

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Bella Vista Hotel

Introduction

Situated in the coastal town of Weston-super-Mare the Bella Vista is a central place to stay for families, couples or individuals whether for leisure or business. All ages are welcome. However the Bella Vista is a traditionally built Victorian property and we acknowledge that its layout may not be suitable for some guests who have a physical disability. Due to the layout of the Victorian property there is no ground floor bedroom or WC and there are steps up to the front of the hotel.

We are located in a quiet residential area and yet only one minute's walk from a local shop and 100 yards from the beach. The Sovereign Centre with a range of shops and a chemist is a short walk away.

The Bella Vista is on a level paved road with a slight incline from the beach to the hotel along Upper Church Road.

The pier and all attractions have ramp access.

The owners have undertaken training in Disability Awareness and Equal Opportunities Training and have related experience in this area.

We will endeavour to do whatever is possible to help guests access the hotel and services. Please do ask if we can help you in any way.

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using www.transportdirect.info; simply enter your postcode and ours, which is BS23 2DX to get directions.
- The nearest railway station is Weston-Super-Mare, which is 1.2 miles away (approx 20 minute walk). Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.
- The nearest bus stop is 120 yds from the B&B – ask the driver for the stop at Knightstone. Most buses can accommodate at least one wheelchair. The number 1 and 100 buses run from the main train station/coach drop off.
- The pavement on the street leading to the Guest House is paved and well lit until midnight.

- There is a local company which supplies mobility equipment that can be hired, see contact information for details.
- This Access Statement is available in larger print on request.

Arrival and Car Parking Facilities

- There is a pay and display car park at the rear of the hotels opposite used by all the local hotels. This is a long stay car park and currently charges £6.00 for 24 hours. There is a reduced rate of £5.00 that applies between 6pm and 10.30am.
- On the road outside the hotel, there is a one-hour free parking limit between the hours of 9am and 6pm Mon-Sat. At all other times it is unrestricted. Many guests choose to use this facility to unload their luggage and check-in at the hotel before parking elsewhere.
- Free unrestricted parking is available within approximately 100 yards on Highbury Road. This is on an incline.

Main Entrance and Reception

- The entrance to the building and sun terrace is accessed by steps from the road. There is a hand rail along the entire entrance and a slope as part of the path.
- The reception is on the ground floor at the end of the wide vestibule.
- The pavement on the street leading to the Guest House is paved and well lit.

Welcome Area

- Guests are welcomed in the wide hallway, which is level throughout, where they are asked to register.
- The flooring is short pile carpet throughout.
- The area is evenly and well lit with overhead lighting.
- A magnifying glass, pen and pad of paper are available on request.
- Guests are shown the guest lounge, dining room and their bedroom.
- Assistance with luggage is always available.
- The proprietors are able to speak a little German and French to help with language access. They have also passed level 1 in British Sign language.
- One of the proprietors is a qualified lipreading tutor and is very experienced in meeting access requirements of deaf and hard of hearing adults. The owners have completed Deaf Awareness and Disability Awareness training.
- We look forward to welcoming you. If you have any queries or require any assistance please phone 01934 631931 or email bellavistahotelwsm@live.co.uk

Family Friendly

- We are very proud to have been awarded a Gold award through the Approved Family Friendly Association www.approvedfamilyfriendly.com
- We have a range of toys for babies, infants and children available to play with in the lounge or to borrow and take to guests' bedrooms. We have colouring material and pens and welcome pictures for our gallery. We lend out buckets, spades, fishing nets and beach toys. We also supply a range of safety/access equipment for children detailed under each relevant section.

Public areas

- Banister rails and a hand grip are in place along all the staircases.

- All areas are well lit and have lamp lights on a timer throughout the night.

Dining room

- The dining room is situated on the ground floor.
- Breakfast is served seated after guests serve themselves from an initial buffet of cereals, fruit juices, yoghurts and fruit. Assistance can be given.
- Menus are available in large print on request.
- Vegetarian diets are catered for and a range of special diets. We will try our best to purchase specified ingredients if we are notified in advance.
- Highchairs and booster seats are available on request.
- Age specific cutlery and crockery is available for babies/children. Please ask if you need anything extra.

Guest Lounge

- The guest lounge is accessed from the ground floor hall, next to the dining room.
- The television has subtitles and a remote control.
- There is a range of chairs and sofas of different heights.
- The room is well lit, with a timer light as well at night time.
- There is a selection of toys, dvds and games available for loan and an area for children to draw on a table.

Bedrooms

- Rooms are bright and evenly lit by overhead lighting. Bedside lamps are also in each room. An additional reading lamp is available on request.
- All of our bedrooms offer the following: Lighting as above, good colour contrast between the floor, walls and doors, short pile carpet, non-feather bedding, digital television with remote control with subtitles.
- Bedrooms are situated on the first, second and third floor. Please request a lower floor if you would prefer when booking.
- Family rooms have a double bed and bunk beds. A junior pull out bed is available on request for families of 5. Bed guards and cots are available for all rooms. Family rooms have a step-up in the bathroom for accessing the sink and lower coat hooks for children.

Shower-rooms & Toilets

All guest bedrooms have their own en-suite shower rooms and W.C. The shower rooms:

- Are well lit with overhead lights and a fluorescent light over mirror.
- Have non-slip laminate flooring.

Public Toilet

- There is a unisex toilet, with one hand basin on the first floor.
- This has a potty, child seat, changing mat and a step-up.

Additional Information

- The proprietors have experience supporting people who have physical/sensory or learning disabilities.
- They have also travelled themselves with young children and have experienced the positive impact of 'family friendly' accommodation. If you require anything else to make your stay comfortable please do let us know.

- We have a set of evacuation procedures – should you require it someone will come to your room and assist you with evacuation.
- The nearest Shopmobility is 0.6 miles away in the Sovereign Shopping Centre off the High Street. See Contact Details below.
- The nearest General Hospital with an A&E unit and walk in NHS is 2.9 miles away and the nearest Doctor's surgery is 1.7 miles away. There are regular buses from the front to the Hospital. Please let us know if you require further information.
- Free WiFi Internet access is available.
- We have a file of nearby attractions and a range of places to eat. We are also happy to find out any access information for you if you wish, where available.

Contact Information

Address:	Bella Vista Hotel, Weston-Super-Mare BS23 2DX
Telephone:	01934 631931
Email:	bellavistahotelwsm@live.co.uk
Website:	www.bellavistawsm.co.uk
Local Equipment Hire:	Eezee Mobility The Sovereign Shopping Centre High Street Weston-Super-Mare Somerset BS23 1HL Tel: 01934420410
Local Accessible Taxi:	Apple Taxis 01934 413413 Woodspring Taxis 01934 414141
Local Public Transport:	First Great Western (Railway) 0845 410 4444 First Buses 9, High Street WSM, BS22 1HA Tel: 01934 416851