

ACCESSIBILITY STATEMENT

The Punch Bowl Inn & Restaurant is constantly striving to exceed Customers' expectations in terms of the general hotel experience, whether or not they are able bodied or have disabilities. We aim to provide the highest standards of service to all our guests. We look forward to welcoming you to The Punch Bowl Inn & Restaurant and making your stay and experience with us an enjoyable one.

The hotel building dates back to 1800s. There are some factors to it where there is an ongoing challenge in complying with the Disability Discrimination Act 1995.

Communication

We aim to inform our guests of facilities which are in place through our website as well as sending all guests pre-arrival eMail information detailing physical barriers. If you have any further enquiries please do not hesitate in contacting us.

For assistance prior to arrival, please contact us either by telephone (015395 68237) or eMail (info@the-punchbowl.co.uk).

We are situated in the village of Crosthwaite approx 7 miles from Windermere and 10 miles from Kendal. Kendal and Oxenholme train stations are within 10 miles and Windermere train station is within 8 miles and transport can be arranged on request.

We provide assistance as requested by guests as part of our service policy and are more than happy to do what we can where possible to enhance our guests experience here at the Punch Bowl Inn & Restaurant.

Upon Arrival

We have our own private car park providing spaces for over 37 vehicles (2 of which are disabled parking spaces). All guests are asked to use the main entrance of the hotel.

If you need assistance with luggage, please telephone (015395 68237) or eMail (info@the-punchbowl.co.uk) us prior to your arrival to arrange, or alternatively our staff are on site and more than willing to assist upon arrival.

Main Entrance

The Hotel entrance is accessed by a stone paved surface which graduates upwards directly towards the building. There is seating immediately to the left. Registration takes place at our reception desk. One of our team will offer assistance on completing your registration card, if required. On check in, reception staff are required to note down the information and room number of any disabled guests who require assistance in case of evacuation.

There are a number of sitting areas in the hotel.

On arrival

Due to the age and layout of the building an elevator installation has not been possible.

There are 15 steps to the first landing where all the rooms are situated. There is a wooden stair banister to the right of the stairs. Access to "Cooper" and "Birkett" is via 5 sets of steps (carpeted). Access to "Peake" is via 4 steps and access to "Noble" is via 11 steps.

The floor covering throughout the downstairs area (which includes our main dining room and bar area) is a mixture of oak wood and slate flags with non-slip rugs. The bar restaurant is carpeted. The landing area and bedrooms are all carpeted. Please ask for assistance at check in if required.

A familiarisation tour can be given if required.

Public areas – general (internal) (Please Note: Public areas are on split levels, separated by a maximum of 3 steps. An alternative route to access these areas is available).

There is bright natural light in the public areas. The hotel lights are on dimmer switches.

There is a selection of tables and chairs available of varying height.

Lighting is mainly natural daylight, with the option of low and high level lighting. Lighting can be increased at tables if required.

Breakfast, lunch and dinner are table service.

Menus are available in large print and staff will take you through the menu and choices for the meal.

We are able to cater for varying dietary needs, please advise staff on booking. Guests with nut allergies should be aware we do use nuts in the kitchen.

Background music is played throughout the Punch Bowl Inn & Restaurant; however noise levels can be lowered.

Access to our disabled toilet is via the bar area.

Bedrooms

There are nine luxury bedrooms on the 1st floor. All bedrooms have natural day light as well as ceiling spotlights and bed side lights.

All our bathrooms have walk in showers and roll top baths. None slip bath mats are provided as standard.

Specific requirement food and medicine can be stored in the kitchen fridges.

Laundry

If you require a laundry service, please speak to one of the team, we can arrange for a local laundry to collect and deliver guest laundry.

Outdoor facilities

To the side of The Punch Bowl Inn & Restaurant is a sun terrace area with tables and chairs. This area is covered with gravel.

Additional information

If you require any assistance during your stay please do speak to a member of staff.

We have a set evacuation procedure. A member of staff will come to your room and assist with your evacuation either out of the building or to a safe refuge.

Our staff have regular emergency training which includes disability awareness training.

Our staff have been trained and are aware of procedures to aid privacy in bedrooms.

The Punch Bowl Inn & Restaurant is a non-smoking establishment.

UPDATED: January 2014