

# **Access Statement for**

## **Matfen Hall Hotel Golf and Spa**

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## Introduction

Situated in the historic heart of Northumberland Matfen Hall is the perfect place to stay whether you are visiting for business or leisure, 18 miles from Newcastle Central station and 11 from Corbridge. The hotel is situated on a slight hill with a gradual approach. We are located in 300 acres of park land, ideal to explore Northumberland and Hadrian's Wall. We have 53 bedrooms with 3 accessible bedrooms suitable for wheelchair users situated on the first floor with lift access. All bedrooms have en-suite bathrooms. The en-suite bathrooms of accessible bedrooms have chair access to the bath tub with handrails fitted throughout e.g. bath and toilet. We also have one room with a level entry shower. We look forward to welcoming you. If you have any queries or require any assistance please phone 01661 886500 or email [info@matfenhall.com](mailto:info@matfenhall.com)

## Pre-Arrival

For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info); simply enter your postcode and ours, which is NE20 0RH to get directions.

The nearest mail line railway station is Newcastle Central Station , which is 18 miles away (a 125- 30 minute taxi ride). Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.

The nearest bus stop is in Matfen village opposite the Black Bull Pub 500m from the hotel - ask the driver for the stop in Matfen Village. There is a shelter and seating. All buses can accommodate one wheelchair. The No. 74 bus runs to/from the bus station, every 2 hours Monday – Saturday from 8:30am – 11pm and every 2 hours on Sundays from 8:30am until 6:30pm

The main road outside the hotel has a narrow tarmac path.

A local company supplies equipment for hire, see contact information for details.

Our brochure and this Access Statement are available in larger print on request

## Car Parking and Arrival

There is full parking on site for up to 200 vehicles.

The main car park has 3 clearly marked Blue Badge parking spaces and are available free of charge 100m from the hotel entrance

The car park surface is gravel with a tarmac path leading to the main entrance.

The car park is well lit at night and the path has uplighters.

There is a drop off point at the main entrance of the hotel, but with a dropped kerb.

There are also two additional Blue Badge parking spaces in the tarmac inner courtyard 10m from the spa entrance and 40m from the hotel entrance

The main entrance door is manual, 750mm wide, light to push and opens inwards.

We have a reception and porter service available 24 hours a day to assist with your luggage.



## Main Entrance / Reception / Welcome Area

There is a graded approach to main entrance which has manual opening doors. The external lobby doors are usually open.

There is an external call intercom. If this cannot be reached, please phone 01661 886500 for assistance.

The entrance lobby level has a large accessible toilet, dimensions 1.9m x 3.2m.

The main reception/check in and the bar are up 1:12 grade carpeted ramps.

The reception phone number is 01661 886500..

The floor surface throughout the lobby is carpeted.

The area is evenly and well lit with overhead lighting and wall lights.

A hearing loop system is installed at reception and staff have been trained in its use.

A magnifying glass, pen and pad of paper are available on request.

There is a choice of seating in the lobby area, which can be used as an alternative space for check-in.

A familiarisation tour is available on request.



## Bedrooms

There are 3 first floor accessible bedrooms

They can be reached via lift access from the main entrance and reception. The width of the lift door is 800mm. the lift is 1400mm deep x 1100mm wide

These rooms provide specific facilities for guests with disabilities, these include:

All entry doors are 760mm wide, room entry doors do have quite strong spring closures for fire prevention purposes

Furniture can be removed or rearranged in the room if requested.

Beds in the accessible rooms include Doubles and Zip links beds are 580mm high

Bed height adjusters are available to raise the beds

A pull call alarm cord is fitted beside the bed and beside the toilet.

Visual warning to fire alarm is fitted at ceiling height in the bedrooms.

**Room 21** has the largest bathroom and consequently the best space for wheelchair manoeuvre, transfer onto the toilet pan and space for an assistant. Room 21 is closest to the lift and the shortest journey to the reception.

**Room 21** offers right hand transfer onto the toilet and bed.

**Room 22** offers left hand transfer onto toilet and bed. Bathroom dimensions including bath are 1.95m x 2.19m. The floor space is length 1.95m x width 1.5m at the widest point and width 1.37m across the back wall

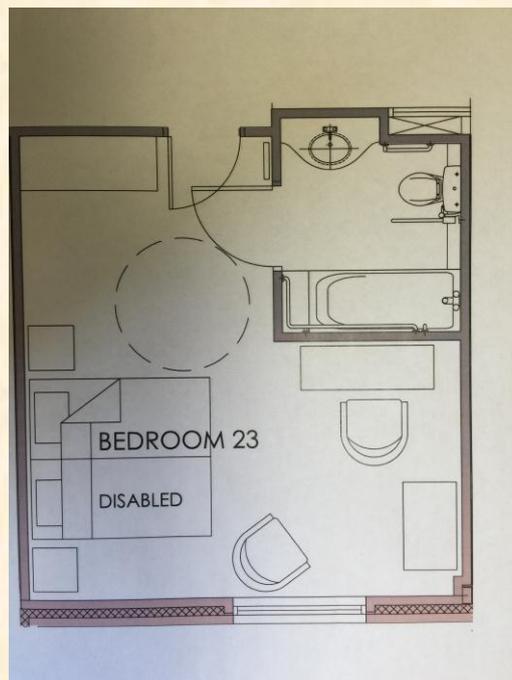
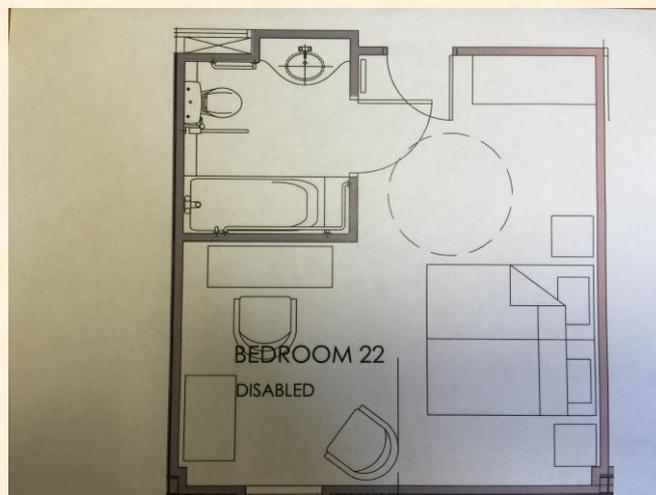
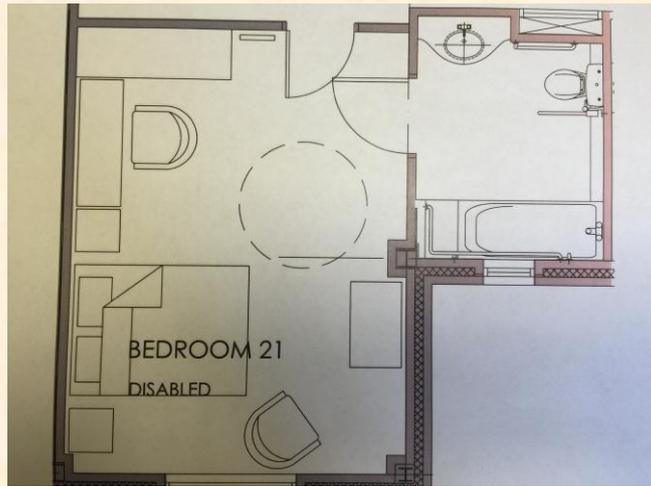
**Room 23** offers right hand transfer onto the toilet and bed. It is the dimensions as 22, just a reflection.

Rooms are bright and evenly lit. Overhead and wall lighting is used, controlled by switches.

There are also bedside and table lamps in each room. Additional reading lamps are available on request.

Lighting as above, good colour contrast between the floor, walls and doors, short pile carpet, widescreen digital television with remote control, subtitles, and audio description facilities.

A mobile hearing loop, vibrating pillow pad and alarm clock with flashing light are available on request.



## Bathrooms, Shower-rooms and Toilets

All of the 3 first floor accessible bedrooms have en-suite bathrooms providing specific facilities for guests with disabilities, these include:

Doors 820mm wide, easy to open.

The toilet height is 400mm – toilets seats with raised lugs are available.

The wash basin height is 800mm, with clear space underneath.

A grab rail is fitted alongside the bath.

Horizontal and vertical grab rails are fitted either side of the toilet.

Lever taps are fitted on the washbasin and bath.

Well lit with overhead lights and a fluorescent light over mirror.

Good colour contrast between the doors, floor, walls and towels.

The flooring is non-slip

Seat raisers and bath seats are available where required.

All rooms have baths. We have a portable swivel bath seat with back support that can be used by guests who need to sit and use the shower hose over the bath and this can only fit the bath in Room 23.

Room 26 although not classed as accessible does have a level entry shower

## Public Areas - Halls, Stairs, Landings, Corridors

All public areas, halls, stairs, landings and lifts, are well lit using a combination of ceiling and wall lights (fluorescent lighting is used in the lift).

Corridors are slightly dimmer lit by wall lights.

Corridors are between 800mm & 1200mm wide and the floor covering is short pile carpet.

There is one lift, with audio announcements and tactile buttons. It is 1400mm deep by 1100mm wide with a 800mm entry

There is a mirror on the back of each lift, the sides are covered in a fabric material and the floor is short pile carpet

Our refuge area is located in the first floor next to the lift – it is clearly signed

## Public Areas - Lounges, Lobbies

The Drawing Room is situated on the ground floor with ramped entry from the reception and main entrance area.

The room has a mixture of seating with sofas and soft chairs with and without arms as well as some stools, together with low coffee tables.

Lighting is natural daylight and by night levels are controlled by dimmer switches, with overhead and wall lighting used as well as table lamps around the room. The flooring is short pile carpet in both the Drawing Room and the lobby.

The nearest toilets are in reception and include an accessible toilet.

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## Restaurant/Dining Room, Bar & Bar area

### **Conservatory Bar**

The Conservatory Bar is situated on the ground floor with ramped entry from the reception and main entrance area.

Double doors to this area are normally open

The Conservatory bar has level access throughout.

Tables in the restaurant are well spaced apart, with a clear height from the floor of 630 – 700mm, with a mixture of upright chairs with and without arms.

The bar area has a mixture of sofas, soft chairs and upright chairs with high and low tables.

Service can be at the bar and at the table for both food and drink.

Lighting is natural daylight and by night levels are controlled by dimmer switches, with overhead lighting around the room. Candles are lit on tables.

The flooring is wood

### **Library Restaurant**

The Library is situated on the ground floor with ramped entry from the reception and main entrance area.

Doors to this area are normally open and measure 900mm

The Library Restaurant has level access throughout.

Tables in the restaurant are well spaced apart, with a clear height from the floor of 630 – 700mm, with a mixture of upright chairs without arms.

Service is always at the table.

Lighting is natural daylight and by night levels are controlled by dimmer switches, with overhead lighting around the room. Candles are lit on tables.

The flooring is short pile carpet

We do our best to cater for any dietary requirements; please contact us in advance with any specific requests.

Where possible all our food produce is locally sourced.

Breakfast is a mixture of buffet service table service and offered in the Library Restaurant.

Large print menus are available.

All staff can assist by running through menus with you.

Crockery is colour contrasted with the table where possible.

The nearest accessible toilet is at the main entrance

## Public Toilets

The Accessible Toilet is located on the ground floor in the main entrance with ramped access

Entrance door 900mm wide and level entry into the toilet.

Transfer space to the left of the toilet

The toilet height is 400mm

There are vertical rails either side of both basin and toilet.

There is a horizontal rail on the side wall adjacent to the toilet.

The toilets are well lit with fluorescent overhead lighting and sensor operated

The flooring is non-slip laminate.

There are lever taps on the sinks.

There is good colour contrast



## Leisure Facilities

Leisure facilities comprising of a gym, sauna and swimming pool are on the ground floor

These can be accessed from the main hotel entrance/reception area via a ramp.

The majority of leisure facilities are level

The Sauna, Aromatherapy room and Steam room also has stair access but again can be accessed via a separate door with level access measuring 850mm

Access to Treatment Rooms can be made via the First Floor of the New Side of the Hotel accessing from the Hotel Lift.

The swimming pool has shallow step access with handrails and a pool side chair hoist with SWL of the seat being 160kg

Next to the pool and also serving our gym is an accessible family changing room with a level access shower area and accessible toilet and two lockers. There is direct access to pool side from the changing room.

The gym has a range of equipment: cycling machines, rowing machines, running machines, cross trainer weights and bars, exercise mats. Trained staff are on hand to provide any advice and guidance.

Seating is provided.

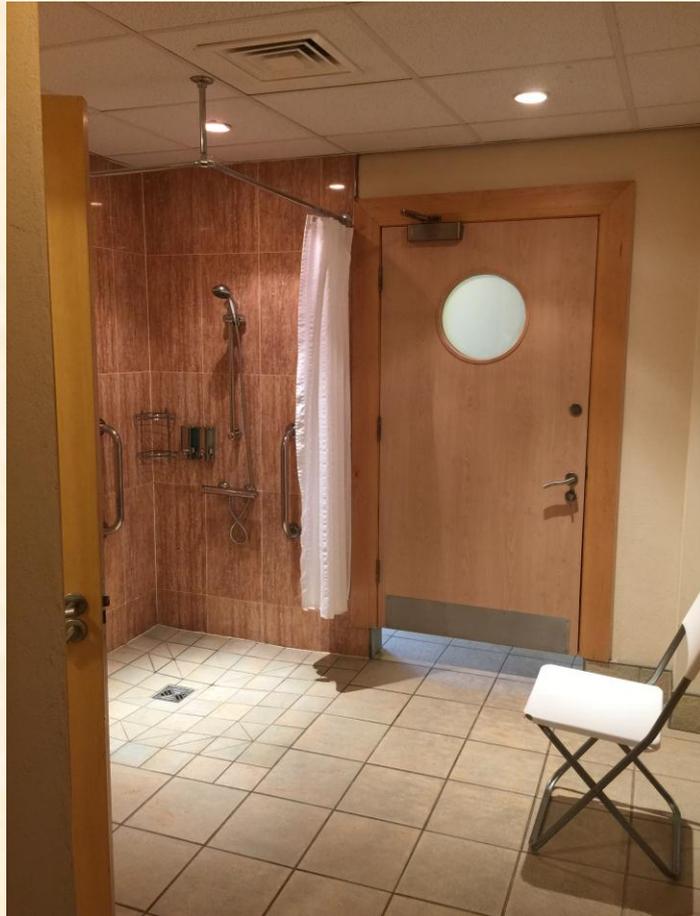
All areas are well lit

Flooring in the leisure facilities is non-slip short pile carpet, laminate the pool is tiled

Accessible public toilets are available at the pool, in the disabled changing area

All leisure facilities are open 7 days a week from 7am to 9pm

Should you require any assistance please contact a member of the Leisure team on Tel 01661 855729





## Grounds and Gardens

We have 300 acres of grounds with a mixture of grass, woodland and shrubberies set around a small lake.

We have 27 holes of golf plus a Par 3 course – buggies are available to hire however this is weather dependent

Areas closest to the hotel are flat; further away the ground is undulating with gentle inclines.

The Dutch Garden has gravelled pathways and is accessible via steps – a mobile ramp can be provided should it be requires

## Treatment Room(s)

There are 5 treatment rooms situated on the first and can be accessed from the main entrance/reception area via 15 stairs, with a landing midway, or by lift.

All of these rooms have level entry and level access throughout.

All doors are 850mm wide

There is natural light in these rooms. They are not usually brightly lit but can be with levels controlled by dimmer switches, with overhead lighting.

Candles are also burnt in the rooms.

The flooring is tiled in the treatment rooms.

The treatment rooms are open 7 days a week from 10am to 7pm

Should you require any assistance and/or wish to make a booking, please contact a member of the treatment room staff on Tel 01661 855725



## Conference and Meeting Rooms

*The East Wing –*

*The East wing houses the Great Hall, The Terrace Rooms and Sir Edward Bar – all used as function rooms*

*All have full level access and are can be reached via tha main hotel or a level access from the East Wing car park (gravelled surface)*

*All are well lit with Ceiling and Wall Lights all have natural day light*

*Sir Edwards Bar and The Terrace Room both have short Pile carpet the Great Hall has a stone floor.*

*The nearest accessible WC is located at the hotel main reception.*

*The Somerville Suite -*

*Is located in the main hotel an accessed via a 850mm corridor with level access through out*

*It is well lit with natural daylight and dimmable ceiling lights*

*Flooring is short pile carpet*

*The nearest accessible WC is located at the hotel main reception.*



## Additional Information

There are 'In Case of Fire' instructions posted on the back of the guest room doors.

There is an information folder for each of the bedrooms with maps giving information on NHS facilities, local restaurants/pubs, travel, theatres and local golf facilities.

We have storage/drying facilities for golfers, cyclists, and walker's equipment.

A battery charging facility is also available for a motorised scooter and powered golf trolley.

Free Wifi is available throughout the hotel

We are happy to cater for special diets or particular likes or dislikes. Please advise us before your arrival.

We can refrigerate prescription medication and additionally store any perishable food in our fridge for a limited period.

Mobile phone reception is limited at the venue (although Vodaphone does have very good coverage)

## Equipment

Hotel access equipment includes:

- One standard manual wheelchair for use of guests. The chair has handles so that it may be pushed or it can be self-propelled.
- One evacuation chair (located on the first floor) for assisted escape.
- One Mobile Shower Chair which can be used to go to the Disabled Shower in Leisure.
- In bedrooms there are extra handles in the bathroom and a heightened toilet seat.
- We also have bed raisers should they be required

## General

All of the ground floor facilities are on the level or can be accessed by ramps including the Great Hall Main Entrance, the Great Hall, Restaurant, Bars and Terrace Rooms resulting in weddings and conferences providing wheelchair user access.

The upper floors are can be accessed by passenger lift dimensions 1.4m deep x 1.1m wide. We are happy to discuss table layouts, arrangements and table service to maximise access to disabled guests and delegates.

The Bridal Suite and 'The Vault' are step only access.

Please ring to discuss your requirements and we will do our best to answer any questions and to make your stay an enjoyable one.

## Contact Information

Address (Inc  
postcode): *Matfen Hall, Matfen Village, Newcastle upon Tyne, NE20 0RH*

Telephone: *01661 886500...*

Fax: *01661 886055*

Email: [info@matfenhall.com](mailto:info@matfenhall.com)

Website: [www.matfenhall.com](http://www.matfenhall.com)

Grid Reference: Lat: 55° 2' 21.6744"  
Long: -1° 57' 7.8552"

Hours Of  
Operation: *24 hours*

Local Carers: Tynedale Care Ltd  
Tel 01434 608503 email tynedalecareltd@hotmail.com

Local Equipment Hire: Huntliegh specialist hoist hire 0191 5361291  
Bewick Mobility, local electric wheelchair and mobility scooter repairs  
and hire. 0870 2413371

Local Accessible  
Taxi: *Ecocabs 01434 600600*