

Access Statement for the Heights Hotel



Introduction

We aim to cater for the needs of our guests in our 66 en suite bedroom Hotel, Bistro, Coffee Shop & Bar with panoramic views of the sea & coast.

Pre-Arrival

- You can contact us via phone, fax or email (details below). NB email response may be delayed between 11pm & 7.30am
- There is a bus stop immediately outside the entrance of the hotel for journeys to Weymouth or around Portland
- The nearest train station is situated at Weymouth and is 5 miles from the hotel by car
- There is a local taxi firm that we can book on your behalf
- The nearest airport is Bournemouth and is 45.5 miles from the hotel by car

Arrival and Car Parking Facilities

- There is a large car park in front of the hotel with disabled access space next to the main entrance
- We offer assistance with luggage
- There are 2 steps up to the entrance of the front doors and a ramp for wheelchair access
- The car park is well lit at night
- The entrance matting is wheelchair compatible

Main Entrance and Reception

- The front doors are automatic and lead straight into main reception
- Flooring is a combination of stone tiles and carpet
- Reception is all one level leading to ground floor bedrooms
- We have background music in reception
- The main reception desk is 43 inches high
- The side reception desk is 41 inches high
- There is a portable induction loop facility available at reception
- There is seating in reception, consisting of sofas and chairs, with newspapers available to read
- We have a Tourist Information area, with information about the local area
- The reception side desk has a touch screen for guest information

Public Areas – General (internal)

- Our corridors are well lit and carpeted
- The Bistro and Bar are accessible on one level (first floor)
- The Bistro and Bar areas are carpeted
- There is a lift in reception which takes you to the Coffee Shop, Bar, Bistro and Function Room
- There is a public telephone situated in main reception
- There is CCTV in operation in the public areas

Public Areas – WC

- There are toilets situated on the ground and first floors
- There is a unisex disabled toilet on the first floor with baby changing facilities

Bistro and Bar

- The bar and bistro is situated on the first floor and is accessible via a lift or 2 small flights of stairs
- There is movable seating throughout and there are chairs with or without arms. All chairs have upright backs. We also have bench seating
- There is back ground music in Bistro and bar
- Full waiting service
- We are able to cater for a variety of dietary requirements, please advise when booking
- Panoramic windows are the main source of lighting during the day. In the evening we have ambient lighting.
- There is a desk at the entrance to the bistro, where the Bistro Manager will greet you and seat you at your table
- Table clearance is height 29 inches & width 27 inches

Bedrooms

- All bedrooms have tea and coffee making facilities
- All bedrooms are strictly non smoking
- We can provide vibrating pillows to alert in the event of an emergency
- We have 4 rooms with a strobe alarm system to alert in the event of an emergency
- Bedrooms are situated on ground and first floor. Rooms on the 1st floor are not easily accessible via the lift. We advise if you have walking difficulties, to book a ground floor room and use the lift for access to the bistro

Conference and Meeting Rooms

- Conference rooms are situated on the ground floor and first floor and they are carpeted throughout
- Accessible WC
- We have a portable induction loop system – available from reception

Leisure Facilities

- Gymnasium
- Changing rooms – male and female
- Available to residents and members
- Children under 18 are not permitted to use the gymnasium

Laundry Service

- We have an in-house laundry service
- Dry cleaning is also available – not guaranteed 24 hour service

Shop

- We have a small gift shop situated in main reception

How to find us

- Road – From London Area, Leave the M25 at junction 12 for the M3; leave the M3 at junction 14 for the M27 and stay on it until it turns into the A31. Follow signs for Ringwood then the A35 to Dorchester and A354 through to Weymouth and then Portland
From the Bristol area; leave the M5 at junction 25 and take the A358, then follow signs for Yeovil, Dorchester, Weymouth and Portland.
- Rail – From London Waterloo to Weymouth (2 hours 38 minutes), from Bristol to Weymouth (2 hours 15 minutes). For train information visit www.thetrainline.com
- Air – Bournemouth International Airport, Christchurch, Dorset (45 Minutes).

Additional Information

- We have a bedroom with adapted bathroom
- We can provide a raised toilet seat on request
- Assistance dogs are welcome
- We have a fridge for medication storage
- All bedrooms and public areas are non-smoking
- We have a strobe alarm system in 4 rooms
- Our fire alarm system is linked to each individual bedroom with smoke detectors in each
- We can assist with the hire of wheelchairs
- Fire alarms and equipment are regularly maintained and alarms are sounded every Friday morning at 11am for testing.
- We have WIFI available in reception & Bistro/Bar area & specific access for conference and meeting rooms – speak to Duty Manager for details
- There is good network coverage for mobile phones

Contact Information

- The Heights Hotel, Isle of Portland, Dorset DT5 2EN
- Tel: 01305 821361
- Fax: 01305 860081
- Email: reception@heightshotel.com
- Website: www.heightshotel.com
- Hours of operation: 24 hours, 365 days a year
- Taxi: 01305 821000

We welcome your feedback to help us continuously improve. If you have comments please ask to speak to the Duty Manager at main reception, or phone 01305 821361 or email reception@heightshotel.com

