

## Accessibility at the Roslin Beach Hotel

We aim to provide the highest standards of service to all our guests and we look forward to welcoming you to the Roslin Beach Hotel and making your stay an enjoyable one. Facilities available for guests with disability needs are as follows:

### Arrival

Directions to the Roslin Beach Hotel are available by [clicking here](#) or by calling the hotel on 01702 586375

As you arrive at the Roslin Beach Hotel, you will find 64 parking spaces of which 4 are reserved for blue badge holders. These are located at the rear of reception and there is also a dropping off and picking up area at the rear of the hotel entrance. This has a dropped kerb entrance.

The main entrances to the front and rear both have two sets of push glass doors. Please alert a member of staff if assistance is needed.

If you need assistance with luggage or equipment, our team of porters are on duty 24 hours.

### Reception

The Reception desk is located on the ground floor of the hotel in the entrance lobby. The reception desk is 111cm high and also a lower desk of 74cm although check-in can also be completed whilst sitting at the seating area in reception;

Clip boards are also available for guests who would like to stay at reception. Assistance is available to help take your luggage to your room.

Reception staff will also brief you on our evacuation policy and please note on your registration card if assistance is needed in the event of an evacuation.

The following accessible aids are available at Reception:

- Portable Induction Loop for use at Reception.
- Vibrating Pad to assist waking guests with hearing disabilities in the event of a fire alarm.
- An evac chair is also available to enable staff to assist with the emergency evacuation of disabled, if necessary.

To the left and right of the main reception are the stairs to the 1<sup>st</sup> and 2<sup>nd</sup> floor bedrooms. However ground floor rooms are available upon request.

### Bedrooms

The Roslin Beach Hotel has 2 purpose built disabled rooms on the Ground floor. In the bedroom there is transfer space and turning of at least 120cm on one side of the bed and a transfer space and turning of at least 60cm on the other side of the bed. The flooring in bedrooms is short pile carpet and flooring in bathrooms is tiled. Reading lamps are provided. Room service is 24 hours. Items of furniture can also be moved or removed on request.

The bathrooms are designed with an accessible wheel-in shower / wall mounted drop down seat and appropriate grab rails. Emergency pull cords link directly to reception from both the bedroom and bathroom. Horizontal and vertical grab rails are positioned at the side of the toilet. In the event of an emergency a member of the team will assist with your evacuation if necessary. Fire evacuation advice is provided on the back of your bedroom door.

#### Public areas

All the restaurant, bar and lounge facilities in the main Hotel are located on the ground floor on the same level making them easily accessible. The Tides restaurant however is accessible by a small ramp.

Accessible toilet facilities are located to the right of reception.

#### Conference, Banqueting & Meeting Rooms:

Meeting rooms are all located on the ground floor and are accessed via the main lobby area. Hearing loops are available upon request in advance. Lighting can be dimmed where required.

Please notify your conference or banquet for specific seating or staging requirements.

Accessible toilet facilities are located to the right of reception.

#### Roslin Retreat and Spa

Roslin Retreat is located on the ground floor. A member of the leisure team will show you the facilities and assist with access to the spa if needed.

#### Outdoor Facilities

The patio area can be accessed via the main restaurant which is level.

#### Alternative means of transport

If not travelling by car, the nearest bus stop is located outside the main entrance take a left and there is one on either side of the road. The bus routes from here take you to South-end central or Thorpe Bay. Please ask reception for a full list of destinations.

An accessible taxi service is available from reception or by calling 01702 222222. The nearest train station is located at Thorpe Bay.

#### Contact Information

Address: The Roslin Beach Hotel,  
Thorpe Esplanade, Thorpe Bay, Essex, SS1 3BG

Telephone: 01702 586375

Fax: 01702 586663

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