

Best Western Royal Chase Hotel

Access Statement

Introduction

Our Hotel is situated in the heart of the Blackmore Vale. Both Shaftesbury and the Royal Chase Hotel are steeped in history and tradition. Shaftesbury is able to offer visitors breathtaking views over the beautiful surrounding Dorset countryside. In the centre of Shaftesbury there is Gold Hill immortalised in that Hovis advert, with its steep cobbles and picturesque cottages.

History

The hotel most probably dates from Tudor times, but was rebuilt about 1750 when it was known as Belmont House. In about 1894 the hotel was used as a monastery. In 1921/1922 the building was sold to the Johnson family and turned into a hotel. Since this time the property has been run as a hotel changing its name from Belmont House to the Royal Hotel, then the Royal Chase Hotel. George and Rosemary Hunt purchased the hotel on 28th February 1973. The building then had twelve rooms, only one with a private bathroom. Since then the hotel has been developed and is now able to offer thirtythree en-suite rooms providing a range of comfortable accommodation. An indoor heated swimming pool, spa bath and steam room, a restaurant, a bar and extensive conference facilities. The hotel is now a 3-star property and a member of the Best Western hotel chain. The hotel was again sold in 1999, it is now owned by a consortium headed by Graham and Sue Roper who also own the Swan Inn and Guest House and our sister hotels, The Hotel Rembrandt in Weymouth and The Lord Haldon near Exeter.

Location

The hotel is located in Shaftesbury on the junction of the A350 and the A30. The town centre is a ten/fifteen minute walk away (it is fairly level). It is possible to drive into the town and park also. The nearest train station is Gillingham and it is five miles from Shaftesbury. There are many local taxi firms in the area, taxis are usually available at the station but we would be more than happy to book one in advance for you if required. There are many buses that run to and from Shaftesbury and the surrounding areas.

Pre-Arrival

The Royal Chase Hotel is able to offer two bedrooms that accommodate pets, although we do require prior notice of this and there is an additional charge of £6.50 per room. We are able to offer large print check-in forms and hotel brochure. We can also provide large print menus but we would require priornotice of this requirement as the menus at the hotel change on a daily basis. We would be happy to cater to your dietary requirements and if the menu is not to your satisfaction then we will be more than delighted to provide an alterative. We regret that we do not have facilities to prepare documents in Braille. Our website www.royalchasehotel.co.uk provides pictures of our accommodation and further information about the services that we provide. If you have any further questions you can contact us by

telephone on 01747 853355, fax on 01747 851969 or email at royalchasehotel@btinternet.com.

Arrival

The hotel car park has 101 spaces, the car park is gravelled and there are two spaces close to the entrance for disabled visitors, further car parking is available around the side of the hotel on grass. To ensure that your accommodation is ready we remind guests that check in at the hotel is from 2:00pm

onwards and check out is by 11:00am. Earlier arrival may, however, be possible by arrangement but cannot be guaranteed. Hotel staff are more than happy to offer assistance with luggage. The hotel reception desk is high but the registration form can be completed on the seats in reception and there are clipboards available. The registration form is also available in large print.

Main Entrance

There is a ramp at the entrance of the hotel to gain access for any disabled visitors. The front door is quite heavy therefore if you need any assistance there is a doorbell that will alert a member of staff who will be more than happy to assist you.

Guest Accommodation – Public Areas

The Hotel bar, restaurant, reception, library, public telephone, ground floor bedrooms, conference rooms, swimming pool and disabled toilet are all located on the ground floor of the hotel on a level surface, there are no steps into public areas and the floor is flat. There is no lift at the hotel therefore if guests wish to get to their room on the second floor then they must do so using the stairs. The main stairs close to reception are narrow, the carpet is a dark pattern and the steps are unmarked.

There is a handrail on the right hand side of the stairs. The second set of stairs is located close to the swimming pool. These stairs are wider than the first set, the carpet is again patterned and fairly dark and these steps are also unmarked, there are handrails on both sides of these steps. The hotel is carpeted throughout. A selection of local information is available at reception this includes maps, magazines, brochures, board games and baby monitors are also available on request.

The restaurant is opposite the bar inside the chairs are straight back. The bar has an open fire that is used normally during the winter months. There are straight back chairs also in the bar and a sofa along one of the walls and various tables around the room. The library is just opposite reception and has a leather sofa and chairs and also some straight back chairs in the room and a coffee table. Occasionally when possible we convert one of the conference rooms into a lounge this room will then comprise of various sofas and straight back chairs and tables. There is also a television, video and DVD player available on request at reception. Breakfast is served in the Byzant restaurant; a continental breakfast is also available to be delivered to bedrooms. A La Carte menu is available in the restaurant for both lunch and dinner and on a Sunday we have a special Sunday lunch menu in the restaurant. Meals are also available in the bar from the bar menu. All meals are only available during service hours, however sandwiches are available at any time.

The hotel is licensed for the sale of alcohol. The disabled toilet on the ground floor has an emergency alarm pull cord, which will alert a member of staff. There is a swimming pool, spa bath and steam room available for guests, it is open from 7:30am until 9:30pm Monday – Saturday, the swimming pool sometimes closes between 3:00pm and 4:00pm for maintenance. On Sunday the swimming pool is open from 7:30 am until 6:00pm. There are

changing rooms and showers for the swimming pool and also a baby changing area. Access to the swimming pool is via graduated steps in the shallow end. There is a rail in the middle of the steps to assist with entry. Swimming costumes and other small gifts can be purchased from reception.

Bedrooms

The hotel has thirty-three rooms all are non-smoking, six of these are on the ground floor, and the remaining twenty-seven rooms are located up one flight of stairs. The bedrooms on the ground floor are family rooms and can accommodate two adults and two children. Most rooms can accommodate a travel cot, this can be provided by the hotel at no additional charge but this needs to be booked prior to arrival. Baby listeners can be borrowed from reception again at no additional charge. The hotel is also able to provide fans and heaters, if required again there is no additional charge for this service. All bedrooms have irons and ironing boards. There is also a laundry and ironing service available at the hotel for an additional charge. All bedrooms are different sizes and dimensions as the main building is a converted monastery. The rooms on the ground floor are family rooms and have not been adapted to provide access to the disabled. The hotel does not have a lift. All bedrooms are carpeted throughout and have tiles on the bathroom floor and are en-suite, have tea and coffee making facilities, a hairdryer, television, telephone, seating, wake up service, bathrobe and wireless Internet. Slippers are only available in the Crown Rooms. In all bedrooms the beds are normally made using sheets and blankets, pillows are synthetic unless specified otherwise. There is a wardrobe, chest of drawers and dressing table in each room. There is a guest directory in each room this contains information on the hotel. Most of the furniture in the rooms is flexible and items can be moved or removed on request.

Garden & Colonnade

Guests are welcome to enjoy our garden at any time. The garden surrounds the hotel; access to the garden is through the main entrance of the hotel and walking around the side of the building. The garden is fairly large with flowerbeds. The steps into the garden are stone and are uneven and unmarked. There are benches available in the front garden (summer only) overlooking the roundabout available to all guests. The colonnade is located just off the bar area there is a cover over this area but it is still open, there are many patio tables and chairs and smoking is allowed in this area of the hotel.

Additional Information

There are different types of fire extinguishers that are located all around the hotel in the appropriate areas. In the event of a fire an alarm will sound, please advise us if you have a hearing impairment and might not hear this. There are many fire exits around the hotel and all of these are marked. In the event of a fire the assembly point is the front lawn of the hotel. The hotel is completely non-smoking failure to observe this will result in a fine. We are more than happy to cater for special dietary requirements and any particular likes and dislikes. If possible please advise us of these before your arrival. The superior rooms all have mini fridges, however if you would like us to refrigerate any medications for you then we would be happy to do so for a limited time. Mobile phone signal at the hotel is generally good. The hotel is open all year.