



## **Accessibility at St Brides Spa Hotel**

We aim to provide the highest standards of service to all our guests and we look forward to welcoming you to St Brides Spa Hotel and making your stay an enjoyable one. St Brides Spa Hotel welcomes people with disabilities and has produced this access statement to address some of the more common questions that may arise.

### **Getting Here**

The M4 motorway is 40 miles from St Brides Spa Hotel, bringing Saundersfoot within easy reach by car from most parts of the UK. Drive along the M4 motorway west to Carmarthen, where you will take the A40 to St Clears. From here, take the A477 towards Tenby. At Kilgetty roundabout, take the A478 to Saundersfoot. Stay on the A478 until Twy Cross Roundabout at New Hedges. At the Twy Cross roundabout, take the first exit left. Continue down St Brides Hill (approximately 1 mile) until you see the Hotel on the right.

N.B. Satellite Navigation users should be aware that St Brides Spa Hotel is in Saundersfoot, South Pembrokeshire and not St Brides Bay in West Pembrokeshire.

#### **By Train**

Main line trains travel to Swansea with connections to Saundersfoot and Tenby. We recommend that you stay on the train to Tenby as this is a main station as opposed to a platform in Saundersfoot. From Tenby (Saundersfoot is a request stop), you can take a 5 minutes taxi ride to the hotel.

### **Arrival**

As you arrive at St Brides Spa Hotel, you will find 3 disabled parking spaces to the left of the Hotel entrance. The car park itself is on ground level and runs directly up to the front door. The front door has push pads, which open the double doors.

If you need assistance with luggage or equipment, staff are on duty 24 hours a day.

### **Reception**

There are level, well-lit and wide accesses to the main reception and through to our other public areas.

The Reception desk is located on the ground floor of the hotel. The reception desk is 114cm high although check-in can also be completed whilst sitting at the seating area in reception. Assistance is available to help take your luggage to your room.

### **Bedrooms**

Whilst all floors can be accessed via our lift, which is large enough to accommodate a wheelchair, there are steps located down the corridors on floors 1 and 2 to gain access to some of the rooms.

St Brides Spa Hotel has one room especially equipped for disabled access. This is a best non sea view room, which has a super king size bed and a bathroom with a walk in wet room. A shower stool is available as well as suctioned grab handle. Items of furniture can also be moved or removed on request.

### **Public areas**

All the restaurant, bar and lounge facilities are located on the ground floor on the same level making them easily accessible. The gallery is down 6 steps, but can be accessed by a chair lift.

Accessible toilet facilities are located to the right of reception.

### **Spa**

Several of the treatment rooms can be accessed directly from the ground floor area, however, the thermal suite and hydrotherapy pool, relaxation rooms and dual treatment room and some shower and toilet facilities are accessed via a chair lift. A member of the spa team will show you the facilities and assist with access to the thermal suite and hydrotherapy pool. A dedicated accessible toilet and changing area is located on the lower ground floor near the foot of the chair lift. Access to the thermal suite is on the same level and there are steps with a handrail into the shallow end of the hydrotherapy pool, however there is no hoist installed.

### **Means of evacuation**

The hotel has an automated fire alarm system.

A list of guests staying in the hotel which highlights any accessibility requirements, is kept on the main reception for the Fire Marshall should an evacuation needs to take place.

Staff have, and will continue to undergo, basic training in evacuation procedures. It is policy that staff will attempt to assist when required in getting guests and visitors out of the building, paying special attention to the most vulnerable.



## **St Brides Village Apartments**

### **Arrival**

As you arrive at St Brides Spa Hotel, you will find 3 parking spaces to the left of the Hotel which are reserved for disabled. The car park itself is on ground level and runs directly up to the front door. The front door has push pads, which open the double doors.

If you need assistance with luggage or equipment, staff are on duty 24 hours a day.

### **Parking**

The main parking area is accessed via a steep ramp to the back of the property.

### **Reception**

The Reception desk is located on the ground floor of the hotel. The reception desk is 114cm high although check-in can also be completed whilst sitting at the seating area in reception. Assistance is available to help take your luggage to your room.

### **Apartments**

There are six ground floor apartments, which are accessed up a single step. The remainder of the apartments are accessed via stairs. There is no lift to these apartments. All the apartments have walk in showers but no baths. Each apartment has its own kitchen with dining area and lounge with sofas or easy chairs.

All the soft furnishing comply with current fire legislation and there are fire alarms throughout the whole of the building.

Should the fire alarm sound, an automated call alarms the hotel reception.

A list of guests staying in the apartments which highlights any accessibility requirements, is kept on the Hotel main reception for the Fire Marshall should an evacuation needs to take place.

Staff have, and will continue to undergo, basic training in evacuation procedures. It is policy that staff will attempt to assist when required in getting guests out of the building, paying special attention to the most vulnerable.