

Kirkstile Inn Accessibility Statement **(Updated May 2022)**

The Kirkstile Inn aims to exceed customer expectations in terms of the overall hotel and country pub experience. Regardless of whether you are able bodied or have disabilities, we strive to provide high standards of service to all our guests. We look forward to welcoming you and hope that your visit is an enjoyable one.

Some parts of the inn date back to the 1500s and this does bring challenges in respect to complying with the Disability Discrimination Act 1995.

Pre-Arrival

We aim to inform our guests of facilities which are in place through our website. If you have any further enquiries, please do not hesitate to contact us.

For assistance prior to arrival, please contact us either by telephone (01900 85219) or email info@kirkstile.com.

We are situated in Loweswater, approx. 8 miles from Cockermouth, 12 miles from Keswick and 30 miles from Penrith. For full details and maps of how to reach us please see the 'find' section on our website.

Our nearest railway stations are Workington, Penrith and Carlisle; we can provide advice on transport from the station including recommended taxi firms on request.

There is no regular bus service to Loweswater.

Arrival

We have our own private car park providing spaces for approx. 25 customer vehicles. We have one designated disabled parking space. The main car park surface is gravel.

If you need assistance on arrival, please telephone 01900 85219 or email info@kirkstile.com prior to your arrival to arrange, as phone signal is limited. Alternatively, our staff are on site and will be more than happy to assist with luggage if you report to either the hotel or bar entrance.

A familiarisation tour can be given if required.

Main Entrances

The hotel entrance has level access with a gravel then stone paved surface. Check-in takes place in reception. There is seating in this area.

The main entrance to the bar is accessed via a tarmac slope with a handrail to one side. Alternative access is available via a combination of level gravel and tarmac surfaces.

Internal Public Areas

Public areas are on split levels, separated by a maximum of 1 step. The main entrance and bar area is on one level.

The floor covering throughout the inn is carpet. The exception is the veranda, which has slate flags.

There is natural light in the public areas and some of the lights are on dimmer switches.

There is a selection of tables and chairs available of varying height.

Breakfast, lunch and dinner are predominantly table service. There is an additional buffet table at breakfast time; staff can assist with accessing this if required. All food and drink must be ordered inside at the bar when sitting outside.

We can cater for varying dietary needs, please advise staff on booking if possible. Guests with nut allergies should be aware we do use nuts in the kitchen.

Large print menus are available on request.

We do not play background music throughout the main bar area. We sometimes play music in the dining room, but this can be turned off or the volume adjusted as requested.

Access to our disabled toilet and baby changing area is via the bar area.

Bedrooms

There are seven 1st floor rooms in the main inn plus two external ground floor rooms and a further 1st floor family annexe. All bedrooms have natural day light plus overhead and bedside lighting.

Due to the age and layout of the building an elevator installation to the bedrooms has not been possible.

All bedrooms have en-suite bathrooms. We have one ground floor room and one 1st floor room with a walk-in shower. The remainder of our rooms have showers over baths.

All showers and baths have an anti-slip surface as standard.

We can provide a small number of aids such as stools or toilet seats on request.

Fire evacuation procedures are displayed in all bedrooms.

Guests are reminded to inform Reception if they would require any assistance in the event of a fire evacuation.

Outdoor Facilities

The Kirkstile Inn has a beer garden and terrace area with picnic tables and benches to the front of the building. This area consists of a mixture of grass and gravel surfaces. A small number of the picnic tables and benches are accessible via concrete slope and gravel path. The remaining picnic tables and benches are only accessible via concrete steps.

Additional Information

If you require any assistance during your stay please do not hesitate to speak to a member of staff.

The Kirkstile Inn is a non-smoking establishment.

Specific requirement food and medicine can be stored in the kitchen fridges.

Staff members participate in various face to face and virtual training modules, including first aid and disability awareness.

We have a set evacuation procedure. A member of staff will be available to assist with evacuation from the building in the event of an emergency.