

Accessibility Statement | Disability Information

Entrance to the Building - From the Front:

The main hotel entrance is located at the front of the building on the main A19 York to Thirsk road. Vehicles can stop here to drop off passengers and baggage.

The entrance is well lit. There are 3 steps up into the main entrance. For guests in wheelchairs with 4 wheels we have mobile ramps.

Entrance to the Building - From the Back:

The car park is at the back of the hotel and is a well lit gravelled area with the benefit of CCTV.

Directly from the car park are 4 steps down into the back entrance of the hotel on the lower ground floor. There is also a handrail.

Reception, bedrooms, and function rooms are accessible from the lower ground floor by a flight of stairs up to the ground floor or a lift.

Toilet Facilities

Ladies and Gents toilets are on the lower ground floor – accessed by a flight of stairs from the ground floor or the lift.

There is a toilet on the ground floor which although has not been fully adapted for wheelchair users is large enough to accommodate a wheelchair. It has an emergency cord to summon emergency assistance if required.

Bedrooms

We have 11 bedrooms on the ground floor, 8 are level access. One of these bedrooms has a four poster bed which is quite a high bed and not suitable for people with mobility problems. The Junior Suite has a large bathroom with a wet room shower. A toilet frame and a shower seat are available on request. We do not have a hoist. There is a second lift with access from the ground floor to the 1st and 2nd floor.

The Morning Room

This is off the main reception area with no steps.

The Library & Drawing Room

This is on the first floor of the building, accessible by climbing one flight of stairs or the customer lift.

The Ivy Brasserie

Entrance from the back of the hotel – there are no steps into The Brasserie apart from the 3 steps from the car park into the hotel. The restaurant is situated on the lower level of the hotel and can be accessed from inside the hotel via a flight of stairs or the lift.