

ACCESSIBILITY GUIDE FOR THE KNIGHTS HILL HOTEL AND SPA

Welcome

At the Knights Hill Hotel & Spa we want to make everyone's stay as enjoyable as possible, and are committed to providing suitable access for all our guests, whatever their individual needs. We aim to accurately describe our facilities and services to give you confidence to book for your specific needs.

At a Glance

Level access – Main hotel and hotel restaurant

The main entrance has level access to the following areas:

- Main reception lobby
- Hotel lounge
- Ground floor rooms
- Hotel bar
- Upper level to the hotel restaurant
- Access to the walled garden can be gained via a ramp located on the outside of the building
- Hotel toilets

Level access – Farmers Arms Pub

The main entrance at the front of the pub has level access and the entrance at the back of the building has level access with a permanent ramp

- Bar
- Pub Restaurant
- Lower level

Level access – Knights Barn

The two entrances at the front of the building have level access

Access with steps

There are steps in the following locations:

- Back entrance to the knights Barn and further steps to the two board rooms
 - Steps to the first-floor bedrooms
 - Steps to the walled garden via the hotel bar
- Steps going from the upper level to the lower level in the hotel restaurant
 - Steps to the gym area in the health spa
- Steps to the hayloft area in the Farmers Arms

Hotel Bedrooms

- These rooms are set over two floors
- These rooms have a mixture of baths and walk in showers
- All our bathrooms have grab rails
- All our rooms are non smoking
- All bedrooms are well lite

Courtyard Bedrooms

- These rooms are outside in a separate building to the hotel.
- These rooms are ground level with a small step at the door
- These rooms all have walk in showers with grab rails
- All our rooms are non smoking
- All bedrooms are well lit

Accessible Bedroom

- Room 21
- The route to the bedroom is 116cm wide and the door to the room is 80cm wide
- The bedroom is flexible (either double or twin). The bathroom has an ensuite wet room



Health Club

The hotel has an onsite health club with level access

- Entrance
- Pool area
- Changing rooms and toilets
- Steam room and Suna
- Access with steps
- Gym
- Jacuzzi

The pool has handrail with steps to enter, but **DOES NOT** have a pool hoist

Visual

- We aim to keep all areas clear
- All areas are well lit including rooms and public areas

Hearing

- The bedroom TVs have subtitles
- Hearing loop system for meetings is available
- Vibrating pillows are available at the hotel reception

General

- Staff are available 24 hours a day

Getting to the Hotel

Knights Hill Hotel & Spa
South Wootton
King's Lynn
Norfolk
PE30 3HQ
Telephone: 01553 675566
www.knightshill.co.uk

Public transport

- You can get to the hotel by bus. The nearest bus stop is next to the hotel entrance
- The nearest train station is Kings Lynn. The train station is 3.2 miles away from the hotel – you can get a taxi or bus from outside the train station to the hotel.

Taxi

- You can get to the hotel via taxi. Local taxi company Kings Abbey 01553 767692

Parking

- We have a several big car parks with ample parking available.
- There is a drop off point at the hotel entrance, the Farmers, Knights Barn and the Health club
- There is accessible parking with level access at the hotel entrance, the Farmers, Knights Barn and the health club
 - Parking is complimentary
- We also have to chargeable e-charging points with level access.

Arrival

- Level access to the main reception with two sets of sliding automatic doors.
- When you arrive we can help to carry your luggage to your room

Customer Care support

- We have staff on duty 24 hours a day who are always able to help
- Not all disabilities are visual so the hotel will make all reasonable adjustments to help all guests during there stay.
- If you have any questions, please contact the hotel on 01553 675566