

# **Access Statement For Whalley Abbey**

## **Introduction**

The Conference House is set within the the ruins of the ancient Cistercian Abbey of Whalley, and the glorious countryside of the Ribble Valley, Whalley Abbey combines a sense of history with a taste of luxury. The Abbey has 17 bedrooms offering double twin and single rooms.

We offer the following services and facilities:

## **Pre-Arrival**

- For assistance prior to arrival please contact the reception team on (01254) 828400.
- Whalley Abbey is in the centre of Whalley village, just off the A59 and three miles south of Clitheroe.
- There is a bus stop ten minutes walk from our front gates, and there is a frequent bus service to Blackburn and Clitheroe.
- The main train station is half a mile from the Abbey.
- There is a local taxi service that has accessible taxis if required; we can make a booking for you.
- Brochures and menus can be provided in large print, by prior arrangement.
- We have a basic website.
- You can contact us via phone, fax or e-mail.

## **Arrival & Car Parking Facilities**

- On arrival at the property there are entrance gates, these are open 24 hours.
- There are two marked disabled parking bays, and parking for approximately 40 cars.
- The surface is uneven with a mix of cobbles and gravel.
- We can assist guests with luggage.
- The village is a few minutes walk from the Abbey.
- You can access the car park and use the entrance to the hotel via 25 steps, being an average of 16cm per each step. Alternatively if this is a problem, a level entry from the car park can be accessed and from this level a lift can take you to the reception area.

- The main lobby is located on the first floor, but is accessible via a lift.

### **Main Entrance & Reception**

- The front door is always locked, but we do have a door bell and a security key code, which can be reached from any height.
- The door is 94cm wide.
- There is seating provided in the main reception area.
- The floor surface throughout the reception lobby is a mixture of short pile carpet and tile flooring.
- The reception desk is 84cm high. Registration can be completed whilst sitting in the reception area.
- The main dining room is located down the stairs from reception, or it can be accessed via the lift.
- The main bar is located to the right of the reception.
- Reception also offers photocopying, basic business services, email and internet access.

### **Public Areas - General (Internal)**

- The lift has audible annunciation and tactile buttons at standard height.
- There is one mirror at the back of the lift at 100cm / 100cm.

### **Public Areas - WC**

- There are 3 sets of public toilets, one in the reception area, one in the meetings area and one near the dining room.
- Both sets of toilets have a unisex accessible toilet.
- The toilets provide:
  - Emergency pull cord
  - Floor is non slip laminate
  - There are vertical rails either side of basins and toilets
  - There is a horizontal rail on the side opposite transfer from the toilet.
  - There are lever taps on sinks
  - There is coloured contrast with critical surfaces, tiles are coloured and sanitary ware is white.

## **Dining Room, Bar & Lounges**

- There is a dining room on the ground floor:
  - Breakfast is served in the dining room on the ground floor, there are stairs but it can be accessed by a lift.
  - Furniture is flexible and can be moved on request.
  - Tables have under space of 71cm high by 130cm wide and a height of 74cm (legs on each corner). All chairs are without arms.
  - Menus can be provided in large print, by prior arrangement.
  - Lighting is mainly natural day light, whilst for the evening meal is low level. Lighting can be increased if required.
  - We are able to cater for varying dietary needs, please advise staff on booking.
  - The flooring in the dining room is stone.
- There is a bar situated on the first floor, to the right of the main reception:
  - The bar area can be accessed from the ground floor by the use of the lift.
  - The flooring is stone flags.
  - The height of the bar is 84cm high.

## **Laundry**

- Not Available

## **Shop**

- Cloisters Coffee Shop offers a delicious range of home cooked food seven days a week. Serving a range of home baked cakes, snacks, meals and drinks between 10am and 4.30pm all year round.
- The Gift Shop in the grounds of the Abbey has an interesting range of local history books, small gifts and cards.

## **Leisure Facilities**

- Not Available

## **Outdoor Facilities**

- Not Available

## **Conference & Meeting Rooms, Banqueting**

- There is a range of function rooms to cater for a variety of events from parish gatherings, business meetings and exhibitions, to the most lavish of wedding receptions and private dining.
- The dining room (ground floor) can seat up to 98 guests. The Great Hall (first floor) can seat up to 70 theatre style, the Robinson Room (first floor) provides an informal venue for up to 30 and the Newman room (first floor) provides a boardroom for 16 delegates.
- Bar facilities are also available upon requests.

## **Bedrooms**

- There is one accessible bedroom (on ground floor), which provides specific facilities for guests with disability these include:
  - Wide but light easy to open entry doors.
  - Wet room showers with removable chairs.
  - Grab rails around shower and toilet - horizontal and vertical.
  - Single bedroom with adjoining lounge which can have a bed settee in for a carer.
  - Emergency procedures clearly written and in large print.
  - Television with teletext and remote control.
  - Flooring in bedrooms is short pile carpet.
  - Flooring in bathroom is non slip laminate.
  - Lighting levels are controllable and reading lamps are provided.
  - Bedding is all non-feather.
  - All bedrooms are non-smoking.
  - The furniture is flexible in the room and items can be moved or removed on request.

## **Bathroom, Shower-room & WC [Ensuite or Shared]**

- All bedroom are en-suite.

## **Grounds and Gardens**

- Guests who are staying within the conference house can walk around the picturesque ruins of the ancient Cistercian Abbey, within beautifully kept gardens.

## **Additional Information**

- If you require any assistance during your stay please contact reception. The Duty Manager can be contacted via reception.
- All front of house staff have regular training which includes disability awareness training.
- All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms.
- Pets with the exception of Guide and Assistance Dogs by prior arrangement are not permitted inside the House or grounds.
- The fire alarm is a continuous siren. Exit routes are clearly marked by the signs above the doors and throughout the House.
- We are a no smoking building (smoking is allowed in the small courtyard, which has level entry and bins are provided).

## **Contact Information**

- Address: Whalley Abbey, The Sands, Whalley, Clitheroe. BB7 9SS
- Telephone: (01254) 828400
- Fax: (01254) 825519
- Email: [office@whalleyabbey.org](mailto:office@whalleyabbey.org)
- Website: [www.whalleyabbey.co.uk](http://www.whalleyabbey.co.uk)
- Local accessible taxi numbers: Ribble Valley Taxis - 01254 247777

## **Future Plans**

- Please enter text here

**We welcome your feedback to help us continuously improve if you have any comments please phone                      or email**