

Access Statement
Cleve Court Hotel
2 Star Metro Hotel.

Introduction

Cleve Court is situated in the quiet area of Roundham, five minutes walk away from Paignton seafront, the Harbour and Goodrington Sands. Surrounded by award winning gardens where you can sit and relax.

We offer an extensive award winning breakfast menu. Evening dinner is by request only.

The Hotel has three floors – The Dining room is down a flight of stairs and unsuitable for people with serious mobility problems. Six bedrooms are situated on the ground floor along with the Bar/lounge and Guest lounge, eleven bedrooms are on the first floor.

We have one suite on the ground floor situated at the back of the Hotel with has a small lounge with two single beds and a double bedroom upstairs which is en-suite. Access down 1 step to back garden.

We have a completely non-smoking policy inside the Hotel. There is a Patio area with seating to the side of the Hotel where smoking is allowed.

We hope that all our Guests have a very happy and enjoyable holiday here at Cleve Court Hotel.

Pre Arrival

Telephone, email, letter and online availability

Access statement is available in large print – not available in Braille

Website accessibility

Information about public transport routes, types of public transport, distance, accessibility

Distance to town centre and notice of steep hill on most direct route to harbour front and shops (walking and by car/public transport)

Nearest shop-mobility scheme and details

Nearest equipment hire services

Locality of Radar toilets in the local town/area

Availability of accessible taxis

Details of suitability of rooms for guests with mobility impairment/visual/hearing impairment who are accompanied or unaccompanied – with particular emphasis on the safety of all our guests

Arrival and Car Parking Facilities

There is a car park at the front and side of the building.

Please note that there are no designated disabled parking bays unless by prior arrangement

We would be happy to assist any guest from parking/car park to entrance

The car park surface is concrete and there is a dropped curb onto the road.

There is normally enough rear access to a vehicle once it is parked

There is a contact telephone number on our “Cleve Court Hotel” sign on the front garden

There is a doorbell situated at the top of the entrance steps on the right hand side of the door about 4 feet from the top step

There are 11 steps up to the front door with hand rails either side.

Please telephone us on 01803 551444 if you need any assistance. We are happy to make arrangements with you regarding your arrival over the phone or via email prior to your stay, as we also have a further side entrance with 2 steps and a rear entrance directly into the ground floor corridor
There is lighting either side of the front door which lights up the steps. It also helps guests to locate the doorbell and the keyhole

Main Entrance and Reception

Once through the front door the floor is carpeted, and has a course hair mat at the door entrance. There is a console table with a framed A4 size tariff and A4 sized Visit Britain 2 star rating certificate and vase of flowers. Double doors lead into the main Hall, these will be opened by ourselves on answering the doorbell.

There is adequate lighting in all hallways and stairs

We can provide assistance to our guests but we are not able to lift

Guests are issued with a main door key along with their room key.

The small reception desk is situated off the main hall on the right hand side and is approximately 1 metre high with good lighting, there is a buzzer situated just above the desk for guests to attract our attention and will be shown to guests on arrival.

There is a public telephone situated on top of the reception desk

The floor is level throughout the ground floor.

There is a Patio smoking area with table and 4 chairs on the ground floor side entrance. Fire exit to Patio with six steps leading to side garden.

Public Areas – Lounge and Bar Lounge

These rooms are all situated on the ground floor – all the flooring is carpeted.

All doors are manual fire doors.

The television lounge has armchairs and settees and a coffee table in the centre of the room and carpeted.

The Bar lounge has small tables and chairs/stools, bench seating and carpeted with a small wooden dance floor in the centre. The bar itself is situated to the side of the bar lounge and there is a small slope (approximately 2” rise) leading to the bar

Fire exit is situated off the bar with two steps leading down to side car park.

The ground floor and first floor hallways have a console table with flowers/lamps

All landings and staircases are well lit.

Public Toilet

The public toilet is situated on the ground floor to the rear of the Hotel. The facility is unisex and is approximately 4 feet x 4 feet. The floor surface is non-slip tiles. The door opens inward and the light pull is behind the door. There is a small hand wash basin in the room with a hand towel holder. Fire Exit with one small step into back garden.

Restaurant/Dining Room

The Dining Room has 18 tables and 44 chairs. We have three serving tables for the breakfast buffet. All the seating and tables are moveable and can be joined together if required.

Menus are provided.

Special diets and any allergy requirements are ascertained on arrival or during booking of accommodation

The dining room is situated on the lower ground floor and is accessed from the main ground floor entrance hall by a flight of stairs which has a hand rail on the left hand side. The stairs consist of 3 steps down then a turn, a further 10 steps leading to a small hallway into the dining room all which are carpeted.

The main course of breakfast is waitress served, the buffet table is self service but can be served by a waitress on request. Evening dinner (on request only) is all waitress service. There is a fire exit from the dining room which has 3 steps leading onto the car park at the front of the Hotel and care must be taken when using these steps as roof height is restricted. You may also use this entrance when entering the dining room from the front garden (there is no hand rail) There is a "Please mind your head" notice displayed.

Bedrooms and sleeping areas

We have 6 en-suite bedrooms situated on the ground floor and a further 11 en-suite bedrooms on the first floor and one en-suite bedroom at the rear of the bar on the ground floor. (No 20) All bedrooms are carpeted. All windows are sliding sash. We recommend that you do not lean out of any bedroom window. The Owners/Proprietors are not responsible for accidents incurred i.e. falling out of bedroom windows. See notes below regarding the 4 balcony bedrooms.

Single

1 single bed, wardrobe, chest of drawers, bedside table with lamp, chair, beverage tray which includes a kettle, television, hair drier and toiletries. There is a high ceiling light with a switch just inside the door.

Twin Rooms

As above with 2 single beds

Small Family Rooms

As above with 1 double bed and 1 single bed

Contents of bedrooms:

Large Family Rooms

As above with 1 double bed and 2 single beds. Also 2 chairs.

Room 20 is on 2 levels. Situated on the ground floor with garden accessed through a wooden gate via the car park. There is a lounge on the ground floor which has 2 single beds, a settee, television 2 bedside tables, coffee table and a staircase leading to a bedroom with 1 double bed a built in wardrobe, 2 bedside tables and door to en-suite which has a shower, toilet and hand wash basin and a covered bin. The lounge and bedroom area is carpeted and the stairs have a handrail. There is a kitchen area with double drainer sink, fridge, kettle and tea/coffee making facilities with cushion vinyl floor covering. The kitchen is situated next to a fire exit.

Double Rooms

As above with 1 Double bed.

All en-suites contain a shower, hand wash basin and toilet and a waste bin with a lid with the exception of Room number 1 which has a bath, with hand held shower, a hand wash basin and toilet and a waste bin with a lid. All en-suite floors are Vinyl cushion flooring.

En-suite rooms without an outside window are all fitted with extractor fans.

There are 2 bedrooms with balconies situated on the ground floor (Rooms 3a and 4) and 2 bedrooms with balconies situated on the first floor. (Rooms 14 and 15) These are accessed by French doors leading from each bedroom onto the balcony which have fasteners on them.

The ground floor balcony is approximately 6 feet from the car park floor. It has an ornate railing which is approximately 4 feet high off the balcony floor. The floor covering is Ceramic tiles which may be slippery when wet. There is a table and 2 chairs on all 4 balconies and they have planters with flowers secured on the outside of the railings. Ground floor balcony rooms are not recommended for families with young children or the visually impaired. Please do not lean over the balcony railings. The Owners/Proprietors do not hold any responsibility for accidents incurred by Guests falling over the balcony railings.

The first floor balconies (Rooms 14 and 15) have an ornate railing approximately 3' 6" off the balcony floor. The floor covering is Tarmac. Balconies are accessed by French doors leading from each bedroom which have fasteners on them.

The first floor balcony rooms are not recommended for families with young children or the visually impaired. Please do not lean over the balcony railings. The Owners/Proprietors do not hold any responsibility for accidents incurred by Guests falling over the balcony railings.

Additional Information

Wifi is available free of charge and is accessible throughout the Hotel. The code is displayed in all bedrooms and on the Reception desk.

The Hotel is fully centrally heated with radiators in all bedrooms. All windows have sash cord operation. Should anyone require help opening the windows we will be happy to assist.

Evacuation procedures are provided in all rooms with a fire map on the wall showing all exits. Emergency lighting will be displayed automatically when fire bells are rung. A general information booklet is provided in every bedroom.

There are smoke detectors in all bedrooms hallways and public rooms. Fire extinguishers are in all hallways/kitchen/public rooms. Fire call points and fire action notices are in all hallways and dining room.

The fire alarm is a very loud bell - anyone with hearing difficulties will be told face to face and given appropriate advice (We provide a personal fire safety assistance card) which is placed outside the bedroom door of anyone requiring special assistance.

THE FIRE ASSEMBLY POINT IS ON THE FRONT CAR PARK. Go to your nearest fire exit – there are 5 on the ground floor.

The fire alarms and extinguishers are inspected and maintained on a 12 monthly basis.

PAT testing is carried out on a 12 monthly basis.

Gas Boiler serviced on a 12 monthly basis

We are happy to assist you with Wheelchair/Mobility Scooter hire.

You are welcome to store any medication or special dietary foods in our fridge providing the box is secure and clearly marked.

We have a level front garden with a concrete slabbed path accessed from front drive. It has a lawned area with flower beds, a table and chairs is provided for guest use and has a low wall bordering the road.

Contact Telephone and Email Address

Mr & Mrs David Edwards and Margaret Webb
Cleve Court Hotel
3 Cleveland Road
Paignton
Devon
TQ4 6EN

Telephone 01803 551444

Email address info@clevecourthotel.co.uk

Website www.clevecourthotel.co.uk

Taxi Cabs: Based outside Paignton Railway Station.

Torbay Taxis 01803 211611

Torbay Cab Company 01803 292292

National Express Customer Service 087 17 81 81 81

Paignton Rail Station

Catholic Church - Sacred Heart, Cecil Road Paignton – 01803 557518