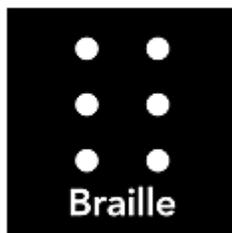
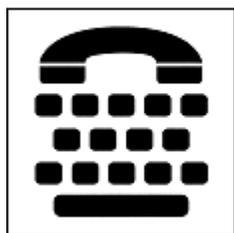


Accessibility Statement:

Eden Hall Day Spa



Car Park

There are a number of disabled parking spaces available in our car park, these are marked with signs at the appropriate bays. They are situated right next to the front entrance of the building, less than 20m from the front door.

Reception

The entrance into the building is a ramp so suitable for wheelchairs. Our reception area is open and spacious providing plenty of room for people to manoeuvre, it is also all on one level surface. All doors are wide enough for wheelchair access.

Changing Rooms

In each of our changing rooms (both male and female) we have a Wet Room which comprises of a shower with seat, toilet and sink along with accompanying handrails which can be used by any of our guests. These areas also have an emergency cord should someone need assistance.

Detox/Pool Area

This area is on the ground floor and accessible for wheelchairs or those with restricted mobility. Suitably sized doors allow easy access to the pool area. Detox rooms do not have the space to accommodate a wheelchair.

Gymnasium

The gymnasium features an extensive range of fitness equipment, many of which are suitable for guests with restricted mobility. Our fitness instructors are always on hand to offer advice as to alternative exercise methods as well.

We also have an exercise studio in which many different classes are taught throughout the day. These can be tailored to peoples personal needs should they not be able to follow the exact routines. Just speak with our friendly instructors beforehand and they will be happy to accommodate you.

Restaurant

The restaurant is easily accessible for all guests and wheelchair bound guests are not restricted when seated at our tables. If guests do require help or advice our chefs and waiting staff are available and willing to help in any way that they can.

Guests with special dietary requirements can be accommodated but we do ask that guests give us a couple of days' notice so that we can prepare something especially for them.

Therapy

Our therapy department offer a variety of different treatments that can be tailored to meet the needs of each individual within reasonable limits. We have some larger therapy rooms that can be used for wheelchair bound guests and the couches that we use are adjustable so most people are able to get onto them with relative ease. If guests do require being physically lifted onto the couch we do ask that they come with a carer, as our staff are not trained to lift people.

Lift

We do have a lift situated in the lobby outside the ground floor changing rooms, this services all floors of the building that the guests may need to go to. However in the event of fire the lift will be unavailable. If guests are stuck on the first floor and are unable to evacuate via the stairs they can be evacuated by our staff with the use of the Evacuation Sledge that we have located on that floor.

However during normal working times the lift is simply there to help people travel up and down the different levels in comfort and ease.

Fire Evacuation

When the Fire Alarm is activated an audible alarm is sounded all over the building. All of our staff are trained in what to do should there be a fire, or should the alarm sound. Sweeps of all areas are made by staff to ensure that nobody is left behind. On all levels of the building there are exits that wheelchair users can use to evacuate the building - we have a Refuge Point and an Evacuation Sledge, selected staff and duty managers are trained in the use of the Sledge and they will evacuate anybody who is not able to get out themselves using this equipment.

The actual fire evacuation point is situated on the front lawn near to the current entrance gate. In the event of a fire the staff will be guiding all the guests to this point anyway, so it will be easy to find.

Guide Dogs

Guide dogs are permitted throughout the building but we would ask that guests do not take them into the Detox area.

Emergency Alarms

Emergency alarms are positioned around the building and in every disabled toilet and there are several more around the pool area should there be an emergency there. These sound an alarm in the main reception area, gymnasium and therapy reception area alerting the team members who will then come and assist in any way that they can.

First Aid

We have both full first aid trained and appointed persons trained team members throughout the building and on shift during the duration of opening times.