

ACCESSIBILITY GUIDE FOR THE CUMBRIA GRAND HOTEL

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WELCOME

Set within the Lake District National Park, the Cumbria Grand Hotel is the ideal base to go and explore one of the most beautiful parts of England and the UK.

Are you looking at Lake District hotels for a break away? Enjoy an unforgettable stay at the historic Cumbria Grand Hotel. Built in 1880, the hotel is located 15 minutes from the M6 and is only a short drive from the majestic and popular Lake Windermere within the Lake District. Set in 20 acres of private gardens and woodlands and overlooking Morecambe Bay, you will receive a warm and friendly welcome at this charming AA 3-Star Victorian Hotel in the Lake District.

Watch the video: [Bird Eye View](#)

AT A GLANCE

LEVEL ACCESS

There is level access from the main entrance to:

- Hotel reception.
- Bedroom: Room 20.
- Dining table.
- Garden room.
- Jacobean bar.
- Public disabled toilet.
- Outdoor smoking area.

ACCESS WITH STEPS

There are steps from the main entrance to:

- Victorian ballroom suite.
- Hotel's garden.
- Terrace patio area.

BEDROOMS

- We have non-allergic bedding.

LEVEL ACCESS BEDROOMS

- From the main entrance to the bedroom, there is level access.
- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.
- The bathroom has a level access shower.

HEARING

- The fire alarm has a vibrating pillow pad.
- The (bedroom) TVs have subtitles.
- Some staff have disability awareness training.

VISUAL

- The walls and the doors are a high colour contrast.

GENERAL

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

GETTING HERE

Cumbria Grand Hotel
Lindale Road
Grange-over-Sands
LA11 6EN

TRAVEL BY PUBLIC TRANSPORT

- You can get to The Cumbria Grand Hotel by bus and train.
- The nearest bus stop is situated at Grange over Sands railway station.
- The bus stop is 0.7 miles / 1.1 km from The Cumbria Grand Hotel.
- The nearest train station is Grange over Sands.
- The train station is 0.7 miles / 1.1 km from The Cumbria Grand Hotel.

TRAVEL BY TAXI

- You can get a taxi with Trevor Grills by calling 07968341460.
- You can get a taxi with Cartmel Cars by calling 07888915734.
- You can get a taxi with Economical Taxis by calling 01539558901.

PARKING

- We have a car park.
- There are accessible parking spaces.
- Parking is free.
- There is a drop-off point at the main entrance.
- The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access.
- The route is 2000mm wide, or more.



Level entry access from the car park.

ARRIVAL

PATH TO MAIN ENTRANCE

- From the street to the main entrance, there is level access.
- The path is 2500mm wide, or more.

MAIN ENTRANCE

- The main entrance has level access.
- The door is 1500mm wide.
- The main door is side hung and manual.



Level entry from the car park.

GETTING AROUND INSIDE

VISUAL IMPAIRMENT - GENERAL INFORMATION

- We have high colour contrast between walls and doorframes.

LIFT

- We have 1 lift.
- You can get a lift to all floors.

LIFT TO BEDROOMS

- The lift door is 800mm wide.
- The lift is 1200mm wide.
- The lift is 1200mm deep.
- The lift says the floor number on each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, on each floor.



External view of the lift.



Lift controls and display.

HOTEL RECEPTION

- From the main entrance to reception, there is level access.
- You can sit down at reception.



Seating in our reception area.



Seating in our reception area.



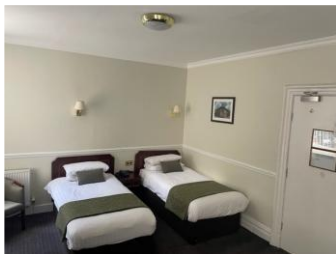
View of reception area.

BEDROOMS

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, bedside lamps, desk or table lamps, spotlights and natural daylight.
- Lights are fluorescent tube, LED and energy saving and some lights can be controlled independently.
- TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- We can give details of our cleaning products on request.
- We can move the bedroom furniture, to improve accessibility.
- From the main entrance to this area, there is level access.

ACCESSIBLE BEDROOM ROOM 20

- The route to the bedroom is 1000mm wide, or more.
- The bedroom door is 1000mm wide.
- There is 1200mm at the side of the bed.
- The bed is 600mm high.
- The bedroom is twin.
- The bathroom is ensuite.
- The bathroom door is 1000mm wide.
- The shower has a seat and a handrail.
- The bathroom has a level access shower.
- The level access shower has a seat and a shower chair is available.
- The level access shower has handrails.
- The toilets have handrails.
- The direction of transfer onto the toilet is to the front only.
- There is 1500mm in front of the toilet.
- The toilet seat is 500mm high.
- The basin is 1000mm high.
- The taps are lever operated.
- There is space under the basin, with no pedestal or boxing.



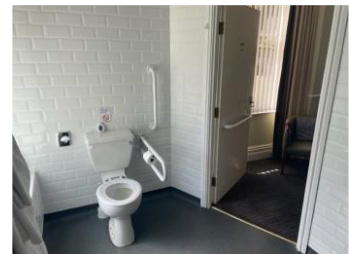
Twin beds in room 20.



Door into the wet room.



Wet room shower.



Wet room toilet.

LOUNGE

GARDEN ROOM

- From the main entrance to the lounge, there is level access.
- The route is 1200mm wide, or more.
- The door is 1200mm wide.



Bar side lounge seating.



Garden room seating.

BAR

JACOBAN BAR

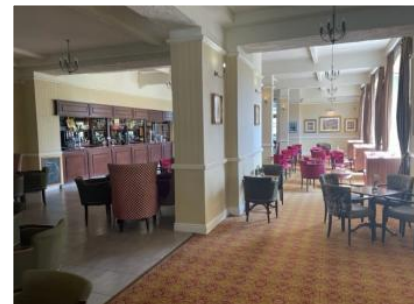
- From the main entrance to the bar, there is level access.
- The route is 1500mm wide, or more.
- The door is 1500mm wide.



Entrance to the bar area



View of the bar



Seating in the bar area

PUBLIC TOILET

PUBLIC DISABLED TOILET

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access.
- The route is 2000mm wide, or more.
- The toilet door is 900mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 900mm at the side of the toilet.
- There is 2000mm in front of the toilet.
- The toilet seat is 500mm high.
- The toilets have handrails.



Disabled toilet.

PLACE TO EAT AND DRINK HAZELWOOD RESTAURANT

- From the main entrance to the dining area, there is level access.
- The route is 2000mm wide, or more.
- The door is 2000mm wide.
- To get to a table, there are no steps.
- If you need table service, the staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates are in high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat, low potassium, low sodium, vegan, kosher and halal specific diets.
- Any dietary requirements must be requested on booking.



Door to the Hazelwood restaurant.

VICTORIAN BALLROOM SUITE

- From the main entrance to this area, there are 27 steps.
- There is no lift and no ramp.



*First stairs
to the ballroom.*



Second steps to the ballroom.



*Third steps
to the ballroom.*



Inside the ballroom.

GETTING AROUND OUTSIDE

HOTELS GARDEN

- From the main entrance to the gardens, there are 10 steps.
- There is no lift and no ramp.
- The route is sloped.



Access to patio area



Steps to lawn area

SMOKING

OUTDOOR SMOKING AREA

- From the main entrance to the smoking area, there is level access.
- The route is 1500mm wide, or more.

TERRACE

TERRACE PATIO AREA

- To get to a table, there are 2 steps.
- From the main entrance to the terrace, there are 2 steps.



Patio access

CUSTOMER CARE SUPPORT

ACCESSIBILITY EQUIPMENT

- Vibrating alarm pillows.
- Shower seats / stools.
- Extra grab handles in bathrooms.
- The nearest toilet area for assistance dogs is 10 meters from the main entrance in the gardens.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- Mobility scooter charging can be requested at reception.
- You can hire mobility equipment from South Lakes Mobility Ltd by calling 01539 734600.

EMERGENCY EVACUATION PROCEDURES

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has a vibrating pillow pad.
- Vibrating alert pads are available from reception on request.

CUSTOMER CARE SUPPORT

- Some staff have disability awareness training.
- Staff are available 24 hours a day.

Guide last updated: 21 June 2023