

Accessibility Guide

The Belfry Hotel & Resort

We are committed to providing an inclusive and welcoming environment for all guests. Our facilities are designed to ensure comfort, safety, and accessibility for individuals with a wide range of needs.

1. GENERAL ACCESSIBILITY

- **Accessible Parking/ Drop Off**
 - Designated **Accessible parking bays** located close to the main reception.
 - **Smooth, well-maintained surface** from parking to entrance.
 - **Well-lit parking** close to the main entrance for easy access
 - Full **turning circle** directly at the front of the hotel for easy **drop off**
 - Porters available to help and **assist with your arrival and luggage**
- **Entrance & Reception**
 - **Step-free access** to the hotel reception.
 - **Automatic front doors** for ease of entry.
 - **Guide and service dogs** are warmly welcomed.
 - **Disability taxi contact information** available at reception.
 - **Full changing places facility** located in The Masters Suite
- **Internal Access**
 - **Level or ramped access** to all public areas including:
 - Dining areas
 - Bar/lounge
 - Spa and leisure club
 - **Multiple lifts** throughout the hotel.
 - Lifts feature **voice announcements**.
 - **Lowered control buttons** for wheelchair users.
 - **Disabled toilets** available throughout the hotel.
 - **Swimming Pool Hoist** available in both the spa and leisure club pools.
- **Emergency Provisions.**
 - **Fire refuge areas** on each floor.

- **Evacuation chairs** available.
- **Personal Emergency Evacuation Plans (PEEPs)** can be arranged.
- **Vibrating pillows** for hearing-impaired guests. Available upon request.
- **Hearing loops** available upon request.

2. ACCESSIBLE BEDROOMS

- **Availability**
 - **22 fully accessible bedrooms** available.
- **Room Features**
 - **Lowered spyhole** in the door.
 - **Emergency alarm cords** within reach.
 - **Telephone, light switches, electrical sockets, and TV remote** all reachable from the bed.
 - **Refrigeration unit** available for medication storage.
 - **TVs with subtitle options.**
 - **Non-allergenic pillows** provided.
 - **Adequate turning circle** for wheelchair users.

3. ACCESSIBLE BATHROOMS

- **Design & Layout**
 - **Outward-opening doors** for easier access.
 - **Wet room-style showers** with level access.
 - **Portable shower seats** available on request.
- **Safety & Usability**
 - **Emergency alarm cords** in all accessible bathrooms.
 - **Toilet roll holders** within easy reach from the toilet.
 - **Grab rails and drop-down support rails** installed.
 - **High-contrast colour schemes** between:
 - Walls and grab rails

- Walls and floors
- **Fixtures**
 - **Lever-style taps** for ease of use.
 - **Clear space under sinks** for wheelchair access.
 - **Baths with non-slip surfaces** or non-slip mats.
 - **Adjustable-height shower heads.**

4. RESTAURANT AND BAR

- **Menus & Dietary Needs**
 - Menus are printed in **high-contrast colours**.
 - **Special dietary menus** available (e.g., gluten-free, vegetarian, vegan, allergen-free).
- **Service & Seating**
 - **Full table service** is available in all dining and bar areas.
 - **Tables and chairs are not permanently fixed**, allowing flexible arrangements.
 - **Drinking straws** are available upon request.
- **Mobility & Access**
 - **Ramped/ lift access** available to all restaurant and bar areas.
 - **Ample space** for wheelchair users to manoeuvre comfortably.
 - **Room service** is available for guests who prefer to dine in their rooms.

Please contact our team if you have any questions or suggestions on how we can make your stay as welcoming and enjoyable as possible.

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