



Accessibility Statement

The following information is to assist our guests in understanding the layout of Heywood Spa Hotel, room facilities and moving between different areas of the hotel. We always recommend all guests booking directly with us to ensure that any questions can be answered by in house team.

Arrival

As you arrive to Heywood Spa Hotel you will find 2 parking spaces outside the Hotel's entrance which are reserved for blue badge holders. The car park is level and firm, suitable for wheelchair users. Should you require one of these spaces, please do advise prior to arrival so we can ensure that this is reserved for you.

The entrance to the hotel is on ground level with no steps to negotiate. There is a separate side entrance by the disabled car park parking spaces, which go directly to the Bar and Restaurant entrance. Should you wish for your luggage to be collected from your car and deliver it to your room, we would be delighted to assist with this.

Reception/ Check in

The Reception desk is inside and to the left of the front door on ground level.

There are comfortable chairs and a table inside and to the right of the front door where you can check in if this is more convenient. A member of staff can complete the check in with you at this location rather than the desk if this is preferable.

Public Areas

All public areas throughout the hotel are on ground floor level. There is lounge that is next to the reception where guests can be served food and beverages in. To access the restaurant, bar and leisure facilities from reception, there are two sets of two steps. Guests in wheelchairs are encouraged to use the side entrance in the car park for this so they can enter these facilities on one level. Please note that this will require going outside from the main hotel entrance from guest bedrooms to the side accessible door. Staff members would be happy to assist with this.

There are three staircases to bedrooms inside the hotel building. There is no lift to the upper floors.

The upper corridors are well lit and carpeted. The rooms are arranged on the ground and 1st floors.

All doors throughout the hotel are wide enough for wheelchair access.

The accessible toilet facility is on the ground floor adjacent to the bar and restaurant entrance.

Heywood Marigold Restaurant and Bar

There is ample moveable seating in bar and restaurant area. Chairs in the restaurant are without arms, but we will provide a chair with arms on request.

Background music is played in all public areas in the hotel

Waiter service is offered in the bar, lounge and restaurant.

The bar and restaurant have slightly subdued lighting in the evening and the restaurant has candles lit on each table during the dinner service.

Accommodation

There are 8 bedrooms on the ground floor of which 7 have showers only in the bathrooms. The bathrooms are on the same level as bedrooms. Please note that there is a step into the shower and no support rails are in the bedroom or bathroom. Suction grab rails, shower stool and raised toilet seat can be requested at the time of booking. Please note these are subject to availability if requested during check in/your stay.

Heywood Spa Hotel does not have a fully adaptable room with a wet room or alarm system in place. We recommend discussing specific needs with the reservation team so clear guidance can be given prior to confirming your booking.

Room Service is available from 12.30pm to 9.00pm each day. Should guests wish to preorder this for a specific time they can certainly do this. The hotel does not offer Room Service for breakfast as normal, but should guests need to have this made available for medical reasons this can absolutely be arranged. Please do discuss this with the reception team who would be delighted to assist. All dietary requirements would be needed at the time of booking.

Leisure Facilities and Spa Treatments

The hotel has an indoor swimming pool, indoor hot tub, sauna, outdoor hot tub and relaxation area. These areas are not supervised with no lifeguard. The area around the pool cannot be accessed by a wheelchair. No hoist is available. There are steps to access the pool, with two ladders on the end side. Both the hot tubs have steps to get into. Should guests wish to join family members in the leisure facilities, the relaxation area adjacent to the pool can be accessed but there is a step down from the conservatory and a step up into this area through two sets of patio doors. There are loungers and chairs in this area and beverages can be served through restaurant waiting staff.

The treatment room bed can be lowered for guests requiring this but is not accessible by wheelchair. The Spa Manager would be delighted to discuss any needs with guests directly to advise what adaptations can be made.

Specific spa treatments can be made available to be given in the guest room if required. Please note that these would need to be booked in advance and discussed with the Spa Manager.

Additional Information

Service dogs are welcome. There is no charge for service dogs. Owners must provide their dogs own basket, food and water bowl.

The Fire Alarms are bells and will ring continuously if an evacuation is needed. Please let us know on arrival if you require assistance with evacuation.

We can provide larger print menus if required. Please let us know on arrival if you would like this service.

We have tried to include as much accurate detail as possible in our Accessibility Statement but would welcome your feedback to continually improve upon the information we give.

If you require any assistance or further information, please phone 01834 842 087