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

Access Statement for Edge Whitehaven

We welcome all guests at the Edge, including guests with an impairment which could include mobility, sight, hearing and learning disabilities. It is recommended that you discuss your requirements with our team at the time of booking.

Introduction
The Edge is situated directly off the main car park and public slipway on level ground. The front entrance(s) both have ramped access. There is a lift to all floors.

We have 16 bedrooms over the hotel's upper 2 floors, with 2 accessible bedrooms suitable for wheelchair users; both situated on the first floor. Both rooms have step-free direct access via the lift. All bedrooms have en-suite bathrooms, containing a walk-in wet room shower.

Pre-Arrival
For full details and maps of how to reach us please see the directions section of our website.

The nearest railway station is Whitehaven, which is ½ away (a 3-minute taxi ride). Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.

Car Parking and Arrival
There is limited parking on site, with 16 parking bays.

There are two further public car parks within 3 minutes' walk. With 8 clearly displayed Blue Badge spaces. These are pay-and-display car parks. Access to the hotel from this car park is across level ground.

There is a drop off point at the main entrance of the hotel. You can leave your car here while you drop your bags off at reception.

The external entrance doors are painted black with large glass screen and are manual, substantial doors which are held open during normal operating hours. The internal entrance doors are glass with manifestation at eye height and are light to pull/push and opens outwards. 24hour assistance is available.

Main Entrance / Reception / Welcome Area
Reception is on the ground floor of the hotel and has level access throughout. The ground floor surface alternates from wood, and tile. The area is evenly and well lit with overhead lighting and wall lights.

The reception desk has a lower area for access. Lounge tables and chairs are available close by should this be required as an alternative space for check-in.

The lift is available close to the reception which takes guests to all floors of the hotel. The lift is situated within the centre of the hotel and covers ground level, first and second floor. Tactile buttons can be used to select which floor you want. There is a mirror on the back of the lift, the sides are covered in metal and the floor is short pile carpet. There is a raised Ground Floor button.

Bedrooms
Please note there are no ground floor bedrooms within the hotel. There are 2 accessible bedrooms suitable for wheelchair users both situated on the first floor. Both rooms have step-free direct access via the lift. All bedrooms have en-suite shower rooms, containing a wet room shower with tiles set into the floor so there are no steps to negotiate.
The assistance enabled rooms provide specific facilities for guests with disabilities, these include:

All entry doors are a minimum of 900mm light and easy to open.

The height of the beds from the floor to the top of the mattress is 450mm

Rooms are bright and evenly lit. Overhead and wall lighting is used, controlled by on/off switch. There are also bedside and table lamps in each room. Additional reading lamps are available on request.

These, and all other bedrooms in the hotel, offer the following: All bedroom doors are marked with raised numbers. Lighting as above, good colour contrast between the floor,

walls and doors, short pile carpet, all bedding is non-feather, widescreen digital television with remote control, subtitles, and audio description facilities. A vibrating pillow pad is available on request.

Both shower rooms in the accessible bedrooms have the following;
Level entry showers.
Well-lit with overhead lights.
Good colour contrast between the doors, floor and walls. The flooring is non-slip tile.

Fire Escapes

Evacuation points, fire escape routes and extra assistance details are available in each room and can be provided prior to arrival if required.

Public Areas - Halls, Stairs, Landings, Corridors, Lift
All public areas, halls, stairs, landings and lifts, are well lit using a combination of ceiling and wall lights (Corridors are slightly dimmer lit by wall lights.

Public Areas – Reception and Café Area- Ground Floor
The lounge area is situated on the ground floor with level entry from the reception area. There are two large doors to the ground floor reception and café area. The area has a mixture of seating with soft chairs, and dining chairs together with a range of tables which can be used for dining at.

Lighting is natural daylight, supplemented by ceiling spot lights.. By night levels are controlled by dimmer switches, with overhead and wall lighting used as well as floor and lamps around the room. The flooring is a mixture of short carpet and vinyl and tiles.

The nearest toilets are through the main doors into the public toilets. There are four on this floor of which one has full accessibility features.. This toilet also contains a baby change table.

The café is counter service for lunch and dinner. Breakfast is a self-service buffet; Staff can assist by running through menus with you and assisting wherever required.
Crockery is colour contrasted with the table where possible.

Lookout
The lookout is situated on the first floor with level entry from the lift. This room is surrounded by glass balustrade which is distinguishable with stainless steel handrails and base plates. Double glass doors with manifestation to this area.. The lookout has level access throughout. Table are well spaced apart with a mixture of upright chairs and sofas. This room is table service only and signs are placed on the bar informing guests to take a seat and a member of the team will take care of you.

Lighting is natural daylight, supplemented by a range of spot and ceiling lights, and by night levels are controlled by dimmer switches, with overhead and wall lighting used.. The flooring is vinyl leading to a timber floored area.

The nearest toilets and accessible toilet are through the entrance door into the first floor corridor.

Public Toilets
Public toilets can be found on the ground floor (4) from the reception lobby and a further 2 on the first floor.

In two of these bathrooms. There are vertical and horizontal grab rails are available around the toilet.
An emergency alarm pull cord next to the toilet.
The toilets are well lit with fluorescent overhead lighting activated by a motion sensor.
The flooring is non-slip laminate.

Additional Information
All of our staff receive regular training that includes disability awareness training. We have a set of evacuation procedures – should you require assistance someone will come to your room and help you with evacuation either out of the building

A water bowl is available just outside the main entrance for assistance dogs and one is supplied for bedrooms when resident guests bring dogs.

Staff are on site 24 hours.

Clear signage is used throughout the hotel
The nearest General Hospital with an A&E unit and walk in NHS facility is 2 miles away at the West Cumberland Hospital. The nearest doctor's surgery is 1/2 mile away. Please contact reception for further information.

Free Wi-Fi Internet access is available in bedrooms and throughout the hotel.

We can offer a list of nearby attractions and details of their access statements for information, where available.

Further Information
If you require further information which is not covered in this statement or should you have any queries, please let reception know.