

Welcome to The Arden Hotel

Outlined below is some information which we hope will ensure you enjoy your visit to The Arden Hotel, regardless of whether your life is affected by a medical condition, disability, impairment or specific learning ability.

We have tried to include as much accurate detail as possible in our Access Statement but would welcome your feedback in order to continuously improve on the information we give.

Our Management team and staff are trained to accommodate guests with accessible needs, and we look forward to welcoming you.

About Us

The Arden Hotel is situated on Waterside in Stratford upon Avon town centre.

We are established as one of the premiere hotels in Stratford upon Avon and surrounding area, located conveniently opposite the world renowned Royal Shakespeare Company Theatres. The Arden's 45 bedrooms are all stylishly decorated with our guests comfort in mind.

If you have any queries or require any further assistance please contact us via email enquiries@theardenhotelstratford.com, or call reception on 01789 298682.

Before You Arrive

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 public transport by using www.transportdirect.info; simply enter your postcode and ours, which is CV37 6BA.

The nearest railway station is Stratford upon Avon, which is 1 mile away. If you require an accessible taxi this can be booked in advance, please see our contact details for further information.

Enquiries can be made online, by phone or in person.

Car parking and Arrival

Car parking is available in the hotel grounds and is accessible via Chapel Lane (CV37 6BE). There are car parking spaces available a short distance from the main entrance to the hotel. Two clearly marked disabled parking bays are available.

The hotel can be accessed via the main entrance which is located at ground level.

Access to reception is available on the ground floor level within the main entrance to the hotel.

Full portage is offered, providing assistance on your arrival with luggage.

The car park and paths are all on one level; well-lit and within fully landscaped gardens.

Reception

The reception desk is situated directly inside the main entrance, which is level throughout.

The reception desk is at an accessible level; alternatively, we are able to offer a seated check in service away from the desk if this is more suitable.

Reception has a wooden floor with a medium sized rug.

Guests will be shown the guest lounge, bar, dining room and their bedroom.

THE ARDEN HOTEL

BAR • BRASSERIE • TERRACE

Public Areas

The corridors are well lit.

We have a guest lounge and bar which is located on the ground floor, next to reception. The room has a mixture of banquet seating and chairs with low tables.

Lighting is natural daylight and overhead lighting.

The flooring is wooden with a medium sized carpet

We have additional guest lounges which are located on the lower floor, adjacent to the Waterside Brasserie and which are accessible via a specially installed stair lift from reception and bedrooms; or, via a ramp to the Waterside Brasserie entrance located on Waterside.

Accessible toilets are located on both ground level next to reception and the lower level adjacent to the Waterside Brasserie.

Restaurant

The Waterside Brasserie and bar is situated on a lower level and is accessible from reception and bedrooms via a specially installed stair lift. Waterside Brasserie is also accessible via a paved ramp to the entrance located on Waterside.

The room has a mixture of chairs and banquet seating. Chairs with or without arms can be provided.

Lighting is natural daylight and the lighting levels are controlled by dimmer switches, wall lighting and table lamps.

The flooring is wooden.

We are able to cater for various dietary requirements – please speak to the Restaurant Manager on Duty.

Breakfast consists of a buffet style continental selection. Tea, coffee, toast and cooked dishes are served. We would be delighted to serve you a Continental selection if required.

Accommodation

There is one room suitable for guests with disabilities. This bedroom has been designed to be fully DDA compliant. This one bedroom has a wet room which provides horizontal and vertical grab rails either side of the toilet plus horizontal and vertical grab-rails around the shower. Additionally, there are lever taps on the washbasin and shower and wider doors to enable wheelchair access.

An emergency pull cord is located in the bathroom and next to the bed which activates an alarm at reception when pulled.

This bedroom is located on the ground floor.

Bedrooms and bathrooms are bright and evenly lit by overhead lighting; bedside lighting and a desk lamp. Bathrooms are lit with an overhead light and fluorescent light over the mirror. We are happy to provide additional light if required.

Emergency escape procedures are in each bedroom. In the event of an emergency our Management and operational team will designate a member of staff to assist guests with specific needs. This can be arranged on check-in.

A vibrating pillow pad is available on request.

Bedroom flooring is short pile carpet.

All bedrooms have en-suite bathrooms.

All bathroom floors are tiled. Rubber anti-slip bath mats are provided in the bathrooms.

Function Suites/Conference Rooms

The furniture provided in these rooms are moveable and chairs with or without arms can be provided. Specialist furniture and equipment can be provided on request with advance notice of your requirements.

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BAR • BRASSERIE • TERRACE

Food Allergies/Intolerances

If you have a food allergy or intolerance please inform a member of staff before arrival if possible, or when you arrive at the hotel. We will endeavour to ensure that the Chef and Duty Manager are made aware of your requirements so that we can cater for you the best we can.

Please be aware if you have a nut allergy, we operate a working kitchen so although we follow best practices we cannot guarantee food will be 100% nut free.

Terrace/Gardens

Gardens; there is a small garden area which can be accessed from the reception entrance. Tables and chairs are provided for outdoor seating arrangements.

Terraces; there is a large terrace which is accessible via the Waterside Brasserie or via a paved ramp from the roadside.

There is an additional small terrace which is accessible via one step via the guest lounge which is located on the ground level adjacent to reception.

Additional Information

The fire alarm system uses bells. We are able to provide assistance if you make us aware of this requirement.

Our Manager on Duty will be made aware of any guests that require assistance in the event of an emergency evacuation.

We are pleased to offer a large print version of our menu. Please advise upon making your reservation or on the Concierge form provided if you require this service.

Please inform us of any dietary requirements that you have.

Stratford-upon-Avon, Warwickshire, CV37 6BA
T: 01789 298682
E: reception@theardenhotelstratford.com
www.theardenhotelstratford.com

 /thearden  @ardenhotel

