



Bailiffgate Hotel – accessibility FAQ

Is your hotel accessible for wheelchair users?

Yes. Bailiffgate Hotel is accessible to wheelchair users, with ramps and lifts throughout the building. Most key areas, including reception, restaurant, bar, and bedrooms, can be accessed via ramp or lift.

Please note that the main entrance to Bailiffgate Hotel includes four steps. Portable ramps are available to provide step-free access for wheelchair users and those with pushchairs, and handrails are in place to support guests using walkers.

Guests can call ahead for the ramp set up on 01665 661 500.

Staff assistance is always available.

Do you have accessible bedrooms?

Yes, we offer accessible bedrooms designed with comfort and ease in mind. These include:

- Step-free access – please note that the main entrance to Bailiffgate Hotel includes four steps. Portable ramps are available to provide step-free access for wheelchair users.
- Wheel-in showers in wet rooms
- Adapted bed heights
- Support rails in bathrooms
- Vibrating pillows are available upon request

If you have specific requirements, we recommend contacting our team prior to booking so we can ensure the most suitable room is reserved for you.

Are your bathrooms accessible?

Selected rooms include accessible bathrooms with:

- Level-entry showers



- Grab rails
 - Lever-handled taps
 - Emergency assistance systems
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Is there step-free access to the hotel?

Yes. While the main entrance to Bailiffgate Hotel includes four steps, portable ramps are available to provide step-free access for wheelchair users

Do you have a lift?

Yes, accessible lifts are available, providing access between floors and making all key areas of the hotel easy to reach.

From the Accessible Car Park there is a platform lift which will transport you to the ground level of Motte & Bailey Restaurant.

Are all areas of the hotel accessible?

All main guest areas, including reception, restaurant, bar, and bedrooms, are accessible via step-free routes, ramps, or lifts. There are specific room types which do not have lift access and they are:

Georgian Superior

Georgian Suite

One Bedroom Apartment

Two Bedroom Apartment

Do you offer accessible parking?

Yes. Parking is available for hotel guests, with step-free access from the parking area to the hotel entrance via an external platform lift at the rear of the building and a portable ramp at the front entrance.

The Front Entrance of Bailiffgate Hotel has a drop off area. The small area between the drop off area and the pavement at the front of the hotel is cobbled.



BAILIFFGATE HOTEL

Do you cater for guests with hearing impairments?

Yes. We provide a range of facilities including:

- Visual and vibrating alarm systems
- Subtitled information screens
- Hearing Loop available
- Assistive communication options

Please let us know your needs ahead of your stay so we can assist further.

Do you have facilities for visually impaired guests?

While we currently have limited dedicated facilities for visually impaired guests, we do offer:

- Good colour contrast throughout the hotel
- Clear signage and layouts
- Staff assistance for navigation
- Large print menus available on request

Our team is always on hand to provide additional assistance where needed.

Are assistance dogs allowed?

Yes, assistance dogs are very welcome at Bailiffgate Hotel.

Do you offer a quiet space?

Yes. We have a designated quiet space available for guests who may benefit from a calm and tranquil environment. Please ask if you would need assistance in moving to a quiet space.

Are you autism or hidden disability friendly?

Yes. We are proud to be a hidden disability-friendly hotel, and our team is trained in disability awareness to support all guests with understanding and care.

Do you provide staff support if needed?

Absolutely. Our team is available 24 hours a day and is always happy to assist with any accessibility requirements before or during your stay.

Please call ahead if you have any questions or would like the front entrance ramp ready on your arrival 01665 661 500.

Do you have measurements of Accessible Rooms?

Absolutely. Our team is available 24 hours a day and is always happy to assist with any accessibility requirements before or during your stay. Floorplans are available ahead of your arrival, please ask our team: reservations@bailiffgatehotel.com

Basic dimension information for your guidance:

Entry door width: 846mm

Bathroom door width: 846 mm

There is a minimum 1500mm turning circle in both bedroom and bathroom.

Do you have an emergency evacuation plan for disabled guests?

Yes. We have emergency evacuation procedures in place to ensure all guests, including those with disabilities, can be safely assisted in the event of an emergency.

Can I discuss my specific needs before booking?

Of course. We strongly encourage guests to contact us directly so we can tailor your stay and ensure everything is in place for your comfort.

01665 661 500

reservations@bailiffgatehotel.com