



Access Statement

Our hotel is over six hundred years old and a grade II listed building. We aim to meet the needs of all our guests. However there are some features which might make access difficult for people with limited mobility. Situated just 1.5 miles from the A19 road, between Castle Eden & Blackhall Colliery on the B1281 road, 6 miles from the coastal town of Hartlepool and 13 miles from Durham Cathedral.

Prior to your arrival

- **Reservations and enquiries can be made by phone on 01429 836326, by post, e-mail (enquiries@hardwickehallmanor.co.uk) or through our website www.hardwickehallmanor.co.uk selecting the rooms tab.**
- **Please explain any individual needs to our reception team who will be able to advise on the most suitable options**
- **We are a dog friendly hotel and welcome working assistance dogs.**
- **Directions to the hotel can be found on our website.**

On arrival at the hotel

- **Parking is situated at the back of the hotel. There is also signage for three disabled access parking at the front of the hotel**
- **The car park is all flat.**
- **Wheelchair access is available via the main entrance to the hotel.**
- **We are more than happy to help with your luggage and will collect it from your car and deliver it to your room.**

Public Areas

- **All public areas of the hotel are fully accessible to all, with level flooring or a slight ramp access to our bar.**
- **Public toilets are situated on the ground floor, with a separate disabled cubicle.**

Accommodation.

- **All rooms situated on the first or second floor accessible by the main stair-case only.**
- **There is one ground floor apartment with double door access is situated at the back of the hotel within the kitchen courtyards.**
- **There are no garden or sea views from this room.**
- **There is provision for a car to park up to the door entrance of the apartment.**
- **Reception will assist visitors with messages if required – there are phones in all the rooms.**

- **The interior of the hotel is designed to clearly differentiate between walls, floors, and doorways.**
- **The hotel rooms are single door access, with ensuite bathrooms and toilets**
- **All rooms have either king size ,double, four poster or twin beds**
- **All rooms have showers with the majority also having baths.**

Restaurant Bar & lounges

- **The restaurant is spacious with a variety of seating arrangements.**
- **Menus are provided in the lounge giving customers time to pursue the menu in comfortable lounge chairs whilst enjoying a drink served from the bar**
- **Allergies and specific food intolerances are fully catered for, although we cannot guarantee against trace elements.**
- **The hotel restaurant, bar & lounges are on the ground floor.**
- **Background music is played in the bar, restaurant and public areas.**

All fire exits are clearly marked on all floors, emergency lighting is installed throughout the hotel and directional signs are present throughout the hotel.

