



Access Statement for Hilden Lodge

Introduction

Hilden Lodge is situated in the heart of the Cotswolds. It has the enviable position of being located just a few minutes drive from Cheltenham Spa Town Centre with some beautiful Cotswold villages on our doorstep. We are convenient for all major routes; with the M5 just 10 minutes away. Local amenities & restaurants are a short walk away.

The main building was originally built in the early 1800s and is almost 200 years old. We aim to meet the needs of all our guests, but due to the age of the building and period features, access may be difficult for people with limited mobility.

Please do contact us if you are concerned about our accessibility and we will do everything we can to accommodate you.

Pre-Arrival

- We are located on the main A40 in Charlton Kings.
- The nearest shops and restaurants are located in Charlton Kings village, just a few minutes walk away.
- The nearest bus stop is 10 minutes walk away and offers regular service into Cheltenham Town Centre from where you can get buses and coaches to various destinations in Gloucestershire and the Cotswolds.
- The nearest railway station is Cheltenham Spa which is approximately 3 miles away. Taxis are usually available at the station but we can book one for you in advance, if required.
- There are several local taxi companies; we can make bookings for you.
- We are unable to accommodate any pets or animals.
- Printed details and menus can be provided in large print if required.

- Unfortunately we do not have the facilities to prepare documents in Braille.
- Our website, www.hildenlodge.co.uk, provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, email or fax. Please see the contact information on the website for full details.
- Check-in is from 3pm until 10pm. In certain circumstances we can offer check-in outside of these times, but only by prior arrangement.

Arrival & Car Parking Facilities

- Parking is on a graveled drive in front of the property. Please park facing the road, up against the flower beds. We can accommodate up to 8 cars and there is free parking also available in Hearne Road, to the side of the property.
- We can offer assistance with luggage. Some of our rooms are fairly compact, guests with a large amount of luggage should contact us beforehand to ensure the room allocated is suitable for them.
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Main Entrance, Reception & Ticketing Area

- There are 5 steps of 18 cm up and 150 cm wide to the front door. There is a handrail on each side.
- The front door is normally closed, please use the bell on arrival.
- The main hall/reception area leads directly to the main stairs and to the left is access to the bar/restaurant.
- There are also two ground floor bedrooms, just off the main hall. These are the Red Splash Room and the Kauto Star Room.

Public Areas - Hall, Stairs, Landing, Corridors etc

- There are eleven steps from the reception hall up to the mezzanine level, where the Silver Buck Room can be accessed. There is then a further 5 steps to the first floor and the remaining 7 bedrooms. The stairs are 100 cm wide and 18 cm deep and have a handrail on the right-hand side (looking up).
- There are eleven steps from the reception hall down to the garden level, where the Denman Suite/Arkle and Golden Miller Rooms can be accessed. There is restricted height at one point on the way down.

- The hall, all bedrooms and stairs are carpeted.
- Due to fire regulations, all doors to all guest areas and all bedrooms are fitted with automatic closing devices that require more force than a normal door to open.

Public Areas - Sitting room, lounges, lobbies etc

- Access to the bar/restaurant is via a single door of 85cm wide.
- The bar and restaurant have wooden floors.
- The bar area features fixed banquette seating with occasional tables.
- Entrance to the restaurant is directly from the bar via large folding doors that can be opened to a width of over 2 metres if required.
- At the end of the restaurant are two doors that lead onto the decking area. These doors are operated using a fire door push bar system.
- The decking area is level to the restaurant with a small step of 6 cm in between.
- Although we have a 24 hour alcohol licence for residents, the bar will only normally be open until 10pm, except by prior arrangement with the Managers.
- Breakfast is served in the restaurant.
- We do not normally offer evening meals, however we do cater for functions, see our website for full details.

Public WCs

- There are a ladies and a gents toilet, on the ground floor. Access to these are from the main restaurant, through the bar.

Bedrooms & Sleeping Areas

- Access to all bedrooms is with standard width doors of 75 cm.
- We have three bedrooms on the ground floor (Red Splash and Kauto Star are just off the main hall and Midnight Court is adjacent to the restaurant and kitchen, through the bar area). There is one room on the mezzanine level (Silver Buck) and there are two rooms/one suite (Arkle and Golden Miller/Denman) on the garden level. The remaining seven bedrooms are on the first floor.

- All bedrooms offer an ensuite shower room comprising toilet, wash hand basin and shower. The following rooms offer a full ensuite bathroom with bath and shower attachment; Cool Dawn, Prince Regent and Arkle.
 - Our standard ensuite shower rooms are compact and measure 80cm wide by 220cm in length. Access is via a 60cm wide door. All showers feature an 80cm base and a bi-fold door and are level with the floor. The showers are thermostatically controlled electrical showers giving hot water on-demand.
 - Full tea and coffee making facilities are supplied in each room with fresh milk available, on request.
 - We provide a hair dryer and complimentary toiletries in each room with sanitary disposal bags available in each ensuite.
 - Our beds are normally made with synthetic duvets and pillows. Blankets are available on request. If required we can provide sheets/blankets instead of a duvet, please specify this at least 48 hours prior to your arrival, if required.
 - There is a wardrobe, dressing table and bedside drawer space in each room. In some rooms the wardrobe is a small single compact wardrobe with limited hanging space.
 - Our rooms vary in size. All twin rooms offer access to the beds normally from only one side. All double rooms allow access to the bed from both sides. Limited room is available between the bed and ensuite in some rooms (minimum 60cm in all rooms), but suitable for an average size person to walk around.
 - All bedrooms feature at least one bedroom chair and a small stool.
 - Each room features at least a 20 inch LCD Television with Freeview and Teletext (offering subtitles on some TV channels) and in-built DVD player. A selection of DVDs are available to rent free of charge.
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- Midnight Court is on the ground floor level and accessed via the bar and restaurant. This features a king size bed (6ft wide) that can also be split into 2 single beds. When made up as two singles one of the beds can only be accessed from one side. It features a standard ensuite shower room as detailed above.
 - Red Splash is a double bedded room and is situated on the ground floor. It features a good size ensuite shower room, as detailed above. The room has a 4ft 6in double bed with access from both sides.
 - Kauto Star is double bedded room and is situated on the ground

floor. It features a king size bed (6ft wide) that can also be split into 2 single beds. When made up as two singles one of the beds can only be accessed from one side. It features a standard ensuite shower room, as detailed above.

- Silver Buck is a twin bedded room accessed from the mezzanine level. It features two 3ft single beds that can only be accessed from one side. There is a step down into the room of 25 cm and additionally a step up in the ensuite shower room of 30cm. Due to the steps, the room may not be suitable for persons with certain mobility issues or the extremely elderly.
- Cool Dawn is a double bedroom situated on the first floor and features a full ensuite bathroom, with a bath that is 150 cm in length and 70 cm wide with a grab handle at each side. The room has a 4ft 6in double bed with access from both sides.
- Prince Regent is a family room situated on the first floor and features a full ensuite bathroom with a bath that is 160 cm in length and 70 cm wide with a grab handle at each side. The toilet in this room is an electrical shredder, meaning only toilet paper can be flushed. The room has a 6ft double bed with access from both sides and a single bed with access from one side only.
- Little Owl is a single room and is situated on the first floor. It features a standard ensuite shower room, as detailed above, but slightly narrower at 75cm rather than 80cm. The room has a 3ft single bed with access from one side.
- Desert Orchid is a twin bedded room and is situated on the first floor. It features a standard ensuite shower room, as detailed above. The room has two 3ft single beds with access from one side.
- Best Mate is a twin bedded room and is situated on the first floor. It features a standard ensuite shower room, as detailed above. The room has two 3ft single beds with access to one from one side only.
- Mandarin is a double bedded room and is situated on the first floor. It features a king size bed (6ft wide) that can also be split into 2 single beds. When made up as two singles one of the beds can only be accessed from one side. It features a standard ensuite shower room, as detailed above.
- Kicking King is a double bedded room and is situated on the first floor. It features a standard ensuite shower room, as detailed above. The room has a 4ft 6in double bed with access from both sides.
- Arkle is a twin bedded room and is situated on the garden level, with a small, shared courtyard. The room has two 3ft single beds which

can both be accessed from both sides. It features a full ensuite bathroom with a bath that is 160 cm in length and 70 cm wide. The toilet in this room is a electrical shredder, meaning only toilet paper can be flushed.

- Golden Miller is a double bedded room and is situated on the garden level, with a small, shared courtyard. It features an ensuite shower room, as detailed above. The toilet in this room is a electrical shredder, meaning only toilet paper can be flushed. The room has a 4ft 6in double bed with access from both sides.
- The Denman Suite is the two above rooms let together for a family.

Grounds and Gardens

- We have a garden with lawn and flower beds available for guest use. The garden features a decking area with seats/chairs available during fair weather. Access to the garden is either from the restaurant or via a gate from the driveway. There is a step up into the garden of 20 cm and down from the decking area of 20 cm.

Additional Information

- There are fire extinguishers in the entrance hall, at the top of the stairs, by the fire exit patio doors in the restaurant and by the fire exit door leading to the fire exit steps on the first floor.
- In the event of a fire the fire alarm system will sound, all fire exits are clearly marked.
- Please leave the building via the nearest available safe exit which is either the fire escape on the first floor, the front door or the fire escape doors from the restaurant to the garden.
- If a guest has a hearing impairment they should notify us of this before or on arrival.
- We do not permit smoking in any of the bedrooms or anywhere else in Hilden Lodge. You may however smoke in our garden and on the decking area. Ashtrays are available on request. Please do not smoke on the decking area during meal service.
- We are happy to cater for special diets or any particular likes or dislikes, please advise us of these prior to arrival, where possible.
- We are happy to refrigerate any medication and we can also keep a

small quantity of any perishables in our fridge for a limited period.

- Mobile phone reception in Hilden Lodge is generally good.
- We offer a complimentary Wi-Fi facility at Hilden Lodge.

Address: Hilden Lodge
271 London Road
Charlton Kings
Cheltenham
GL52 6YG

Telephone: 01242 583242

Fax: 01242 263511

Email: info@hildenlodge.co.uk

Website: www.hildenlodge.co.uk

Hours of operation: 7.30am until 10pm.

Future Plans

- Currently there are no future alterations planned but we are open to ideas and feedback from all guests.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01242 583242 or email info@hildenlodge.co.uk