

Access Statement

We welcome all guests, including those with disabilities

Our staff will serve you with tact, discretion and kindness at all times

The hotel is a Grade II Listed Building; parts of it date back to the 12th Century

It's full of character and fascinating architectural features, as you might expect, and there are things about an old, historic building that we can't change, of course

We welcome all guests, however, and do our best to make your visit a pleasure

If there's anything you're not sure about then please ask and we'll do our best to help

We're always happy to assist with reading our menus, cutting-up food (should you require) and all those little things that can make such a big difference to the enjoyment of your stay

Introduction

The Hotel is by the roadside overlooking the village square in the middle of Blanchland.

We have a mix of single, double, twin & family rooms - incl. 2 on the ground floor

There are no lifts anywhere in the building. There are no induction loops.

Pre-Arrival

- For assistance please contact Reception on 01434 27 52 51
- You can contact us by 'phone, email, fax or in person
- We are open from 8am to 11pm
- Please ask about local taxi services or see 'contact information'
- Our brochures, menus and tariffs are not available in larger font or in Braille but we are always happy to talk through them

Arrival & Car Parking Facilities

- There is a drop-off point directly outside the main entrance. It is reasonably level but involves negotiating the large, ancient kerbstones in the village square
- Car parking is available in the square (please note any seasonal restrictions) and there are other car parks around the village
- If you need assistance with luggage, etc., please ask Reception
- Water is provided for dogs, on request

Main Entrance & Reception

- Access at the front door to reach Reception involves 2 steps
- On check-in the staff will brief you about our evacuation policy

Public Areas - General (Internal)

- The floor surface in the Bar is a traditional, stone-flagged floor
- Please ask at Reception for any assistance that you may require
- Familiarisation tours can be given, if required

Public Areas - WC

- There are 2 gentlemen's toilets on the ground floor. The ladies' cloakroom is reached by a small flight of stairs.

Restaurant & Bar

- We cater for various dietary needs, please advise when booking
- Table service is generally offered as standard throughout the Hotel
- Menus are not available in large print but staff will talk you through the menu and choices for your meals
- **The Restaurant is on the first floor**

- Lighting is partly natural day light (from the windows) and in the evenings lighting is low level supplemented with candles on the tables
- It has level access and is open plan with short pile carpet

- **The Bar**

- more information ... tbc

Laundry

- Laundry services & dry cleaning are ... tbc

Shop

- There are a couple of small shops in Blanchland, including a Post Office

Leisure Facilities

- There are no hotel leisure facilities other than the beer garden at the rear

Outdoor Facilities

- There are occasional tables overlooking the garden

Conference & Meeting Rooms, Functions, Banqueting, etc.

- The hotel may be used for meetings or private dining and is ideally situated for wedding receptions, etc.

Bedrooms

- * All rooms are non-smoking
- * Lighting levels are controllable and reading lamps are provided
- * Non-allergenic bedding - please ask Reception or when booking

- * Television with Teletext and remote control
- * Furniture may be moved or removed on request to Reception
- * Flooring in bedrooms is short pile carpet
- * Flooring in bathrooms is non-slip laminate
- * Dog bowls can be provided for food and water

Additional Information

- If you require any assistance during your stay please contact Reception. The Duty Manager can also be contacted via Reception
- We have a set evacuation procedure - the alarm is tested regularly
- All staff receive regular training including disability awareness
- All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms
- There is limited coverage inside the hotel building for mobile phones

Contact Information

- Address: Lord Crewe Arms Hotel, Blanchland, Northumberland DH8 9SP
- Telephone: +44 (0)1434 27 52 51
- Fax:
- E-mail: info@lordcrewehotel.co.uk
- Website: www.lordcrewehotel.co.uk
- Hours of operation: Reception 8am - 11pm
- Emergency number: please ask Reception
- Local carers: please ask Reception
- Local equipment hire companies: please ask Reception
- Local public transport numbers: please ask Reception
- Local accessible taxi numbers: please ask Reception

Future Plans

- information ... tbc

We welcome your feedback to help us improve our service

If you have any comments or suggestions please contact us