

ESPLANADE HOTEL, PROMENADE, LLANDUDNO
NORTH WALES, UK, LL30 2LL
FREEfone (UK ONLY): 0800-318-688
TEL: +44-(0)1492-860-300 FAX: +44-(0)1492-860-418
E-MAIL: access@esplanadehotel.co.uk
WEB: www.esplanadehotel.co.uk

ACCESS STATEMENT

“The Place To Stay At The Heart Of The Bay!”

The Esplanade is **centrally situated on the promenade**, only a short distance from most of Llandudno’s shops and many attractions.

DIRECTIONS

Leave the A55 (Expressway) at the A470 (Junction 19), follow “Llandudno”.

Follow Brown Tourist signs for “Promenade” and Beach.

Turn (left) towards the Great Orme and Pier.

Pass North Wales Theatre, Imperial Hotel and the Esplanade is in the block immediately after St George’s Hotel (some 200 metres from the pier).

In order to access the **car park** turn left immediately after the hotel (between the Esplanade and Merrion hotels), this is Trevor Street (**drop-off point**, see below); take the first left or proceed to the “T” junction, turn left and left again.

TRANSPORT

Manchester airport 78 miles (1hr 25mins). **Liverpool airport** 69 miles (1hr 15mins).

Railway station, Llandudno “Central” approximately 0.75 miles. (as opposed to Llandudno Junction, 4.0 miles),

Principal **bus route** 250 yards; coach station 650 yards.

Efficient local **taxi service**.

A quotation can be provided for **collection from any UK location**.

Transport can be arranged, from four seat cars, through 16 seat mini-coaches to full-size 53 seaters.

There are approximately **24 off-street parking spaces** to the rear of the hotel.

Parking Badge holders may park within the promenade Pay and Display zone without charge.

Convenient, level **drop-off point** (cars and coaches) at the seaward end of Trevor Street, immediately adjacent to the hotel (between the Esplanade and Merrion hotels). This gives access to the main and ramped access points (see below).

Reception staff will arrange **portage**, advance notice preferred.

Blue Badge guides (with or without car) can be arranged.

There are five, upward steps to the **main entrance** at the front of the hotel and a second, **ramped entrance (1:8)** just ten yards away.

A **stairway of twenty steps** has to be negotiated to access the **front lobby directly from the car park** to the rear of the hotel.

Scooters, wheelchairs etc hire: Conwy Community Transport: Tel: 01492-585-068
E-mail: glyn@conwyct.co.uk. Examples of charges (December 2009): Scooter £10.00 day / Wheelchair £5.00 day (delivery / collection of wheelchair / scooter £5.00 (covers both ways)), accessible minibus £0.70 per mile or £5.50 per hour.

INTERNAL

The building is on **six levels**, five of which (lower-ground to third) are served by the passenger lift. The fourth bedroom floor (only four en-suite rooms) is accessed by a short flight of stairs.

The **passenger lift** accepts a “standard” (there are two on site) sized wheelchair, occupant and helper (dependant upon the “stature” of both!), albeit a tight squeeze! It has **Braille selector** buttons; it does not “talk”.

There is **signage to bedrooms**, with **raised numbers** on bedroom doors.

Reasonable **contrast** exists between floors, walls and doorways.

There are no **inter-connecting bedrooms**, however adjacent rooms can usually be arranged on request; telephone calls between rooms are free of charge.

Each of the 59 en-suite bedrooms are **very well appointed**, almost half with a view of the **magnificent bay**.

Each bedroom has a **hospitality tray**.

Public areas are **level** and there is **ample space** in the restaurant for wheelchairs; ideally, prior notification is required.

Each of the ground-floor “public” toilets has a **larger cubicle** with grab rails.

Bedroom floors are **level** (except where ramped) and we have a number of **bedrooms better suited** to wheelchair users, one specifically converted with en suite “wet-room”.

A number of stairs have to be negotiated to access one zone (ten bedrooms) of the hotel, known as “**The Wing**”.

The “**parking**” and **charging of electric scooters** presents no problem.

Aids, including **wheelchairs** and **electric scooters**, can be obtained, invariably at extra cost.

Remote control television (some are not R/C) is available in most bedrooms, teletext and radio is not available at present.

Wireless Internet connection is available throughout most of the hotel.

Assistance dogs are welcome, pets are not.

Room service is **not** available except in the event of an indisposition developed during a visit.

Table service is provided in the restaurant for dinner.

Breakfast is self-selection with the exception of tea, coffee and toast which are brought to the table; table service can be requested.

Food can be diced upon request and one set of **large-handed cutlery** is available.

Task lighting (table / desk lamp) can be provided upon request, advance notice would be preferred.

Corridors are adequately lit.

Real-time reservations available via the Internet.

Conference facility (Village Room) at Lower Ground level (accessible by lift), maximum capacity 100, all presentation equipment and hearing loop available.

Most **mobile phone networks** are catered for in Llandudno, naturally, there are significant **blank spots** within the building itself. Networks can be unreliable in rural and mountainous areas.

Esplanade **staff** possess a good standard of awareness; particular requirements should be brought to the attention of reception.

Upon request, reception can provide a **large print** version of the day’s dinner menu.

Access Statement, sample menus, bedroom guest information and brochures (text only) can be supplied in **large print and Braille**.

EMERGENCY EVACUATION

There are **no bedrooms available at ground floor level** and the **lift**, like all others, must **not be used** in the event of **emergency evacuation**.

Reassurance is requested that you and/or member(s) of your party will be **able to evacuate** the building in **timely** fashion in the event of **emergency**.

As importantly, if not more so, the **same reassurance** is sought with regard to the **possible delay** of other guests during the evacuation process.

We have available one vibrating, emergency evacuation indicator which activates when the fire detection system goes into alarm.

FUTURE PROVISION

Low level reception zone.

One portable hearing loop.

Grab rails to all showers.

“Talking” lift.

Review of visual contrasts.

Conversion of one additional bedroom / en suite (wet-room).

Teletext and radio in all rooms.

Business Centre and Quiet Lounge