



The Chase Hotel
Gloucester Road, Ross-on-Wye. HR9 5LH

Access Statement:

Here at the Chase Hotel we strive to ensure our guests have the smoothest and most enjoyable experience, and so recommend that you take a moment to look at the following information regarding access to the Hotel, to avoid any disappointment or issues on your visit. Should you feel unsure about anything, or need further assistance, do not hesitate to get in touch with our team either via e-mail or by telephone.

PUBLIC AREAS

- The Chase Hotel has a large tarmac car park with two disabled parking bays near to the entrance. Access to the hotel lobby is up three stone steps or via a ramp suitable for wheelchair or pushchair access.
- A complimentary Porter Service for assistance with luggage is available; please ask at Reception.
- The Reception desk is at a height of just over 1 metre and therefore may be unsuitable for some guests. Alternative seated areas are available in both the Lobby and the Lounge for guests to check-in with a Receptionist.
- The Hotel's ground floor has level access between public areas of Reception, Chase Bar and Lounge, Harry's Restaurant, The Oak Suite and Garden Room.
- All areas feature either tiled flooring, or short-pile carpet with good colour contrast between walls and flooring. Public areas are well lit using a combination of natural light, spotlights, wall lighting and table lamps.
- The garden terrace is accessible through the Chase Lounge, Garden Room and Oak Suite's French doors, with just a small step down through the Lounge's access. The terrace can be accessed directly from the car park via a stone ramp.
- Public toilets are located on the ground floor. The Chase does not currently have a disabled toilet. Both Male and Female toilets can be accessed by a wheelchair in the cloakroom space, however not to cubicles. Male toilets have one lowered urinal available. Alternative toilets with more room and baby changing facilities for those who may require it are available in the Garden Room; please speak to a receptionist for guidance.
- The Boardroom and Severn Room Conference Suites are located on the Hotel's first floor, accessed only via our main staircase, with two steps down in to the Conference wing of the Hotel. The Boardroom has its own cloakroom facility.
- We aim to accommodate dietary requirements to the best of our ability. Please contact us in advance if you have any allergies or requirements to ensure we can have appropriate dishes available for you. Larger print copies of Menu's and Brochures can be provided with prior arrangement. All staff are happy to run through Menu's with you.
- Wi-Fi Access is available throughout the Hotel.
- The centre of Ross-on-Wye and the town's main bus stops are a 500 yards walk from the entrance of the grounds on wide tarmac paths. Several local taxi services are also available.

ACCOMMODATION

- Due to the age of The Chase, we are unable to offer any accommodation on the ground floor, or lift access to upper levels, making the Chase unsuitable for Guests unable to use staircases. First floor accommodation is accessed via a large staircase of twenty-six shallow steps, featuring two left corner turns on the ascent, with a wooden bannister on one side and a fitted rope grip on the other. Bedrooms close to the top of the staircase are available.
- Some bedrooms feature steps into the rooms, as well as into bathrooms. Please contact us ahead of your stay if this is a cause for concern to ensure suitable room allocation.
- All bathrooms feature bathtubs with overhead showers, grip rail and non-slip bathmats. Rooms Three and Twenty-Five also feature walk-in showers.
- Room service is available 24 hours a day, with food service available between the kitchen hours of 12 midday - 2pm, and evening service from 6pm - 9:30pm.
- Assistance Dogs are welcome at the Hotel. We are unfortunately unable to accommodate any other animals.

The Chase Hotel, Gloucester Road, Ross-on-Wye. Herefordshire. HR9 5LH
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