. Both meeting rooms are located in the basement of the hotel with access by a set of stairs only. There is no lift access to the basement.

### *Board Room*



### *Training Room*





## **Hotel & General**

Assistance dogs are welcome with prior arrangement.

The nearest pharmacy is Corkills Pharmacy,  
Main Road Onchan, IM3 1AS 1.5 miles from the Regency.

The nearest accident and emergency is  
Nobles Hospital, The Strang, Braddan, IM44RJ  
4.5 miles from the Regency.

### **Evacuation Procedure**

There are fire evacuation cards in all bed rooms and all emergency exits are illuminated.

## **Feedback**

We are always looking for ways to improve the service we provide our guests, so please contact us if you have any comments or suggestions about this access statement or anything else that you think could improve your stay with us.