



Accessibility Guide for White Lodge Hotel

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Welcome

The White Lodge Hotel is a small, charming hotel situated at the end of Filey's historic Victorian Crescent with expansive views overlooking Filey Bay.

The hotel has twenty-one en-suite rooms; a restaurant, bar and lounge bar as well as a large outside terrace, and a room for private parties and special events.

At a Glance

Level Access

- The main entrance has five steps and a handrail. There is no lift and no ramp.
- There is level access from the main entrance to:
 - Dining Table
 - Garden Terrace

Bedrooms

- We have non-allergic bedding.

Hearing

- The (bedroom) TVs have subtitles.

Visual

- Some parts of the venue have low lighting.

General

- Staff are available 24 hours a day.
- We have emergency evacuation procedures for disabled visitors.

Getting here

The Crescent
Filey
North Yorkshire
YO14 9JX

Travel by public transport

- You can get to White Lodge Hotel by bus and train.
- The nearest bus stop is at the Filey bus station on Station Avenue near the railway station and Tesco supermarket. The bus stop is 0.5 miles / 0.8 km from White Lodge Hotel.

- The nearest train station is Filey railway station. The train station is 0.5 miles / 0.8 km from White Lodge Hotel.
- The journey from the train and bus station is a ten minute walk. The terrain is flat and paved, without any hills or inclines to consider



Travel by taxi

- You can get a taxi with Lazer Taxis by calling 01723 515515. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Nippy Taxis by calling 01723 377377. The taxi company has a wheelchair accessible vehicle.



Parking

- We have a car park. There are accessible parking spaces. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the parking to the main entrance, there are five steps. There is no ramp and no lift.
- There is a ramp for access to the hotel located at the side entrance which takes you through the restaurant and lounge to Reception







Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1200mm wide, or more.



Main entrance

- The door is 950mm wide.
- The main entrance has five steps.
- This entrance has a handrail.
- The main door is side hung and manual.
- The other entrance door is 770.00mm wide.
- The ramp is located on the side of the hotel easily accessed from the front of the hotel. There is a sharp turn on the ramp which leads up with access directly in to the restaurant then in to the Lounge and then Reception
- Please notify Reception when accessing via the ramp as the door may be locked.



Ramp to hotel



Door from ramp in to restaurant and hotel

Getting around inside

Visual Impairment - General Information

- Some parts of the venue have low lighting.



Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, bedside lamps, desk or table lamps and natural daylight.

- Lights are LED and energy saving. TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.



Lift



Lift

Place to eat and drink

Restaurant

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more. The door is 770mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free), nut free and vegan specific diets.

Getting around outside

Garden Terrace

- From the main entrance to this area, there is level access. The route is 1200mm wide, or more. The entrance is 770mm wide.



Access to garden area



Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- Toilet seat risers
- Toilet seat frames
- Many bathrooms have hand rails in bathtubs, showers and toilets
- Mobility Scooters can be hired daily and weekly from a local mobility specialist (Dixon's of Filey, 01723 512001).
- The nearest toilet for assistance dogs is in the park next to the hotel.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- We can charge the mobility scooters in our garage
- You can hire mobility equipment (Dixon's 01723 512001).

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- Staff are available 24 hours a day.