

# **Access Statement For Phoenix Court**

## **Introduction**

Phoenix Court is based on the north bay of Scarborough in a coastal location with fabulous sea views and the guest house offers sixteen guest rooms. The building is made up of 2 Victorian houses (current research shows that they date back to at least 1850) and whilst we aim to meet the needs of all our guests there are some period features which might make access difficult for people with limited mobility. Scarborough is a hilly resort and to reach the town centre we can advise guests on either a gently sloping route or a quick but steep route. We also have local good and reliable taxi firms and we are more than happy to arrange a taxi for our guests. Our rooms are spread over four floors, but we do have one ground floor room, which is on the same level as guest lounge, bar and dining room.

## **Pre-Arrival**

We are located on Rutland Terrace on Scarborough's North Bay.

The town centre is approximately 10 minutes walk away. Scarborough is quite hilly, but we can advise you of the steep or gentle routes to the town centre and the South Bay.

The nearest bus stop is on Castle Road about 5 minutes walk away.

Scarborough Train Station is about 15-20 minutes walk away or a 5 minute taxi drive costing approximately at £4.00.

There are several local taxi companies; we can make bookings in advance for you.

We are happy to accept service dogs – please contact us in advance if possible so that all your dog's requirements can be discussed.

Brochures and menus can be provided in large print if required. We regret that we do not have facilities to prepare documents in braille.

Our website [www.hotel-phoenix.co.uk](http://www.hotel-phoenix.co.uk) provides pictures of our

accommodation and further information about the services we provide.

You can contact us by letter, telephone, text, e-mail or fax. Please see the 'contact information' of this document for full details.

### **Arrival & Car Parking Facilities**

We guarantee that guest rooms are available by 2.00pm on the day of arrival, but if you do arrive earlier you are very welcome to check in and put your car on the car park. You can also leave your luggage with us so that we can take it to your room as soon as it is ready.

The car park is adjacent to the guest house and there is a level, short walk to the main entrance.

We are happy to help you with your luggage.

### **Main Entrance & Reception**

There is a step of 13 centimeters down to the main front door.

Guests are given a key to the front door to enable access at all times.

On arrival, please ring the door bell and we will come to greet you and let you in.

### **Public Areas - General (Internal)**

The front door leads to the reception area, which is fully carpeted.

Guest lounge, bar and dining room all lead off the main hallway.

All areas of the building are centrally heated.

## **Public Areas - WC**

There is a downstairs toilet for guest to use during the day/evening.

## **Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe**

Guests are welcome to use the lounge at any time between 7.30 am and 11.00 pm.

The lounge has a sofa and two easy chairs, as well as a straight backed dining chair and a stool. Further straight backed chairs can be brought from the dining room if required.

There is a selection of magazines and books for guest use in the lounge.

There is also an internet access computer at a cost of 75p for 15 minutes.

The lounge, bar and dining room are fully carpeted.

Breakfast and evening meals are served in the dining room.

The bar is open to guests up to 11.00pm each day and we are licensed for the sale of alcohol.

## **Laundry**

Not Available

## **Shop**

Not Available

## **Leisure Facilities**

Not Available

## **Outdoor Facilities**

Not Available

## **Conference & Meeting Rooms, Banqueting, Clubs, Entertainment**

Not Available

## **Bedrooms**

All bedrooms are fully carpeted, en suite and centrally heated.

All bedrooms have a hospitality tray and television.

Beds feature synthetic duvets, sheets and feather pillows. Hypo-allergenic pillows are available if required.

Each room has an additional blanket.

There is a chair, wardrobe or hanging space, chest of drawers and dressing table in each room.

## **Bathroom, Shower-room & WC [Ensuite or Shared]**

All bathrooms have shower, sink and WC.

Soap, shoe polish and shampoo are provided and other emergency toiletries are for sale at a minimum cost.

Exact measurements of shower step in and sink/WC height can be given if required.

The ground floor room has a grab rail by the WC and a shower stool is available.

## **Additional Information**

Fire extinguishers are placed on each landing.

The fire alarms are tested weekly and in the event of a fire a loud fire alarm will sound.

The building can be evacuated via the front door or through the rear bar door. There are two staircases on each side of the building and both sides are accessible via a fire exit on each floor.

We can put together a personal evacuation plan for guests with specific access requirements.

We can cater for special diets and ask people to give us details about this prior to their arrival if possible.

We are happy to refrigerate any medication.

The guest house is totally non smoking.

## **Contact Information**

Address: Phoenix Court, 8/9 Rutland Terrace, Queens Parade,  
Scarborough, YO12 7JB

Telephone: 01723 501150

Fax: 01723 500762

Email: [info@hotel-phoenix.co.uk](mailto:info@hotel-phoenix.co.uk)

Website: [www.hotel-phoenix.co.uk](http://www.hotel-phoenix.co.uk)

## **Local equipment hire companies:**

Active Mobility

4/6 Falsgrave Road.

Telephone: 01723 355122 (manual wheelchairs).

Open: Monday to Saturday, 9.00am to 5.00pm.

### Quality Life Mobility

50–52 Seamer Road

Telephone: 01723 506030 (manual and electric wheelchairs and scooters).

Open: Monday to Friday, 9.00am to 5.00pm; Saturday, 9.00am to 2.00pm.

### Independent Home Living

Ramshill Road.

Telephone: 01723 381165 (manual wheelchairs).

### Scarborough Shopmobility

Somerset Terrace (back of Brunswick Shopping Centre).

Telephone: 01723 369910 (manual and electric wheelchairs and scooters).

Please call for opening times.

### Falsgrave Mobility Centre

44 Falsgrave Road, Scarborough. YO12 5AX

Telephone: 01723 500049 (manual wheelchairs £4.95 per day, plus £25 refundable deposit).

### **Local accessible taxi numbers:**

Boro Cars - 01723 361111/371111

Castle Private Hire – 01723 378161

Atlas Private Hire – 01723 369992

### **Future Plans**

- We are working towards assessment under the Visit Britain Accessibility Standards and an action plan is currently in place.

**We welcome your feedback to help us continuously improve if you have any comments please phone 01723 501150 or email [info@hotel-phoenix.co.uk](mailto:info@hotel-phoenix.co.uk)**

