



## Accessibility Statement

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This Statement is to enable prospective clientele, who may have a wide range of disabilities, to have a better understanding of the facilities at Burley Manor and how these can assist the client when looking to decide whether to stay with us. As a business, we have taken the necessary steps to become as accessible and inclusive to as many visitors as is reasonably possible in our Grade II listed property.

Burley Manor is privately owned and run by New Forest Hotels Plc (T/A New Forest Collection) and this statement complies with the access requirements of our local disability legislation. Whilst the physical limitations of the existing building may impose some constraints on what the Hotel is able to do, we fully intend to comply with current regulations and good practice.

Here at Burley Manor we have 40 en-suite bedrooms and 1 shepherd hut; our rooms are divided over 3 floors, ground, first and second with the hut outside in our garden (room types and layouts detailed below). Our public rooms consist of a bar & lounge, drawing room, the dining room and conservatory, all on ground floor and accessible by wheelchair. We have 2 function rooms – The Barn and Deer Park Barn both located in a separate building at the rear of the property with a small garden, both accessible by wheelchair. Our outdoor wellness pool area is only opened seasonally and is located in the garden at the front of the hotel. Unfortunately the hotel does not have a lift.

### Pre Arrival

- We request that, when making an enquiry or booking, customers inform us of any special needs or disabilities that they may have in order for us to meet any personal requirements. You can contact us by telephone, live chat, email or post
- The hotel uses our website to describe our services and terms
- Burley Manor is situated in the New Forest National Park, Hampshire in the popular village of Burley
- The hotel is mainly accessed by car. Public transport is minimal with the closest train station (New Milton) being 5.5 miles away. Taxis are available and reception will be happy to assist, however with the remote location can be difficult to source late at night. A bus stop is 0.3 miles from the hotel and provided by Blue Star
- The nearest pharmacy is 3.7 miles from the property, the closest GP surgery is in Burley (0.2 miles) and A&E is in Bournemouth (13.7 miles)

### Arrival & Car Parking Facilities

- Entrance to the hotel requires you to cross over a cattle grid with a long tarmac driveway surrounded by trees and open fields. It has 6 street lamps which lights up the driveway. This leads to the tarmac carpark at

the front of the property allowing for up to 26 parking spaces, 2 of which are disabled parking (with paved access to the front entrance)

- The hotel also has additional parking at the rear of the property offering a further 20 spaces. Parking at the rear requires you to walk on the tarmac pathways to the front entrance or through a door at the rear entrance, which leads to bedrooms, public areas and reception
- The car park is lit both at the front and rear of the building by outdoor lighting attached to the building. It has CCTV cameras, however does not cover all parking bays
- An overflow carpark is available in an adjacent field. This is laid to lawn and signed when in use

## Main Entrance & Reception

- The front entrance has a wide paved pathway with a large door. It has a porch with a step through to the entrance. Moveable ramps are available for wheelchair access
- Once through the main door the floor is level with tiles and rubber surrounded welcome mat
- The reception desk is approx. 1.25m high. Chairs are available adjacent to reception in the lounge nearby should you require to sit down whilst completing check in/out
- Reception leads to all our public areas, which are all on ground level without steps

## Public Areas, Terrace & Gardens

- Our corridors are well lit and mainly carpeted with motion sensors in some locations
- One of our corridors has wood effect flooring and leads to the Garden Wing which is accessed through our open kitchen and has 3 steps. An alternative route can be given
- We have WC facilities and disabled/baby changing toilets on ground floor.
- The fire alarm is sonic and has flashing lights at some detection points. Assistance will be given if evacuation is necessary
- Our terrace & gardens can be accessed through our Conservatory, bar & lounge, front entrance and bedroom balconies (suites only). All are on ground level, some with threshold steps
- The gardens consist of grass lawns with gravel pathways leading to the swimming pool, hut, terrace and garden wing
- The terrace consists of gravel with moveable wooden table and chairs, some with arms and parasols. We also have some moveable wooden furniture on the front patio entrance
- During the summer season we have loungers on the grass/lawn, only accessible by the gravel pathways and across the lawn

## Dining Room, Conservatory & Lounges

- Our dining room and conservatory are joined together and on ground level with access to the terrace and gardens. All our chairs in the dining room are with and without arms. All table and chairs are moveable.
- The conservatory, also used for dining has steps leading onto a gravel pathway. Alternative routes can be shown for wheelchair users
- We provided background music in our dining room, conservatory, lounges and bar area
- Our dining room offers buffet breakfast with waiter service for Full English as well as waiter service in all areas for lunch, afternoon tea and dinner
- We have a carpeted bar & lounge area, partly on raised level with steps as well as our Drawing room, which has a wooden floor on flat ground level. It has moveable furniture with sofas and armchairs.
- Bar/waiter service can be offered in the bar, lounges, terrace and garden areas if required

## Swimming Pool

- Our outdoor pool is 70m<sup>2</sup> in size. The shallowest point is 1.6m and the deepest is 2.0m. Our swimming pool is a wellness pool, which isn't heated and therefore the temperature can fluctuate between 12oC and 21oC dependant on the weather. It has steps and a rail leading into the pool at the shallowest end
- The pool is located at the bottom end of the garden and is not supervised by a lifeguard, however we have trained emergency responders on duty
- Access to the pool you would need to walk across the gravel pathway in the garden, which leads to a wooden entrance gate to the pool
- We have changing facilities for all customers to use with towels available next to the pool

## Function Rooms

- We have 2 functions room, which are located in a separate building behind the hotel
- Car parking facilities are next to the function room, which is tarmac and on flat/ground level
- Both function rooms have 3 – 4 steps leading up to the entrance from either the paved pathway or wooden decking. A sloped paved pathway is behind our Deer Park Barn to allow entry for wheelchair users
- Each room has hard floors, moveable furniture, curtains and appropriate lighting
- To move from one function room a floor level hydronic platform is available and supervised by our team. Alternative routes can be found outside.

## Bedrooms

- All rooms have en-suite bathrooms. Some may have a bath with overhead shower some just a walk in shower. All rooms with a walk in shower (except the accessible room) are situated on either first or second floor and will require using the stairs
- Unfortunately due to the design and listing of our building we do not have a lift
- 16 rooms are on the ground floor, 2 are accessible rooms with a wet room consisting of a walk in shower with a chair and grab rails in the shower and by the toilet. Both accessible rooms have divan beds and therefore not suitable for hoists, however can twin. The 14 other rooms on ground floor are a mixture of classics, deluxe and suites with either double, king or super king beds. Some of these rooms have an option to divide into a twin and all have bath with overhead shower
- 13 rooms are on the first floor and can be accessed by our main stairs (which is carpeted)
- 10 rooms are located on the second floor again accessed by 2 sets of stairs
- Our hut is located in the garden and accessed by a gravel pathway and has 3-4 steps leading up to the hut and a hand rail
- All rooms have telephones with access to reception and also to make external calls in an emergency

## Night Security

- We keep a record of all guests notified with particular disabilities, in the event of any emergency or evacuation. These guests are offered a hanging door sign to signal emergency assistance. A Personal Emergency Evacuation Plan will be filled in at check-in for any guests with a notified disability
- Night Porters/staff hold details on guests with hearing difficulties, sight difficulties and movement restrictions, in order that they may provide assistance in the event of an emergency
- Guests are encouraged to ring down to Reception for assistance at any time, when we shall respond straight away

## General

All information such as menus and bedroom information can be printed in larger fonts on request. Service dogs are accepted at the hotel by prior arrangement.

Should you wish to hire any mobility aids 'New Forest Mobility Services' [www.newforestmobilityservices.com/hire-services](http://www.newforestmobilityservices.com/hire-services) are a local company that can assist. The hotel will be happy to accept delivery of these prior to your stay.

We have tried to be accurate and comprehensive in the preparation of this Access Statement and would welcome your feedback in order to maintain the quality and accuracy of the information we provide. Should you have any further questions or need more information about our provision, please call us, prior to booking, on 0800 44 44 41 or contact us by email at [reservations@newforesthotels.co.uk](mailto:reservations@newforesthotels.co.uk). The team will be pleased to assist, in any way possible.